



## Quality Checker Report

*OLPA*

*19 Berryfield Road*

*Bradford-on-Avon*

*BA15 1SU*

*1<sup>st</sup> September 2015*

### **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 1<sup>st</sup> volunteer Quality Checker with support from staff. The visit was carried out for Healthwatch Wiltshire.

# WPF Quality Checkers Visit Report



**Date of Visit:** 1.9.15



**Names of Quality Checker visiting:**

Sam Coulton and Linda King



**Name of Wiltshire People First supporter(s):**

Sonia Sansom



**Name of Service Visited:**

OLPA



**Address of Service Visited:**

19 Berryfield Road, Bradford-on-Avon



**About the Service:** *Facts*

What does it do?

Residential care home.

Who is it for?

Adults with learning difficulties.

How many people use the service?

3



**Purpose of visit: Why did you visit?**

HWW request.





## How was the visit conducted:

Did they know you were coming?

Yes.

How many people were in the team visiting?

3

How many were Volunteer Quality Checkers?

2

How many were WPF support staff?

1

How long did you spend looking around?

1 hour.

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

All 3 residents (P, A and S) were happy to speak to us for the hour.

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

Yes. 2 members of staff – Sarah (area manager) and Sandra (house manager). They let the residents do the talking but supported them when necessary.

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

2 of the residents were just finishing a cold lunch as we arrived.





Did you see Users doing any organised activities?

No.



**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.*



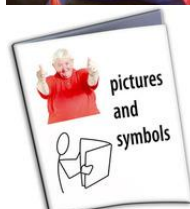
Is the service accessible to people with Learning Difficulties? *Say how you know this – e.g. easy read plans, building accessible – ramps and lifts, doors wide, accessible toilet/bathrooms?*

Yes ☒ No ☐



Ramp and hand rails up to front door. Accessible en-suite bathroom downstairs in A's room.

More about easy-read later in the report.



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

Yes ☒ No ☐



The staff were very friendly and cheerful and really listened to the residents. When S wanted a word with a member of staff she took her to a quiet area and listened to her rather than tell her to wait until we'd gone.



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

Pictorial menu to choose from.

Easy read documents/booklets covering issues such as illness, end of life and visits to the doctor/dentist.

There was a list on the landing of daily jobs for the residents, e.g. laundry.

Yes ☒

No ☐



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

The house values individual's right to privacy – they can choose if they want to keep their rooms locked.

The staff reassured and encouraged the residents when they were unsure as to why we were there. Explaining everything clearly and giving them the choice as to whether they wished to participate or not.

S was going to be having a tea party for her birthday the following week.

Yes ☒

No ☐

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

The residents said yes and told us:

They had all chosen the décor in their rooms and have lots of personal belongings. E.g. P's cuddly toys and A's photographs.

They choose where to go during the week and all go to different clubs etc. E.g. swimming, Cedar Court, Salvation Army coffee/lunch club.

They choose what to eat by having a house meeting to talk about the menu. They then help with shopping and food preparation.

Yes ☒

No ☐

They choose what to wear (staff might help with colour co-ordination) and go shopping for new clothes.

They have tenants meetings to discuss trips out.



**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....”)*

No direct quotes but all residents had a lot of positive things to say and it appeared that they had a good relationship with the staff.



**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?*

The residents said they have a good relationship with their neighbours - there was talk of a BBQ happening with them.

Visitors are welcome.

The staff were happy to take the residents out and about regularly including spontaneous trips and evening outings to the pub, theatre, cinema etc.

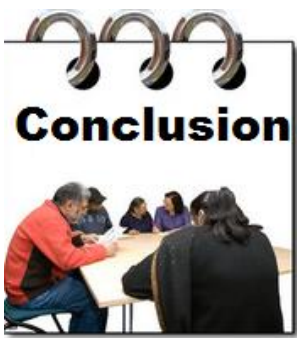
If a resident has an appointment (e.g. doctor, dentist) they have lead-up preparation. They talk it all through (sometimes using easy read if relevant) and have practise runs so that everyone is familiar with what will happen.

The staff encouraged one person to speak at a time and listened to everyone individually, especially to S who had something she really wanted to say to S about a visit she'd had that morning.

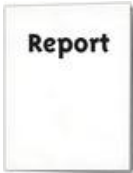
We liked the notice board in P's room that said “Good Morning P” in big writing with a reminder of her morning routine.

The door name signs made it personal.

The house had been extended relatively recently. This was because A started to find it difficult to get upstairs. Rather than having to move her to another house, OLPA built a downstairs room with an accessible bathroom.

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|------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                |
|    | <p><b>Conclusions:</b> <i>Sum up your main points – e.g. 'overall we felt that ..... was a pleasant place to live and people were able to...'</i></p> <p>Overall we felt that the house had nice décor, plenty of room and a choice of spaces to be in. The residents had a varied and interesting life due to the staff's commitment to taking them out and about. Sam and Linda both said they would like to live there.</p> |
|    | <p><b>Recommendations:</b> <i>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?...</i></p> <p>The Quality Checkers couldn't think of anything that could be improved upon.</p>                                                                                                                |
|  | <p><b>Thank you</b></p> <p>Healthwatch Wiltshire would like to thank all those who took part in this visit.</p>                                                                                                                                                                                                                                                                                                                |

# Control Sheet

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