

Healthwatch Cheshire West Enter and View Report - Social Care	
Enter and View Visit to	Sutton Beeches - Maple and Willow Units Vivo Day Services Alvanley Road, Ellesmere Port. CH66 3JZ
Dates	11 <sup>th</sup> February 2014 arriving at 2.00 p.m. and 14 <sup>th</sup> March arriving at 10.30 am
Authorised Representatives	1 <sup>st</sup> visit - Rhiannon Wilson and Jenny Young 2 <sup>nd</sup> visit - Pat Lott and Jenny Young
Staff present	Paul Clay Senior Day Services Officer and Day Care assistant Lisa Spencer supported our visit on the first occasion. On the second visit we were joined by Elaine Gough, who was in charge of Day Care, and Paula Sanchez, who is the Unit Manager.
Background	Maple and Willow units are day services presently in a transitional phase, transferring from CWAC to VIVO Day Care Services. They are located within Sutton Beeches; a residential short break and rehabilitation centre located in a residential area of Ellesmere Port. The Maple Unit can take up to twenty day care residents and the Willow Unit provides a specialist Day Care facility for twelve people who have dementia or other diagnosed similar conditions. Representatives were informed by staff, that at the moment Vivo Day Care Services are looking for an alternative appropriate building in the geographical area of Ellesmere Port to enable present service users of the Day Care Services to transfer. Following our initial visit and an exchange of correspondence we were encouraged by the organisation to revisit the establishment to follow up observations.
Overall Impression First Visit	Authorised Representatives express some concern that both Maple and Willow units are located in areas that are physically small - with the arm chairs in Maple Unit arranged in a tight circle around a small room. Representatives felt that personal space was limited to complete either a different activity or enable the service user time out of the group. The dining provision was provided in the same small area and seemed crowded. In Willow Unit, chairs again were placed around a very small room which was very warm. The dining area was in a different room which was good. <b>Second Visit - see attached notes</b>
Any ideas or suggestions for improving service?	Clearly it would be an improvement if a new building location allowed more space for service users to walk around and further allow seating and dining area arrangement in a more appropriate setting to service user need. This would also enable more personal choice throughout the day for those using the service. Greater use of volunteers and school involvement in the service. We feel that involving the local community would enhance the service provision. Improved and tidied garden area space.

## Environment

Sutton Beeches is an older building and although decoration and environment quality seemed adequate, the two areas used for day care services appeared small in size with limited space for activity.

**Representatives felt that improvement in the provision of services is essential and that this can only be achieved with a move to alternative facilities that are more appropriate.** There is a garden outside with tables and chairs but this area did not appear well tended. It is our understanding that this is the responsibility of a gardener employed by CWAC Council.

## Health and Wellbeing

Infection control was visible. Staff working in the day care areas are on a rota to support safe practice for fire procedures. Medication is kept in a locked office and as appropriate dispensed by care staff. There are qualified staff working in other areas of the building who can be called to support a crisis as appropriate. Agency staff are not used to cover for sickness and annual leave with absences being covered by existing colleagues on the Sutton Beeches team. Staff were very supportive to service users throughout our visit.

Representatives were told that all were qualified to at least NVQ level two standard. A staff handover meeting takes place each morning at 9.30 am. at which staff are given resident information and menu choices for residents on that day. Service users appeared happy and said they enjoyed attending the centre, commenting that all staff are very supportive.

Representatives felt that the staff interacted well with service users.

There was five staff on duty during our visit, these appeared to share their duties between both units dependent on need and numbers of service users attending.

## Activities and Community Links

Authorized Representatives saw no evidence of a choice or range of activities on offer.

In the Willow Unit, conversations with many of the service users indicated that there was no provision for trips out - either to the local shopping area or day trips out which they felt would be welcomed. A cabinet in the kitchen area of Willow Unit, used for the storage of games and other activity materials appeared very untidy and did not look as if it was used on a regular basis. *\*N.B. Second Visit*

Staff informed us that on most days in Maple Unit all service users played 'Bingo'. There appeared to be no regular residents meetings or relative meetings. Authorized

Representatives felt that these should be organized to ensure the quality, choice and wellbeing of the service users is being supported. At such gatherings any changes required can be actioned or discussed as appropriate.

## Feedback

Some staff expressed concerns regarding transitional arrangements with transport services - currently under review and which they felt were presently excellent. Staff were anxious this might change and impact on service. Both staff and service users stated they would want to transfer to the new centre.

We were informed that there have been meetings with regard to transport involving staff and service users.

## Additional Comments

There appeared to be a significant need to improve the day service provision for the residents presently attending Sutton Beeches and this may be the vision of VIVO Day Care services. It would be good to visit the new centre when this is in place to ensure that there is an improvement to both the environment and choice of activities for the older people who attend and to see more involvement from the local community.

## Second Visit 14<sup>th</sup> March 2014

Representatives continued to find the rooms rather uninviting with some of the decoration and furniture in great need of some attention.

The clients were just being bussed in when we arrived and were then given cups of tea and hot chocolate. The worktop in the area where these drinks were being made was all stained and the clients were just sitting in a big circle, some were talking, some were watching television and some were just sitting there.

Our observations suggested that there were 20 day care clients and 12 in the Dementia unit. Although there were eight staff, only five were on duty at any time.

We asked about staffing and were told by Elaine Gough that they had looked into this and apparently there was no legal requirement to have a certain number of staff per group.

However, it is the opinion of all three Representatives involved in these visits that staffing levels should be improved to cope with the range of clients disabilities.

The staff who we met were all very nice with a lot of smiles.

After the clients had all had tea etc. they had a quiz and we were told, would be having a game of Bingo in the afternoon. There was another activity going on in the Dementia unit.

There was an activity cupboard which was all tidy with lots of jig saws, Dominoes and a lot of other things. \* *Representatives were pleased to see this as an improvement from the first visit.*

One big concern for representatives was the condition of the outside area. In one part there was an abundance of cigarette ends that had obviously built up over several weeks. The whole garden area was also in need of a great deal of attention. The seating didn't look very well maintained and also observed was a hose pipe left attached to a tap in the Dementia area.