



Quality Checker Report

MENCAP

31 KINGSLEY ROAD

CHIPPENHAM

SN14 0BF

TUESDAY 25TH AUGUST 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 1st volunteer Quality Checker with support from staff. The visit was carried out for Healthwatch Wiltshire.

WPF Quality Checkers Visit Report



Date of Visit: TUESDAY 25 AUGUST 2015



Names of Quality Checker visiting:

EMMA MYERS
LINDA KING



Name of Wiltshire People First supporter(s):

ALICE WILKINS



Name of Service Visited:

MENCAP



Address of Service Visited:

31 KINGSLEY ROAD
CHIPPENHAM
SN14 0BF

About the Service: *Facts*



What does it do?

1 of 3 bungalows providing care and accommodation for adults with a learning disability



Who is it for?

Adults with a learning difficulty and complex needs

How many people use the service?

4 people live at No 31, and 4 others are accommodated in the other bungalows (no 29 and No 33), giving a total of 8 residents



Purpose of visit: Why did you visit?

– E.g. at HWW request, to look at/find out about...

HWW request. Quality Checkers visit to look at how support is provided to adults with learning difficulties.



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?

Yes, we spent an hour with staff and users

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

Yes, during visit.

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

We visited at coffee break time when tea and biscuits were being offered.

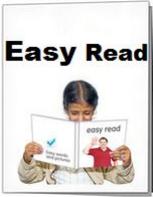
Did you see Users doing any organised activities?

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.*

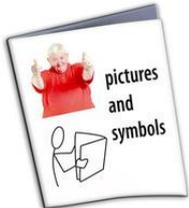


Is the service accessible to people with Learning Difficulties? *Say how you know this – e.g. easy read plans, building accessible – ramps and lifts, doors wide, accessible toilet/bathrooms?*

Yes No



The home is accessible. All the rooms are on one level as it is a bungalow. The corridors and doorways are wide enough for wheelchair users and walking frames.



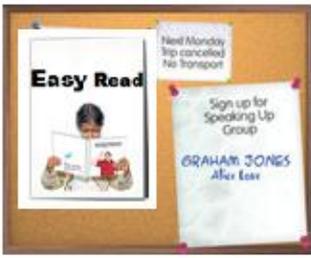
When we arrived the washing machine was on and the first impression was of clean washing. One of the staff was also mopping the corridor. The home looked clean, tidy and well-decorated.



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

Yes No

The staff were friendly and welcoming and we felt that they had a good understanding of the individual needs of residents.



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

There were 2 noticeboards in the dining area, one was colourful with cards on it and handmade decorations. The other had information about local events and community news, although this was not in easy read format.

Yes

No



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

The service is set up like a home and appeared to accommodate residents needs and reflect their personalities.

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

When we visited, one of the residents who did not use words to communicate J, was getting ready to go out and had her coat on. However, she made it clear that she had changed her mind and wanted to stay in. The staff were able to communicate by watching her body language, and listening to her sounds.

Yes

No

Yes

No



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....”*)

The residents appeared to get on well and were all in the kitchen/dining area together when we arrived, we were unclear if this was their choice or if they had been asked to meet with us there.

We met 3 of the 4 residents, J, S and D. The fourth, M was out in town for coffee with friends/family. S and D have lived here for over 15 years. J moved in a year ago.

D and S were happy to talk to us. D likes going out on trips and goes on organised activities every other day. He helps out with hoovering.



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?*

D showed us round his room and the communal lounge. Each resident has their own room and their own TV. D had chosen what he wanted to have in his bedroom and had photos on the walls and lots of ornaments on his shelves. He particularly likes buses. S also let us see her room which was decorated in pink with lots of pretty cushions on the bed, even her TV was pink.

She had chosen all the furniture and there was a picture on her wardrobe of how she likes her clothes to be arranged. There was also a portrait which she had painted.

There were photos of residents. The lounge had recently been re-decorated with a new carpet. Residents had chosen to have a red feature wall. They each had their own chair. There was a large TV in the corner of the room and a half-completed puzzle on the sofa.

Each bungalow has its own garden with raised beds and a washing line. Vegetables and herbs were being grown in the raised beds including leeks.

Staff were friendly, polite and cheerful.



Conclusions: *Sum up your main points – e.g. 'overall we felt that was a pleasant place to live and people were able to...'*

Overall this house felt like a pleasant place to live and people were able to be themselves. The house was very clean and tidy. The residents appeared happy and well cared for.

Both of the Quality Checkers felt that they would be happy to live here.



Recommendations: *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?*

Mencap appear to be providing a good service to their residents. Perhaps more information could be provided in Easy Read.



Thank you

Healthwatch Wiltshire would like to thank all those who took part in this visit.

Control Sheet

  	<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 sent by HWW to provider to check for factual accuracies.</p>	
  	<p>Date response from provider due.</p>	
 	<p>Follow up actions.</p>	