Enter and View Report: The Mills Meadow Club

9 June 2017
Name and Address of Service visited:
The Mills Meadow Club
Fore Street
Framlingham
IP13 3DG

Name of Provider:
Care UK

We visited this service on:
An announced visit on 9th June 2017
Acknowledgements:

Healthwatch Suffolk (HWS) would like to thank the service provider, residents, visitors and staff for their contribution to the Enter and View programme.

Disclaimer:

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all residents and staff, it is an account of what was observed and contributed at the time.

What is Enter & View?

Part of the local Healthwatch programme is to carry out Enter and View (E&V) visits. These may be announced or unannounced.

Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows local Healthwatch ‘Authorised Representatives’ to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.

Enter and View visits can happen if people tell us there is a problem with a service but they can also occur when services have a good reputation - Healthwatch Suffolk wants to learn about and share examples of good practice from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies.

If at any time an Authorised Representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will
1. Visit Conducted by:
   Lead Authorised Representative: Stella Morris
   Authorised Representatives:
   Wendy Sheppard
   Nicky Jay
   Helen Hollinworth

2. Purpose of the visit:
   2.1 To gather feedback from Day Club users on their experiences of attending the day club i.e. what they like about the day club, how they meet their needs, activities they participate in, both good and bad experiences.

   For representatives from Healthwatch Suffolk to also engage with carers, relatives, staff to record their views on the service. The key areas of enquiry were:
   • Personal choice which includes
     - meals
     - personal care
     - activities
   • Staff interaction with users of the service

3. Methodology:
   Observation of the service and staff interaction with users. Conversation with service users, relatives and the staff team.

4. Introduction:
   The Organisation and Service Provider

   4.1 The Mills Meadow Club is owned by Care UK who also provide the day services. At present 60% of those attending are privately funded and 40% funded from Suffolk County Council Adult Care Service. The club is situated within the grounds of the Mills Meadow Care Home which is in a residential area of Framlingham.

   4.2 The day club has a Manager and one or two members of staff on duty each day the club is open. The Mills Meadow Club is open four days a week at present Monday, Wednesday, Thursday and Friday from 9.30 – 3.30 (but this is flexible). It is planned to extend this to include Tuesday’s in the near future.

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Summary of the Club

There is adequate parking at the front of the club. The building has been nicknamed the ‘Round House’ by the people who use the club because of its shape. There is an entry door system for safety and security. The office, assisted bathroom, and laundry room are in the club of the building with a short corridor to access the rear of the building. There is a large kitchen and dining area located at the rear of the building. The seating/lounge area is at the front of the building and this is where a lot of the group activities take place. There is also a quiet area. People attending the club can also use the hair salon, café and in-house cinema at Mills Meadow Care Home which they have nicknamed the ‘Big House’. At the rear of the building there is a secure garden with seating.

A hot meal is provided at lunch time and breakfast can be provided at the beginning of the session if required.

The Manager has an open-door policy for relatives/carers, encouraging their involvement in the club.

The Manager who has worked in the care field for 31 years is able to administer medication if required.

Initially a new person and their relatives will visit the club or the Manager will visit the person in their home to assess their needs.

District nurses, GPs will visit the club as and when required.

The club can take up to 16 people each day and at present the attendance is as follows:

Monday  14
Wednesday  16
Thursday  10
Friday    12
4.10 Some residents from Mills Meadow Care Home also attend the day club.

4.11 Transport is arranged by those who use the club or their relatives/carers. Transport could be via the Coastal Accessible Transport Service (CATS) service or the Framlingham Rotary Club which also provides transport for those who do not have direct access to private transport.

5. Impressions

What we found - impressions (including NHS Accessibility Standard)

Meals

5.1 The lunch time meal is prepared in the main kitchen at Mills Meadow Care Home and brought to the club in a heated trolley.

5.2 The people who use the club have the same choice of varied menu offered to the residents at the care home.

5.3 Any special or cultural dietary requirements including soft diets can be catered for. The food looked to be appetising and appeared to be hot.

A relative told the team “The standard of the food has improved, perhaps due to a different chef?”

5.4 A choice of hot and cold drinks are available throughout the day.

5.5 The E&V team were advised that support with eating would be provided if required.

Social Activities

5.6 There are various group and one to one activities which are held each day. The timetable of events and activities also changes daily. Activities on offer include baking, cooking, jam and marmalade making, nail care, massage, games and craft.

5.7 On the day of the E & V visit, one of the afternoon’s activities was ‘where have you been on holiday’. People using the club were observed to be fully involved and enjoying the session with the Manager and her staff. The CATS driver and a relative who had arrived early to take people home were also taking part in the session.

5.8 The E&V team were advised that the interests of the people using the club are taken in to account when planning care and activities.

5.9 Day trips that are of interest to the people attending the club are also arranged. The last one was to Felixstowe Hut. A fish and chips trip to Southwold is being planned.

