



Enter and view report Bristol Community Links South Friday 27 January 2017

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1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	Bristol Community Links South Langhill Ave Inns Court, Knowle Bristol BS4 1TN
Service Provider	Bristol City Council
Date and Time	27 January 2017, from 12 pm to 2 pm

1.2 Acknowledgements

Healthwatch Bristol authorised enter and view representatives wish to express their gratitude to the service users of Bristol Community Links South who participated in conversations with Healthwatch. We would also like to thank Bristol Community Links South’s management and all the staff who were willing and able to engage with us and answer our queries. Staff were very welcoming and helpful.

1.3 Purpose of the visit

The purpose of this enter and view visit was to find out about accessibility at Bristol Community Links South following the introduction of the new Accessible Information Standard, which became law in July 2016.

Healthwatch Bristol also aimed to gather feedback from service users about their experiences of care at Bristol Community Links South, and to find out what visitors and staff think of the day centre.

2 Methodology

2.1 Planning

Bristol Community Links South was chosen for enter and view as it is a large day centre that Healthwatch Bristol was yet to visit. Healthwatch Bristol is focusing its



engagement on geographical areas like South Bristol, where there are higher health inequalities according to the JSNA. Furthermore, the day centre cares for older adults with dementia, adults with sensory impairments and adults with learning disabilities which ties in with Healthwatch Bristol's quarterly theme of Society, Health and Wellbeing.

A planning meeting was held between the lead enter and view volunteer, volunteers and staff to discuss the enter and view visit to Bristol Community Links South. We agreed an observation checklist and prompt questions to use for our visits. We decided to focus our conversations and observations on service users' experience and accessibility (as the Accessible Information Standard came into law in July 2016) and the provision of activities, which is an ongoing area of engagement for Healthwatch Bristol's enter and view team. We identified questions we would ask the manager so we could find out more about how the service operates.

A Doodle-poll was sent out to volunteers and the enter and view was planned on the most popular date.

After the visit, staff and volunteers had a short debrief in the day centre cafe to discuss what we saw and heard and to identify any recommendations for improvement that we would like to make. Healthwatch Bristol volunteers and staff thought the day centre was offering a fantastic service and heard no concerns or safeguarding issues during our visit.

2.2 How was practice observed?

Enter and view representatives visited Bristol Community Links South and spent time speaking with service users and staff there. We also spent time observing the environment, activities and staff-service user interactions.

2.3 How were findings recorded?

Comments and quotes were recorded by Healthwatch Bristol volunteers and staff whilst engaging with service users and staff. Comments were recorded anonymously. Conversation and observation record templates were typed up and shared with the representative who was drafting the report. Records were compiled and the report was written based on the records from the team. A full list of all quotes and comments from service users and staff can be found in **Appendix 2**.

2.4 What happens with the feedback Healthwatch Bristol has gathered?

The draft report will be shared with Bristol Community Links South. Healthwatch Bristol will give the day centre 20 working days to comment on our



recommendations, outlining what steps the day centre will take to address our recommendations. The final enter and view report and the service provider's response will be shared with the Healthwatch England, the local authority, adult social care and/or the CCG and the service provider we visited. The report and provider's response will then be uploaded onto our website for the public to read.

2.5 About the service

Bristol Community Links is a large, Bristol City Council run day centre in Knowle. The centre provides day centre activities and social interaction for adults with learning difficulties, physical and sensory impairments and older people with dementia and supports 54 service users.

3 Findings

3.1 First Impressions

“It's a fantastic place to be.” - Quote from a service user.

“Nothing needs to be changed.” - Quote from a service user.

Healthwatch Bristol volunteers and staff were very impressed by the care offered at Bristol Community Links (BCL) South.

On arrival, Healthwatch Bristol reported to the main reception which was bright, colourful and uncluttered. The volunteer receptionist greeted us warmly. We were taken on a tour of the day centre by the manager, who was enthusiastic and welcoming. Healthwatch Bristol volunteers and staff saw lots of information on display for service users and their carers, including information about advocacy services and upcoming events like a performance by Misfits, an acting group for adults with learning disabilities. We saw our Healthwatch Bristol poster up on the wall. There were bright pictures displayed which made the day centre feel welcoming and interesting and the centre had a calm, pleasant atmosphere.

The day centre was fully accessible: there was accessible parking close to reception, ramps, automatic doors, working lifts and spacious corridors and rooms which were wide enough for two wheelchairs to pass by each other.

