



Healthwatch Thurrock
Day Care Report November 2015



Contents

- 1 Introduction
- 2 Methodology
- 3 Sites Visited
- 4 Executive Summary

MAIN REPORT

- 5 Day Care Centre Usage
- 6 Total number of people surveyed for this report
- 7 Clients views on impact of service being withdrawn
- 8 Clients views on increasing cost of Day Care services
- 9 Number of Clients receiving homecare services when not at Day Care Centres
- 10 Number of Clients attending Day Care Centres for more than one day a week
- 11 Meal arrangements at the Day Care Centres
- 12 Transportation to Day Care Centres
- 13 Suggestions from Clients and Staff on how Day Care Centres could be run differently and more effectively
- 14 Activities undertaken at the Centres for the benefit of the Clients

CONCLUSION





1. Introduction

This report was commissioned to;

- Establish the impact on the clients/carers/ and their families should day care provision cease or carry an increased cost
- Show the number of clients attending more than one day care centre
- Show the number of clients that attend day care for more than one day
- Show how many clients use the minibus service to access day care and if there is a cost to the clients
- Show if meals are provided and if there is a cost to the clients
- Outline what activities were included in the day care sessions



2. Methodology

The methodology used in this survey included, visiting all five day care centres (hereinafter referred to as the centre or centres) in Thurrock on two separate occasions over a three/ four week period, and to speak to as many clients and staff as possible.

3. Day Care Centres Visited

Day Care Centres	Address	Days Visited
Arthur Barnes Court	Halton Road, Chadwell St Mary	Tuesday/Friday
Harty Close Day Centre	Harty Close, Grays	Tuesday/Wednesday
Bell House Day Centre	Derwent Parade, South Ockenden	Wednesday/Tuesday
Kynoch Court	Billet Lane, Stanford Le Hope	Thursday/Friday
The Lodge, Piggs Corner	Southend Road, Grays	Wednesday/Friday

4. Executive Summary

After visiting all five centres I can conclude that all the day care services provided in Thurrock are of what I would consider to be, of an excellent standard with caring and compassionate staff, bearing in mind that staffing levels are at a bare minimum. The service is extremely well used, it is so well used that if you want to attend day care you have to go onto a waiting list and wait for a vacancy to appear. There is a cost for this service which the clients have to pay, this is means tested. All of the clients that I surveyed were extremely happy and very satisfied with the service provided to them. I witnessed the clients interacting well with each other and the staff members whilst participating in the daily activities. It was like one big happy family, which is what some of the clients had told me when I had spoken with them.

When I talked to the clients about the possibility of the service being withdrawn they became annoyed and some of the comments were; “I would then be housebound”, “devastated”, “no social life”, “I would get depressed”, “I would worry about my health”, “when I am here my husband can go to work”, “it gives my family a rest when I am here”, “this is my family”.

I then asked them how they would feel if there was an increase in cost to them for day care; once again they became annoyed and expressed the following comments; “we only have our pensions”, “we still have to pay for everything else you know”, “now I will be stuck at home with nowhere to go, just like a vegetable”, “I can’t afford any more as I am on a limited budget”, “I will lose all of my friends”, “picking on the old and vulnerable again”.

The majority of clients do attend day care for more than one day a week, with four clients attending two different centres.

A high percentage of clients use the minibus service to access day care, there is a cost associated to this service which again is means tested.

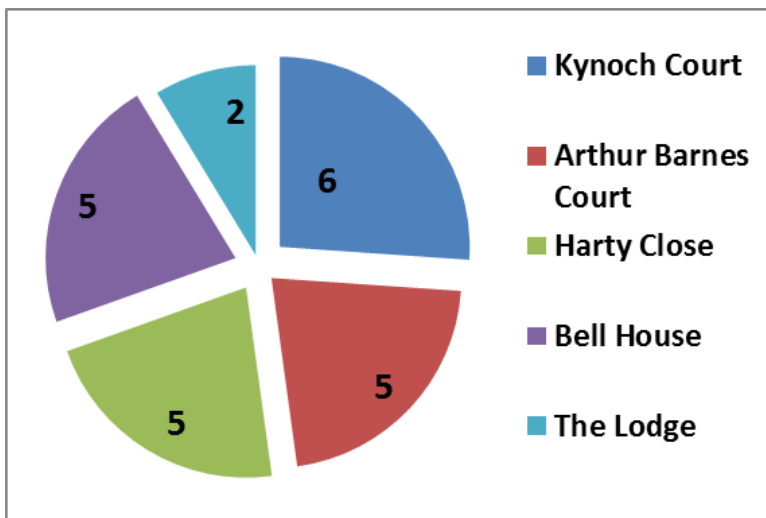
Hot meals are provided to the clients at all of the centres, however, only one centre has a fully functioning kitchen. The other centres fetch their client’s fish and chips or something from the bakery. Some clients bring in their own food which the centre staff heat up for them. After speaking to the clients, for a lot of them this is the only hot meal they have all week.