5.10 The garden is fully enclosed, safe with adequate seating. Service users are involved with the planting and the Rotary Club are intending to install raised beds to enable the less agile attendees to participate.

5.11 Framlingham Rotary Club are very involved with the Mills Meadow Club and pupils from a local school attend for an hour and a half each week on Thursdays

5.12 The Worry Tree café is held at the Mills Meadow Club on Friday evenings which is organised by the ‘Hour Community’ a local charity supported by the Rotary Club. The Worry Tree cafe supports people in the local community facing challenges. Visitors are invited to go along and talk to others, sharing issues and concerns.

Personal Hygiene

5.13 There is a bathroom with a chair hoist over the bath and a walk-in shower for those people using the club who need assistance with bathing.

5.14 The E & V team were advised that staff would assist anyone with personal care needs whilst they were at the day club.

5.15 There is a laundry room if any washing needs to be done.

Staff Interaction

5.16 Members of the E & V team observed staff interaction with the people using the club at the end of lunch and during an activity.

5.17 Good practice was observed during the visit for example the interaction between staff members and people in attendance was very caring. Staff gained the person’s attention before talking to them and bent down to be on the same level where necessary when engaging.
5.18 We observed good interaction between the staff and the people in attendance during the ‘where have you been on holiday activity’. Assistance and encouragement was given when required. The atmosphere was lively and everyone appeared to be enjoying themselves.

5.19 Feedback from relatives/carers and the CATS driver included the following comments:

Comments from a member of the E & V team.

'I met with a carer whose husband attends twice a week. This is self-funded. She has been included in all areas of her husband’s care and has been consulted with and kept informed. She said that she felt the day club was extremely well run and was confident that her husband was well cared for and stimulated whilst there. All the staff were caring and supportive and she was aware of what he had been doing and also had eaten that day. Her husband did not need any personal care. She feels that there are not enough funded respite places.’

A Coastal Accessible Transport Service driver commented on the day club: “Since (the Manager) has taken over it is brilliant. We see people enjoying themselves, having a laugh. I think it is wonderful, long may it continue.”

The daughter of day care user stated: “The club is wonderful for my Dad. It has given him a bit of his life back, more of an interest. He used to be a woodwork teacher so he enjoys arts and crafts, meeting other people, the singsong and dancing, it is fun.”

Another relative said “…it gives me peace of mind, a chance for my own life. It is fantastic. So glad I saw it advertised, and it is good value for money”

“It has been a god-send for me and my husband”.

A relative of day care user stated: “The club is really helpful as I look after my wife full time. It is a relief for me. We have been married over 50 years. This is time for me. She enjoys coming, is friendly with the other ladies, makes cakes etc”

5.20 Those people in attendance on the day of the E&V visit appeared to be very happy with the services provided. A member of the E & V team spoke to one person who enjoyed the day he spent at the club and would have liked to attend more often. He thought all the staff were lovely and very caring.

5.21 From the feedback received and from observations made by the E&V team, it would appear that the Mills Meadow Club offers a safe, caring environment. The club is a venue where service users can meet people and take part in activities and which appears to meet their needs.

Staff, relatives and carers had only positive comments to make about the manager’s enthusiasm, caring nature and the support she gave.
RECOMMENDATIONS AND AREAS OF GOOD PRACTICE

“... would benefit from hand rails in the corridor between the front and back of the building....”

6. Areas of good practice and recommendations

6.1 The E&V team looked at meals, Social Activities, Personal Hygiene and Staff Interaction. In all of these areas, the team received positive feedback from the people using the club and their relatives/carers.

6.2 The E&V team had only one recommendation to make, that the people using the club, particularly those who less mobile, would benefit from hand rails in the corridor between the front and back of the building where the bathing and toilet facilities are located.

6.3 Ensure that all staff are aware of the NHS Accessible Information Standard and that all information held on the resident should be in an accessible format. All notices to be in larger print at least font size 14. The NHS Accessible Information Standard aims to make sure that users of services have access to information in a format that they can understand and that it is communicated to them in such a way that they can understand. That services may need to offer support to the resident or user to enable them to access the information for example the use of signer/ large print. See www.england.nhs.uk/ourwork/accessibleinfo

This is a standard that aims to make sure that all service users have access to information in a format that they can understand and that an offer support to access information is made to them should they need it. Organisations must follow the standard by law with effect from the 31st July 2016. This is explained in Section 250 of the Health and Social Care Act 2012.

7. PROVIDER FEEDBACK (on RECEIPT OF DRAFT)

Verbatim, provider comments are included within the text of the report

Thank you for the positive feedback. The Day Centre enjoyed your visit and were pleased...
If you require this report in an alternative format please contact us at the address above. We will be happy to help.

This Enter and View report is publicly available on our website and has been distributed to the Care Quality Commission, Suffolk County Council Adult Care Services Quality and Monitoring Team, Healthwatch England and other stakeholders including all Healthwatch Suffolk friends and members.

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