The day centre was very clean and well kept. There was no smells and no signs of wear and tear. Healthwatch Bristol also thought the centre was very safe and secure for service users; all activity rooms, lifts and stairs had fob entry and there was a volunteer on reception who was monitoring the feeds from several cameras around the centre.



The day centre has a large café which is fully accessible for wheelchair users. The café is very reasonably priced, which was great to see considering that service users all receive benefits, and had lots of pictures and photographs for service users to enjoy.

3.2 Service Users' Experience at BCL South

Service users were overwhelmingly positive about BCL South's care and opportunities. Many service users said they had made friends at the centre. One member of staff told us that all service users are “excited to come” to the centre and enjoy their time there.

“It's like home from home.” - Quote from a service user.

“They helped me make friends. I am happy now.” - Quote from a service user.

“I enjoy coming here, definitely.” - Quote from a service user.

3.3 Staff

Every service user gave really positive feedback about the staff team at BCL South. Service users told us they know all the staff and staff make time for them.

“The staff are caring and lovely, especially Karen.” - Quote from a service user.

“The staff have time for me. They treat me as a person not someone in a wheelchair.” - Quote from a service user.

“Staff are helpful and supportive.” - Quote from a service user.

“It's fun and the staff are fantastic.” - Quote from a service user.

“The staff make me feel valued.” - Quote from a service user.

BCL South's staff loved their jobs and were really positive about working at the day centre. They said it was a “fantastic” place to work and they felt “valued” and part of a team - quote from a member of staff. Healthwatch Bristol thought staff showed a real enthusiasm for their work and a genuine commitment to the service users they support.

“It's really nice to see service users being looked after. I go home feeling good about what I'm doing.” - Quote from a member of staff.

“(I) feel as if I've accomplished something, I've made a difference.” - Quote from a member of staff.

“I absolutely love it here.” - Quote from a member of staff.

Healthwatch Bristol volunteers and staff could tell that BCL South’s staff team really cared about the service users, treated them as individuals and wanted them to have a fun and stimulating time at the centre. We heard, for example, that one member of staff had created an accessible newsletter for service users, one had brought in darts from home for a service user to use, one had helped a service user apply for a care takers job and one had supported a service user to buy a pet guinea pig. Staff said they often got involved in in-house plays and productions with service users.

Healthwatch Bristol thought the staff team was large and skilled. We observed 12 members of staff in the downstairs activity room, supporting 16 service users. Staff explained they had received good in-house training for their roles from BCL South but that Bristol City Council offers them less training than they used to. All staff were taking dementia training. The manager has completed the QCF Level 5, a Diploma in Leadership for Health and Social Care, and seemed very knowledgeable and enthusiastic about the service.

“Excellent training here as well as great opportunities (for development)” - Quote from a member of staff.

Healthwatch Bristol was impressed that staff were so vigilant about safeguarding. Staff were aware that service users may be alone during the weekends and spoke to Healthwatch Bristol about monitoring mood changes and escalating any concerns to management or social workers. A care worker who was involved in providing transport for service users spoke about how they watched for and noted any changes in service users’ home environments so these could be reported if staff thought service users were at risk.

Staff told us that all staff are permanent except one member of housekeeping, who is covering sick leave, and that every service user has a named key worker. Healthwatch Bristol thought it was commendable that there are no bank staff used at the day centre as this offers the best continuity of care for service users. It was good to see that the manager knew all the service users and staff.

It was clear that the service users felt comfortable and happy with the staff team. Healthwatch Bristol observed really pleasant interactions between staff and service users, with staff laughing with service users and treating them with great care and patience. We saw staff actively encouraging and supporting service users to get involved in activities and treating service users as individuals with individual needs and personalities.



3.4 Activities and Supporting Service Users to Participate

Bristol Community Links South offers a wide variety of activities to its service users. Healthwatch Bristol observed several activities and was very impressed at how staff supported and encouraged service users with diverse needs and age ranges to get involved in activities at the centre. Person-centred care and promoting empowerment was clearly at the forefront of the day centre's ethos.

Staff told Healthwatch Bristol that they support and enable different service users with different needs to actively participate in activities through **“communication, support, help and encouragement.”** - Quote from a member of staff. All activities were mixed ability. Healthwatch Bristol thought it was good that activities were designed with individual service users' interests in mind; the opportunity to play darts at Snooker City, for example, stemmed from a service user saying they would like to do this. Staff support service users to try different things to find out their abilities, likes and dislikes. Activities are always offered in small groups and service users with more complex needs have a one-to-one worker to attend activities with them.

