



Quality Checker Report

United Response
27 Brockleaze, Neston

20/08/15

Volunteer Quality Checkers Report for Health Watch Wiltshire



Wiltshire People First
Independent Living Centre
St George's Road
Semington
Wiltshire
BA14 6JQ

About HealthWatch Wiltshire



Healthwatch Wiltshire (HWW) is all about local voices being able to influence the delivery and design of local services.

HWW gives people a voice and works to help local people get the best out of their local health and social care services.



Healthwatch provides a signposting service for people who need help or if they need to make a complaint about a service.

Healthwatch Wiltshire will report any concerns about the quality of health care to Healthwatch England, who will inform the Care Quality Commission.



Disclaimer

This report relates to this specific visit to the service, at a particular point in time, and is not representative of all service users, only those who contributed. This report was written by an authorised Wiltshire People 1st volunteer Quality Checker with support from staff. The visit was carried out for Healthwatch Wiltshire

WPF Quality Checkers Visit Report



Date of Visit: 19/08/15



Names of Quality Checker visiting:

Michael Butt

Sandra Wells



Name of Wiltshire People First supporter(s):

Angie Hulin



Name of Service Visited:

United Response



Address of Service Visited:

27 Brockleaze, Neston



About the Service: *Facts*

What does it do?

Accommodation and support of people with learning disabilities between the ages of 18-65

Who is it for?

3 male residents with learning disabilities, 1 also has dementia that was diagnosed a year ago.

How many people use the service?

3



Purpose of visit: Why did you visit?

– E.g. at HWW request, to look at/find out about...

For Healthwatch Wiltshire



How was the visit conducted:

Did they know you were coming?

Yes

How many people were in the team visiting?

4

How many were Volunteer Quality Checkers?

2

How many were WPF support staff?

1 + 1 staff from HWW

How long did you spend looking around?

50 minutes

Did you speak to Users – if so, how long did you spend talking to them?

The 2 service users who were at home did not use words to communicate.

We did speak to them and got a makaton sign 'yes' in response to questions.

Did you speak to Staff – if so, how long did you spend talking to them?

1 supporter in the house and she spoke for the service users as they did not use words.

Did you visit during meal times – did you see Users eating?

No

Did you see Users doing any organised activities?

Saw 1 person doing a jigsaw
1 person was out at the pub with x2 supporters for planned activity





Observations and Findings: What did you find out from your visit – relating to the following key issues:
Please say yes/no and give examples of evidence to support your observation.

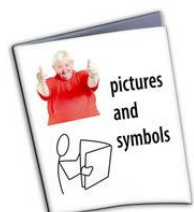


Is the service accessible to people with Learning Difficulties? Say how you know this – e.g. easy read plans, building accessible – ramps and lifts, doors wide, accessible toilet/bathrooms?

Yes ☒ No ☐



There is a ramp to a back door for access but it has a step over at the top. The entrance and internal doors are narrow due to style of the property and would make access difficult for people using wheelchair or walking aids.



The bathroom is on the level and is accessible as is the kitchen.

We could see no easy read plans or menus.



Were the staff friendly and did they understand the needs of users with a learning difficulty? Give examples:

Yes ☒ No ☐

The member of staff was friendly and respectful to the service users. Asking them questions and waiting for those with limited communication abilities to say yes e.g. permission for the QC team to see their bedrooms.
Saw staff tactfully speak to C as he came out of the bathroom and reminded him to go back in and flush the toilet and was his hands.





Is information displayed in a format that is accessible? *Say below how you know this – e.g. easy read plans or menus, notice boards?*

We did not see any evidence of any easy read information displayed, there were no written meal menus as we were told residents choose each day what they would like to eat.

Yes ☐

No ☒



Does the service treat people with Learning Difficulties with dignity, respect and like all other people?

It appeared to us that the people were treated with respect. Supporter asked if it was ok to go and show their bedrooms. One service user was out so the staff member said we would not be able to view that room as he wasn't there to give permission, which we were pleased to note.

Yes ☒

No ☐

Does it give the Users the power to exercise their right to choose and make decisions?

We felt it did from the limited time we were there. For example, pictures were used for one service user to point to, to let staff know what he wanted.

Yes ☒

No ☐



What did people say about the service? *(Summary and quotes – e.g. most people we spoke to said they liked living here. 1 person said “I have my own room and can choose....”)*

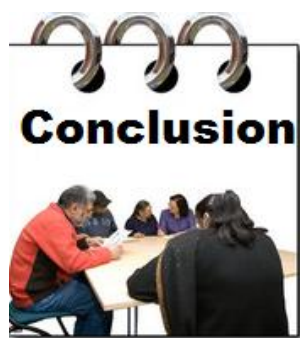
We were unable to communicate directly with the residents so not able to include direct quotes etc.



Good Practice: *What was good about the place you visited – would you be happy to live/use this service? E.g. were the staff friendly and polite, cheerful?*

Yes generally we felt we would be happy to live there. Staff member we saw was friendly and polite and answered our questions. Home was clean and looked pleasant.

Staff keep daily diaries for each resident to show what they had done, eaten or any other information so that staff taking over can see what has been going on for each person. This was as well as a staff handover. This was particularly important due to the limited communication level of the residents.



Conclusions: *Sum up your main points – e.g. 'overall we felt that was a pleasant place to live and people were able to...*

The QC's said they felt it was a pleasant and friendly place to live. Homely.

The home has visitors but people are asked to phone ahead and say they are coming. This helps staff care for one of the residents who had 'challenging' behaviour and did not cope well with surprises.

One person in the home has an independent advocate.

The service users are invited to join in cooking, gardening, cleaning etc but we were told that they quite often chose to opt out of housework!

Quality Checker asked about bedtimes – staff said each resident chooses own bedtimes.



Recommendations: *What do you think they could improve upon/make better? E.g. more information could be easy read formats, or do you think they are providing a good service and to keep doing this?...*

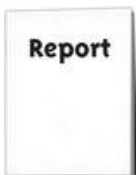
We felt that this was a pleasant place to live and provided a good service to the residents who saw it as their home.



Thank you

Healthwatch Wiltshire would like to thank all those who took part in this visit.

Control Sheet

  	Date QC with supporter sent report to WPF Director, to amend/review and retain copy	25/08/15
  	Date report submitted to HWW by WPF.	27.10.15
  	Date HWW sent to provider to check for factual accuracies.	
  	Date response from provider due.	
 	Follow up actions.	