

Enter and View Report: Preston Park Recovery Centre

Service address:	18 Preston Park Avenue, Brighton, BN1 6HL
Service Provider:	Brighton & Hove City Council
Date and Time:	Tuesday 2 nd December, 1pm - 3pm
Authorised Representatives:	Felicia Jones and Paul Wilson
Contact details:	Healthwatch Brighton and Hove 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 and staff for their contribution to the Enter and View programme.

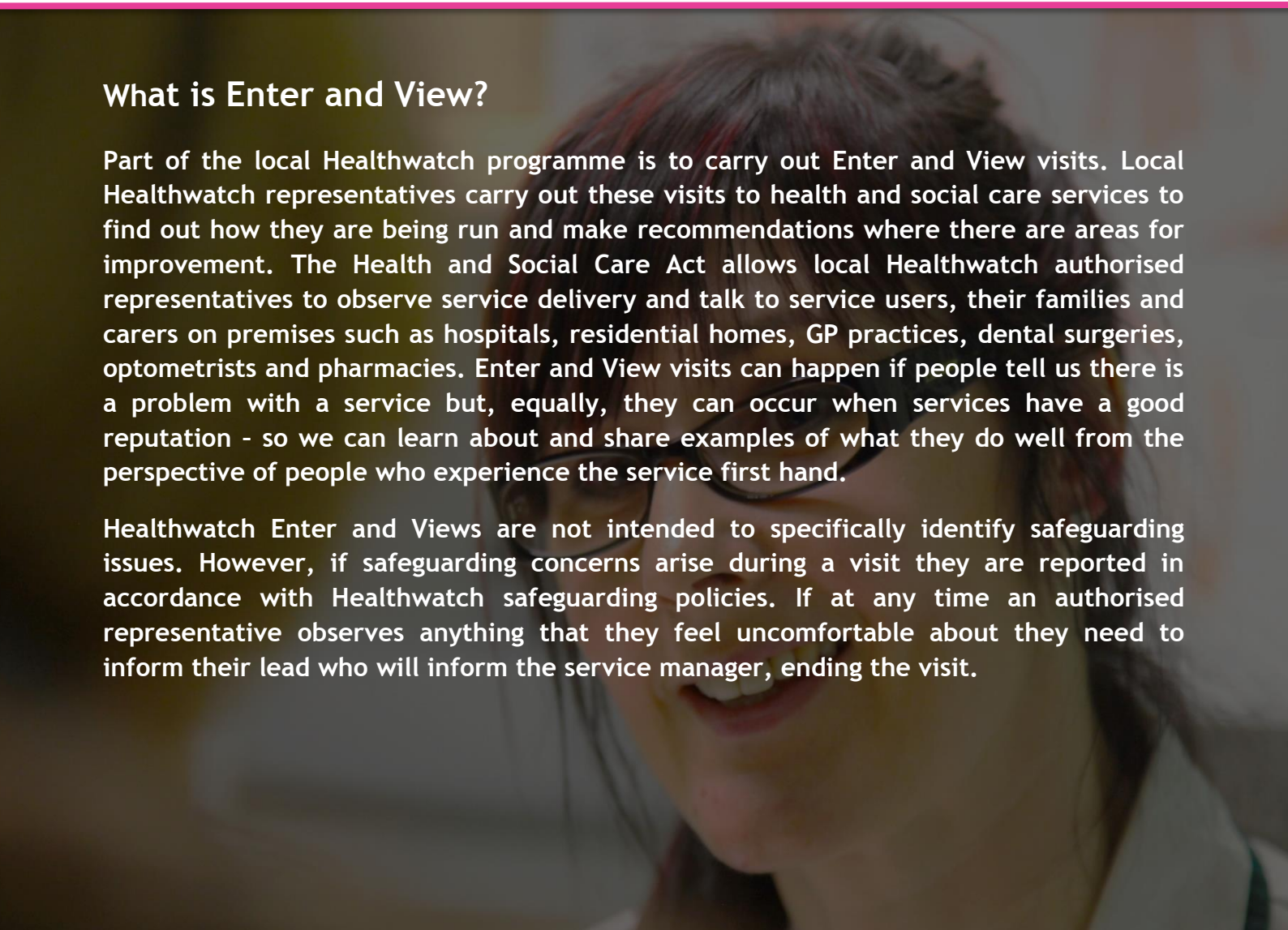
Disclaimer

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 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.