“Everyone has different needs. I ask them what they like.” - Quote from a member of staff.

“I am very much aware of service users' care needs.” - Quote from a member of staff.

“We make sure all service users have the support they need.” - Quote from a member of staff.

Healthwatch Bristol saw staff supporting service users to participate in a game of scrabble. The staff were patient, asking service users if they needed help, using simple language and pronouncing words clearly and slowly so they could communicate well with service users with learning disabilities and dementia. Healthwatch Bristol thought this was excellent.

It was also good to hear that service users had a lot of choice about how they spent their days at the centre and had the freedom to choose what they would like to get involved in on the day they were attending the centre.

“They let me do what I want to do.” - Quote from a service user.

“I get choices (about what activities I do.)” - Quote from a service user.

Service users also had choice about what they wanted to eat at lunch. We observed staff promoting independence and dignity, for example, helping a service user to

cut up their lunch and removing foil from packed lunches so service users could eat on their own.

Healthwatch Bristol was pleased to see an accessible, easy read activity timetable on display in the downstairs activity room, advertising pottery, arts and crafts, out and about, chit chat, sensory room and seasonal activities using pictures and large print. The timetable was flexible as staff planned activities around service users' preferences and interests. Staff told us they had adapted bikes and would take the service users out on these in fine weather. Service users told Healthwatch Bristol they enjoyed going on day trips and Healthwatch Bristol was impressed that service users were being taken out into the community often. Staff told us that the centre had an activity pass for Bristol Zoo and Bristol Aquarium.

Service users were really positive about the activities and social opportunities offered to them at Bristol Community Links South.

“I love cooking a lot.” - Quote from a service user.

“I had never done art before.” - Quote from a service user.

“I like going for hot chocolate with staff.” - Quote from a service user.

“We went to Chew Valley to feed the ducks which was good.” - Quote from a service user.

“I totally enjoy making different things (in pottery group).” - Quote from a service user.

“I like going to the football ground.” - Quote from a service user.

“I like playing pool here with my friends.” - Quote from a service user.

We observed a group with learning disabilities in the assisted kitchen. These service users had come to BCL South from the BCL South Drop-In, which is held at The Park Centre in Knowle. The staff member in the kitchen explained that the drop-in is for adults with learning disabilities who are more independent and aims to support service users into employment. The drop-in staff also help with benefits and appeals, housing and promote good health. The service users were really positive about using the kitchen at BCL South and about the drop-in centre in general.

“They give us different jobs.”- Quote from a service user from BCL South Drop In who was using the kitchen.

“They are helping me learn to cook healthy. We made chilli and salad.” - Quote from a service user from BCL South Drop In who was using the kitchen.



We also observed the hairdressing salon, which had a personalised list of who has their hair done and what they like to have done on the wall. It was really good that the prices were so low and this activity was accessible to service users who would need to pay for this out of their benefits. It was good to hear that three members of staff were trained as hairdressers.

The manager told Healthwatch Bristol that they had a “disco volunteer” who came in to run discos for service users in the main community room. Healthwatch Bristol thought it was commendable that the centre was using volunteers for both activities and administration roles, and that their receptionist volunteer was also a wheelchair user.

In terms of the environment, Bristol Community Links South had lots of different activity rooms and resources for service users to enjoy. All the activity rooms were spacious and accessible. Healthwatch Bristol observed a games room with a table tennis table, pool table, piano, board games and puzzles. We saw a giant Connect 4 in the room too, which Healthwatch Bristol thought could be used by lots of different service users with lots of different levels of need and ability. There was a well-equipped art room, which had lots of paintings, pottery and drawings on display. Staff told us they had fundraised to buy the kiln for service users to make pottery. We saw a music area with lots of different musical instruments, a sensory room with a comfortable bed, lights, bubble tubes and music for relaxing, a computer room where service users could type or use the internet and a small garden with a covered area for potting plants and spending time outside in summer. We heard that there had been a gardening activity provided on the morning of our visit and that this had been run by an outside voluntary organisation called “Growing Support.”

