

Enter and View Report: Somerset Day Centre

Service address:	62 St James's Street, Brighton, BN2 1DR
Service Provider:	Brighton & Hove City Council
Date and Time:	Thursday 30 th October, 11am - 3pm
Authorised Representatives:	Farida Gallagher and Sue Seymour
Contact details:	Community Base, 113 Queens Rd, Brighton, East Sussex BN1 3XG

Acknowledgements

Healthwatch Brighton and Hove would like to thank the service provider, service users, visitors, staff and volunteers 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 service users and staff, only an account of what was observed and contributed at the time.

What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. 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, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well 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 be directed to the CQC where they are protected by legislation if they raise a concern.

Purpose of the visit

Healthwatch Brighton and Hove has committed to conducting six Enter and View Visits between October 2014 - March 2015, themed around occupation and social activity. The theme was chosen using evidence provided by Healthwatch's predecessor, Brighton and Hove LINK. Healthwatch will visit a mixture of social care services including day centres and care homes. The locations have been chosen on the basis of their geographical location, the services they provide, and local intelligence from Brighton and Hove City Council and Brighton and Hove Clinical Commissioning Group. The combined outcomes of all six visits will create an overall report which will be shared with the council, looking at how people would like to spend their time in our local social care services.

The service is a day centre for older people, and provides a space for activities, trips and outings, advice and support and socialising opportunities.

Methodology

Two trained and DBS checked Enter and View Volunteer Representatives visited the service on Thursday 30th October between 11am - 3pm. They talked with 7 day centre members and chatted informally to members of staff. The representatives had some set open questions to ask the service users about the service they were using at the time, as well as any other NHS services they had recently used.

The representatives also conducted a short observation about activities and social occupation in the service. This involved the authorised representatives walking around the public/communal areas and observing the surroundings to gain an understanding of how the service actually works and how the service users engaged with staff members and the facilities. There was an observation checklist prepared for this purpose.



Results of Visit

Spending time with other people

Members of the day centre were all positive about the amount of contact they get with one another. Many mentioned that the staff and volunteers took time to introduce new members, and gave members space to have private conversations about anything that was bothering them. It was observed that the centre had a happy and relaxed atmosphere, which appeared to be brought about through lots of engagement and conversations in the space.

 *I have been shy all my life; they edged me in really nicely* 

Everyone we spoke to felt that the staff and volunteers knew them well as people, and took time to see how they were. Members felt that the staff and volunteers knew their likes and dislikes, and a couple reported having a good joke with them regularly. It was observed that all staff and volunteers were very warm and welcoming to members and were interacting with them at all times and appeared to be having fun with the members. Members were welcome in the staff office at any time.

Things to do

The members told us that staff and volunteers rotate and share taking the lead on different activities, but all staff and volunteers will join in on different things throughout the day. Activities and the daily menu were displayed on a whiteboard for members to see, although the text was quite small. Despite this, everyone appeared to have a good sense of what activities and food were available that day.

 *Once a month we have a meeting to discuss activities and what we would like* 

Members have regular sessions which focus on exercise, using computers, and art. There are alternative options if people would not like to do the main activities. On the day of our visit, there were opportunities to play word games, write poems and do arts and crafts. Books and games were available and in a prominent spot, and photo albums were out showing pictures of the members. Members told us that they could put music on if they wanted, and that musicians sometimes came to play for them.



Despite the range of activities, a person was observed choosing not to take part in activities, which was respected. Special occasions like birthdays are marked with cake and cards, and at Christmas members have Christmas lunch, see a panto and have a Father Christmas visit them. The centre is usually decorated for seasonal holidays, and we saw a programme of Christmas events printed and on tables for members to see.

 *We have birthday parties here, with cake, orange juice* 

The day centre also provides a range of trips out and about, which the members seem to very much enjoy and value. Examples of these outings include going out for lunch, visiting Hove Cricket Ground, or going for an ice cream in summer. Members speak highly of the staff member who drives the minibus to the day centre.

Overall

On a scale of 1 to 10, the average score from the members was 10. None of the service users we talked with said they would like any additional activities or outings - some said that their days were too busy to fit any more in! The only improvement they would like to see is for the centre to be open on Fridays. One member also said they would like to go out on more trips.

 *If it weren't for here, I wouldn't be here* 

Conclusions

Somerset Day Centre is an example of best practice in activities and social occupation and interaction. This could be attributed in part to the very low staff and volunteer turnover allowing everyone to properly get to know each other and work together. The space was maximised by the staff and volunteers moving tables and chairs in an unobtrusive way throughout the day to allow for smaller and larger groups. In general, service users were fully involved and informed about the activities in their centre.



Recommendations

1. Share best practice information with other similar organisations
2. Consider enlarging the print on materials like the notice board, leaflets and some books where possible
3. Consider tidying the leaflet rack and making sure everything is useful/ in date.

Service Provider Response

1. Share best practice information with other similar organisations

No response

2. Consider enlarging the print on materials like the notice board, leaflets and some books where possible

As we know our members very well we tailor our literature to our members. Not only do we enlarge fonts for those that need it we also orally inform people of events for those that don't read and inform family members or carers by phone, following up with info sheets. Please find attached relevant info sheets in various fonts (obviously there is no need to produce our info sheets in the largest fonts for all, and we do consider the environment).

3. Consider tidying the leaflet rack and making sure everything is useful/ in date.

This small space is kept very much up to date, and all relevant, the problem we have is a lack of wall / floor space and lots of leaflets, we need an extension.