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 what people would like to spend their time in our local social care services.

Preston Park Recovery Centre is a large building which has spaces for eating, treatments, art and quiet space. Southdown Housing has recently updated their services, and chosen to focus the former day centre space in to being a more holistic recovery centre.

Methodology

Two trained and DBS checked Enter and View Volunteer Representatives visited the service on Tuesday 18th November 2014. They talked with 6 service users and 1 member of staff at the service. 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

The people that we spoke to who used the Preston Park Recovery Centre all felt that the staff were friendly, but some felt that they were sometimes too busy with admin duties to engage properly with service users. Some felt that staff (rather than volunteers) taking key roles, meant that they could get to know the people who run the centre very well. Our reps observed staff acting in an approachable and friendly manner with the service users. Interaction seemed to be largely based around the activities, and there were examples of staff reassuring and encouraging service users.

People within the centre appeared to know each other well and liked to socialise in small groups of familiar people. There seemed to be a bit of separation between people who had come to the recovery centre from different places originally, which could be improved by staff introducing people to each other rather than service users doing this on their own. Some people were seen sitting on their own, but this was seen to be out of choice rather than through any exclusion. Some service users commented on the good availability of space to be alone or be in groups depending on how that person was feeling day-to-day.

Things to do

Activities were promoted well throughout the centre. The reception area had information about a large array of courses and activities that were available, with leaflets for external organisations and seasonal trips. Our reps were told that each new person receives a booklet detailing all of the activities available. The wide range of materials from around the city fitted well with the centre's ethos of recovery in the community, and the people who visit the centre spoke highly of the range of courses available. The fact that many courses were drop-in also helped people to attend without commitment.

Things like board games were available, but most activity took place in the form of group work, with scrabble groups, art groups and music groups. Service users have a regular opportunity to suggest new activity ideas to the centre. A Christmas dinner and seasonal activities like Christmas jumper decoration were available. Most activities took place



between Monday and Friday, although there were some were available at the weekend. No pictures were visible of service users carrying out any activities in the centre. One person mentioned to us that they had not received a key worker, and that this meant they could not access appointments as necessary.

Overall

The people who spoke to us about the Preston Park Recovery Centre gave it an average of 8 out of 10 for providing activities that people would like to keep them busy and socialising. When asked about things to improve at the centre, a number of people referred to issues with access to the computers when activities were taking place in that room, and technical issues with the Wi-Fi connection. Others felt that the centre was not open for long enough when they would like some extra support, and had fears about the future funding of the centre. Transport to the centre was also a concern for those who lived further away from the centre.



Recommendations

1. Review the way that staff encourage and support service users from different centres to mix and get introduced
2. Improving Wi-Fi access and access to computers during peak times to allow people to use the internet
3. Consider decorating rooms with pictures of service users doing activities to improve sense of service user ownership in the centre
4. Staff to provide reassurance and empowering information around how to get to the centre, and what to do if they do not have a key worker, and how to make the most of the service

Service Provider Response

1. We will take on this recommendation and ask staff to encourage and support services users from different centres to mix and be introduced. When the assessors visited it had been approximately 8 weeks since Buckingham road had closed and people were still anxious and affected by this, we hope that since the visit this has improved and will continue to.
2. We have already improved Wi-Fi access. We have a lap top available for client use as well as other computers, and have to balance access to the computers with the use of the building for other groups and activities, and share the space.
3. We think this is good idea. The photos and art work we have around the building is all from the photography group and art group which we offer in the timetable. We will look at using photos of service users attending activities as well.
4. We are aware that it can be difficult to access the Centre. We are going to introduce Peer buddies who will be able to meet people to bring them to the Centre. We have a training course starting in Feb for 8 weeks which offers people who have their own experience an opportunity to train to use their experience to support others. The peer buddy role will support people who find it difficult to access the building to do so. We also have transport that people can access who cannot get to the service. All clients are allocated a Recovery Worker and should be aware of who this person is. We will ensure that staff discuss with clients what they need to do if they are unaware.