Volunteers and staff observed a large community room which has a stage and is open to the public. The manager told us that BCL South often teams up with organisations like LinkAge or SilvaCare to run larger events, like “Spangles: Music from the 40s, 50s and 60s”, Community Singalong and armchair Zumba. Healthwatch Bristol thought it was good that BCL South had made these links with the community. The signage in this room seemed more targeted towards professionals and was not accessible or in an easy read format like the activity timetable.

Healthwatch Bristol was pleased to see that staff had gone to lots of effort to promote reminiscence for their service users with dementia. There were pictures of Bristol from years past displayed in the corridor to the downstairs main activity room and pictures of sporting achievements from the past, like the 1966 World Cup, in the games room.

The day centre also advertised Service User Involvement Groups, which happened every month and were open to all. A carer’s group had been set up for carers to run themselves but we were told that this is not always well attended.



The main activity room was downstairs and Healthwatch Bristol observed that many activities were taking place down here at the same time. We saw, for example, a mixed art group painting on one table, a group having a chat with staff on another table, a group playing scrabble and a group playing card bingo with large print playing cards on another table.

Healthwatch Bristol saw that all service users were speaking to other service users or staff and were supported to engage in activities. All service users at the centre seemed very happy.

3.5 Person Centred Care and Meeting Individuals' Needs

Person centred care was excellent at Bristol Community Links South. Healthwatch Bristol heard and saw that staff made every effort to ensure all service users could participate, even if they had limited ability:

**“You can always do something, even if it’s just to sit and chat to them.” -
Quote from a member of staff.**

A member of staff gave the example of a cookery group; more independent service users may join this to gain skills for employment, some may join to observe, learn about healthy eating and gain confidence and others might attend with their one-to-one worker for sensory stimulation if, for example, they have severe learning disabilities or are in the later stages of dementia. Healthwatch Bristol thought it was excellent that the staff team made all activities accessible to all service users by adapting tasks or providing each service user with more support if they needed it.

There was a Person Centred Planning and Employment Office on the first floor at BCL South. The office had information on the walls about the care path a service user might take. The manager also explained that all service users have a person centred plan (PCP), which is reviewed every 6 months, and that every service user has a brief A4 biography so that all staff could see each service user’s needs at a glance.

BCL South staff had asked some service users for their consent to show Healthwatch Bristol volunteers their care plans before our visit. We were impressed that care plans were detailed and that carers had also been involved in designing them. Each service user had individualised goals or aims that they were hoping to meet during their time at the centre and care was tailored to their needs and goals.

The manager explained that they went to meet each service user at their home before the service user’s first day at BCL South. This was so the day centre could record if service users had specific support or communication needs, like a hearing impairment or learning disability, and put things in place to enable the staff team to meet these needs. One staff member talked to Healthwatch Bristol about using



word cards and hand squeezes to understand one service user's likes and dislikes. Staff also explained that each service user's communication needs are inputted into a communication plan and service users, carers and next of kin are encouraged to be included in designing this. The service user's care plans and referral form, which were written by the service user's social worker, would also be read and put into a file so that every member of staff can be kept up to date with how each service user understands and prefers to receive information. It was good to hear that service users' communication needs were being met by BCL South.

Most service users thought the centre met their communication needs well. A few service users told us they had not been asked about their communication needs and one service user thought staff would benefit from mental health training.

“The staff communicate well with me I don't think they need to improve.” - Quote from a service user.

“Staff are aware of my disability and support me at the centre.” - Quote from a service user.

“I had to tell them about my hearing problems.” - Quote from a service user.

“The staff are aware of my care needs (but) I feel they need a little more training to learn about bi-polar.” - Quote from a service user.

3.6 Accessibility

The day centre was fully accessible for service users who use wheelchairs and all the rooms and corridors were spacious enough for two wheelchairs to pass by one another. Staff told Healthwatch Bristol that hearing loops were available for service users who are hard of hearing.

Signage at the day centre was excellent. Fire alarm signage, for example, could be seen throughout the whole centre and was in large print and picture format so it could be understood by service users with diverse communication needs. There were picture signs with yellow backgrounds on all the activity rooms and bathrooms which would be accessible for service users with visual impairments. We also saw large print, symbol instructions regarding food hygiene and safety in the activity kitchen and an easy-read activity timetable. We saw one bathroom without a sign and thought signs could be lowered on the doors so they are at eyelevel for wheelchair users, but this is a very minor recommendation. Healthwatch Bristol also thought BCL South could introduce braille to their door signs to meet the needs of blind service users; this was not immediately necessary as the centre did not support any blind service users at the time of our visit.

In terms of if there was an emergency, the manager explained that many members of staff are trained as fire wardens because so many of the service users have

mobility and communication needs and would need support to leave the building. Service users have a personalised person evacuation plan if they need support to leave in an emergency. The building has red flashing lights and alarms, which was good as it would allow service users who are hard of hearing to be aware that they need to evacuate.

Healthwatch Bristol was impressed with the bathrooms at the day centre, which were large and accessible for service users with diverse needs. We saw bathrooms with wet rooms, hoists, shower trolleys and pull alarms. We did observe one bathroom upstairs without an emergency alarm.

The day centre had several community transport buses which they used to pick up service users who were not independent. Staff explained that several service users come by taxi, which they pay for using their disability allowances.

3.7 History of BCL South and Staff's Concerns About the Future

Bristol Community Links (BCL) South has not always provided day centre activities for adults with such a diverse range of needs. When The Bush, a large day centre for adults with learning disabilities in Whitchurch, was shut down, BCL South started providing day centre services for some of their service users with learning disabilities as well as their existing client group of adults with dementia. The manager explained that 21 of the 130 service users who used to go to The Bush started visiting BCL South and Healthwatch Bristol volunteers and staff wondered what care and social opportunities The Bush's other 100+ service users are now receiving.

A few members of staff told us they were worried or “**daunted**” when BCL South starting supporting adults with learning disabilities too as they had never worked with adults with learning disabilities before. One member of staff, who had specialist dementia training, said they had been given lots of support and training to work well with service users with learning disabilities when BCL diversified. Healthwatch Bristol could see that groups mixed well despite service users' diverse ages and care needs and that the merging of these services had not led to a negative care experience for service users.

Two members of staff shared their concerns about austerity at Bristol City Council. These staff were concerned with their own job security but seemed more concerned about the impact on service users and their carers. One member of staff said, “**Where will the service users go?**” if the centre is shut down and “**What will their carers do?**” - Quote from a member of staff. Another staff member told Healthwatch Bristol, “**The walk-ins (at BCL South Drop-In Centre at The Park in Knowle) might be shut down due to (council) cuts.**” - Quote from a member of staff.



BCL South's staff thought the day centre had a very positive impact on the service users it supports, as evidenced in the quotes below. Staff explained that many service users' disabilities are not severe enough to allow them to access specialist or residential care and that these service users would have no support at all without the centre. The manager also explained that they have **"referrals coming through all the time"** - quote from the manager. This suggests that there is not enough of this sort of social care provided in the Bristol area.

"Parents see such a difference in the younger service users." - Quote from a member of staff.

"(This is) somewhere to come, I'd be on my own." - Quote from a service user.

"It's nice to meet people and get out." - Quote from a service user.

"For some service users, this is the only place they have." - Quote from a member of staff.

"Attending the centre means my wife can get a break (from caring for me)." - Quote from a service user.

"More centres like these are needed in Bristol, especially for people with dementia." - Quote from a service user.

From our observations, Healthwatch Bristol agreed that the work of BCL South is invaluable to its service user group. A cutting or changing of the service would be sorely missed by the community.

4 Conclusion

Healthwatch Bristol was very impressed by Bristol Community Links South day centre services. The centre was very clean and there was a warm, welcoming atmosphere. Volunteers and staff left the day centre feeling uplifted and thought there were many things to commend, including:

- person centred care that meets each service user's individual needs, interests and goals
- supporting service users to actively participate in activities and interact with other service users
- staff-service user interactions and the patient, kind and caring approach of the staff team
- staff's enthusiasm for their work and service users' positive feedback about the staff team
- the accessibility of the day centre environment, easy read activity timetable and accessible emergency and room signage

- the accessibility of service users' PCP (person centred plan) and personal communication plan
- the centre's use of volunteers
- the centre's range of activities and resource
- the centre's links with outside community and voluntary groups.

Staff had been given good training and support to develop new skills when the centre's client group diversified to include adults with learning disabilities.

All service users and staff were really positive about the day centre and Healthwatch Bristol did not hear one negative comment about the care offered there. Staff were, however, concerned about cuts at the council and the affect this might have on service users who go to Bristol Community Links South.

5 Recommendations

Healthwatch Bristol volunteers and staff would like to commend BCL South for providing personalised and stimulating day centre activities for service users with a diverse range of needs. We have identified a few minor ways that Bristol Community Links South could improve the already-positive experience of their service users even further.

1. Room signage to be lowered for service users who use wheelchairs.
2. Ensure room signage is on all bathroom doors
3. Ensure alarm cord bells are in all bathrooms so service users can alert staff if they need assistance.
4. That BCL South uses the self-audit tool, "Is your care home dementia friendly?" by The Kings Fund to assess if the environment could be improved for service users with dementia.

Disclaimer

- This report relates only to specific visit times.
- This report is not representative of all service users, staff and visitors (only those who contributed within the restricted time available).



6 Appendices

6.1 What is enter and view?

Local Healthwatch are corporate bodies and within the contractual arrangements made with their local authority must carry out particular activities. A lot of the legislative requirements are based on these activities which include¹:

- Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services
- enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved
- obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known
- making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England
- providing advice and information about access to local care services so choices can be made about local care services
- formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England
- making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues
- providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

¹ Section 221(2) of The Local Government and Public Involvement in Health Act 2007

Each Local Healthwatch has an additional power to enter and view providers² so matters relating to health and social care services can be observed. These powers do not extend to enter and view of services relating to local authorities' social services functions for people under the age of 18.

Organisations must allow an authorised representative to enter and view and observe activities on premises controlled by the provider as long as this does not affect the provision of care or the privacy and dignity of people using services.^{4 5} Providers do not have to allow entry to parts of a care home which are not communal areas or allow entry to premises if their work on the premises relates to children's social services. Each local Healthwatch will publish a list of individuals who are authorised representatives; and provided each authorised representative with written evidence of their authorisation.

In order to enable a local Healthwatch to gather the information it needs about services, there are times when it is appropriate for Healthwatch staff and volunteers to see and hear for themselves how those services are provided.

That is why there are duties on certain commissioners and providers of health and social care services (with some exceptions) to allow authorised Healthwatch representatives to enter premises that service providers own or control to observe the nature and quality of those services. Healthwatch enter and view visits are not part of a formal inspection process neither are they any form of audit. Rather, they are a way for local Healthwatch to gain a better understanding of local health and social care services by seeing them in operation.

Healthwatch enter and view representatives are not required to have any prior in-depth knowledge about a service before they enter and view it. Their role is simply to observe the service, talk to service users, patients, visitors and staff, and make comments and recommendations based on their subjective observations and impressions in the form of a report. The enter and view report is aimed at outlining what they saw and making any suitable suggestions for improvement to the service concerned. The report will also make recommendations for commissioners, regulators or for Healthwatch to explore particular issues in more detail.

² The Local Authorities (Public Health Functions and entry to Premises by Local Healthwatch Representatives) Regulations 2013. (18 February 2013).

³ The arrangements to be made by Relevant Bodies in Respect of Local Healthwatch Regulations 2013." (28 March 2013).

⁴ The Local Authorities (Public Health Functions and entry to Premises by Local Healthwatch Representatives) Regulations 2013. (18 February 2013).

⁵ The arrangements to be made by Relevant Bodies in Respect of Local Healthwatch Regulations 2013." (28 March 2013).



Unless stated otherwise, the visits are not designed to pursue the rectification of issues previously identified by other regulatory agencies. Any serious issues that are identified during a Healthwatch enter and view visit are referred to the service provider and appropriate regulatory agencies for their rectification.

The enter and view visits are triggered exclusively by feedback from the public unless stated otherwise.

In the context of the duty to allow entry, the organisations or persons concerned are:

- NHS Trusts, NHS Foundation Trusts
- Primary Care providers
- Local Authorities
- a person providing primary medical services (e.g. GPs)
- a person providing primary dental services (i.e. dentists)
- a person providing primary ophthalmic services (i.e. opticians)
- a person providing pharmaceutical services (e.g. community pharmacists)
- a person who owns or controls premises where ophthalmic and pharmaceutical services are provided
- Bodies or institutions which are contracted by Local Authorities or Clinical Commissioning Groups to provide care services.



6.2 Appendix 2: Full list of Comments and Quotes from Service Users and Staff

Service Users' Experience at BCL South

- “It’s like home from home.” - Quote from a service user.
- “They helped me make friends. I am happy now.” - Quote from a service user.
- “I can’t think of anything (that would make it better).” - Quote from a service user.
- “I enjoy coming here, definitely.” - Quote from a service user.
- “It’s a good place to meet people and make friends.” - Quote from a service user.
- “I know everyone here.” - Quote from a service user.

Staff

- “I know all the staff.” - Quote from a service user.
- “The staff are caring and lovely, especially Karen.” - Quote from a service user.
- “Working with Alison is fun.” - Quote from a service user.
- “The staff have time for me. They treat me as a person not someone in a wheelchair.” - Quote from a service user.
- “Staff are helpful and supportive.” - Quote from a service user.
- “It’s fun and the staff are fantastic.” - Quote from a service user.
- “It’s really nice to see service users being looked after. I go home feeling good about what I’m doing.” - Quote from a member of staff.
- “(I) feel as if I’ve accomplished something, I’ve made a difference.” - Quote from a member of staff.
- “I enjoy working here. It’s a nice environment and a really good place to work.” - Quote from a member of staff.
- “I absolutely love it here.” - Quote from a member of staff.
- “It’s lovely (and has a) friendly, calm atmosphere.” - Quote from a member of staff.
- “I feel very valued and happy to be part of the team here.” - Quote from a member of staff.
- “Excellent training here as well as great opportunities (for development.)” - Quote from a member of staff

Activities and Supporting Service Users to Participate

- “communication, support, help and encouragement.” - Quote from a member of staff.
- “Everyone has different needs. I ask them what they like.” - Quote from a member of staff.
- “I am very much aware of service users’ care needs.” - Quote from a member of staff.



- “We make sure all service users have the support they need.” - Quote from a member of staff.
- “The staff make me feel valued.” - Quote from a service user.
- “They let me do what I want to do.” - Quote from a service user.
- “I get choices (about what activities I do.)” - Quote from a service user.
- “I love cooking a lot.” - Quote from a service user.
- “I had never done art before.” - Quote from a service user.
- “I like going for hot chocolate with staff.” - Quote from a service user.
- “They take me out shopping and we went to Weston.” - Quote from a service user.
- “I used to come her for college. I like it and have lots of friends.” - Quote from a service user.
- “I’d like to learn to read (and staff are teaching me soon.)” - Quote from a service user.
- “We went to Chew Valley to feed the ducks which was good.” - Quote from a service user.
- “I like bingo.” - Quote from a service user.
- “I totally enjoy making different things (in pottery group).” - Quote from a service user.
- “It’s always good on day trips.” - Quote from a service user.
- “I like going to the football ground.” - Quote from a service user.
- “I like playing pool here with my friends.” - Quote from a service user.
- “They give us different jobs.” Quote from a service user from BCL South Drop In who was using the kitchen.
- “They are helping me learn to cook healthy. We made chilli and salad.” - Quote from a service user from BCL South Drop In who was using the kitchen.
- “We do football on a Friday and pottery on Monday.” - Quote from a service user from BCL South Drop In who was using the kitchen.
- “The staff are so nice.” - Quote from a service user from BCL South Drop In who was using the kitchen.

History of the Service and Staff’s Concerns About the Future

- “Where will the service users go?” if the centre is shut down and “What will their carers do?” - Quote from a member of staff.
- “The walk-ins (at BCL South Drop-In Centre at The Park in Knowle) might be shut down due to (council) cuts.” - Quote from a member of staff.
- “Parents see such a difference in the younger service users.” - Quote from a member of staff.
- “(This is) somewhere to come, I’d be on my own.” - Quote from a service user.
- “It’s nice to meet people and get out.” - Quote from a service user.
- “I’ve made new friends (and staff are helping me to get out of bed earlier).” - Quote from a service user.
- “For some service users, this is the only place they have.” - Quote from a member of staff.



- “Attending the centre means my wife can get a break (from caring for me).” - Quote from a service user.
- “More centres like these are needed in Bristol, especially for people with dementia.” - Quote from a service user.
- The manager also explained that they have “referrals coming through all the time.” - Quote from the manager.

Person Centred Care and Meeting Individuals’ Needs

- “You can always do something, even if it’s just to sit and chat to them.” - Quote from a member of staff.
- “The staff communicate well with me I don’t think they need to improve.” - Quote from a service user.
- “Staff are aware of my disability and support me at the centre.” - Quote from a service user.
- “I had to tell them about my hearing problems.” - Quote from a service user.
- “The staff are aware of my care needs (but) I feel they need a little more training to learn about bi-polar.” - Quote from a service user.