5. Day Care Centre Usage

- I visited each centre on two separate occasions; the first site visits were completed on the week ending 17th October 2015 and the second site visits were completed on the week ending 14th November 2015.
- I found each day care centre to be extremely well used with on average 14 clients to each session, of those clients many were wheelchair users that needed two members of staff for safe handling and transfers whilst administering personal care. The number of wheelchair users at each centre is recorded as follows;

Number of wheelchair users at each Day Care Centre = 23

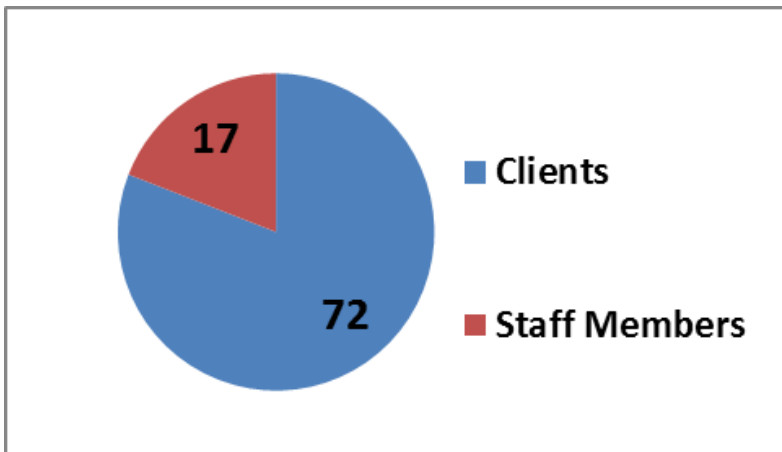


On the days of the week that the centres are open and I did not visit, I was informed that the client base is predominantly people with Dementia and Alzheimer's disease, again with an average attendance of 14 attendees.





6. Total number of people surveyed for this report = 93



7. Clients views on the impact of service being withdrawn on their well being

- “It would be disastrous for me”
- “Stuck in doors on my own”
- “No interaction with others”
- “I would really miss it”
- “This is the only social life I have”
- “This is the only time that I go out of the house”

- “I would be Housebound”
- “Devastated”
- “No social life”
- “My husband would have no rest”
- “Lose all of my friends”
- “It would affect my husband drastically”
- “It would put more pressure on my family”



7. Clients views on the impact of service being withdrawn on their well being continued

- “I would get depressed”
- “It gives my family a rest by me coming here.”
- “I would then be cut off”
- “This is a great help for me.”
- “Health worries”
- “Where will I go now”
- “These are only the friends I have”

- “If this wasn’t here I don’t know what I’d do”
- “I would be bed ridden”
- “Only time I get out of my flat”
- “I would not be able to go out at all”
- “It would be detrimental to my health”
- “I would be depressed with nowhere to go”
- “I would cry”

- “This is the best place ever”
- “If I was not here my husband would not be able to work”
- “My family would have no rest”
- “I get the care that I want here”
- “I get better care here than I do at home”

- “This is my family”
- “I would have to go into an old peoples home”
- “This keeps me active”
- “It keeps my mind active
- “It gives my daughter a rest”
- “I would be miserable and lonely”
- “I would really miss the company”

- “You might as well put me in a home”
- “I would miss it dreadfully”
- “It would break my heart”
- “Only enjoyment I get”
- “Old peoples home here I come”

8. Clients views on the impact of increasing cost of Day Care services will have on their well being

- “We still have to pay for everything else, rent, food, heating, homecare and clothes”
- “Picking on the old and vulnerable again”
- “Do these Councillors think we are rich like them and that money is no object”

- “Do these Councilors think we are rich like them and that money is no object”
- “Devastation”
- “They have a lot to learn about being old”

- “I would be annoyed”
- “I can’t afford any more as I am on a limited budget”
- “I would not like it”

- “I will lose all of my friends “
- “Now I won’t be able to go on holidays”

- “We have paid our dues all of our lives, so this should be free to us”
- “The people who are making these decisions don’t realise that they will be old one day”
- “Now I will be stuck at home with nowhere to go, just like a vegetable”



9. Number of Clients receiving homecare services when not at Day Care Centres

When I asked the clients, do you receive homecare services when you are not at day care, these are the answers that I recorded.

Number of times Clients receive homecare services per day

Carers 2 times a day	16
Carers 3 times a day	12
Carers 4 times a day	12
Carers 5 times a day	1
Cared for by a family member or friend	30
1 client has 2 carers 4 times a day, and for 2 visits at night	

10. Number of Clients attending Day Care Centres for one day a week or more

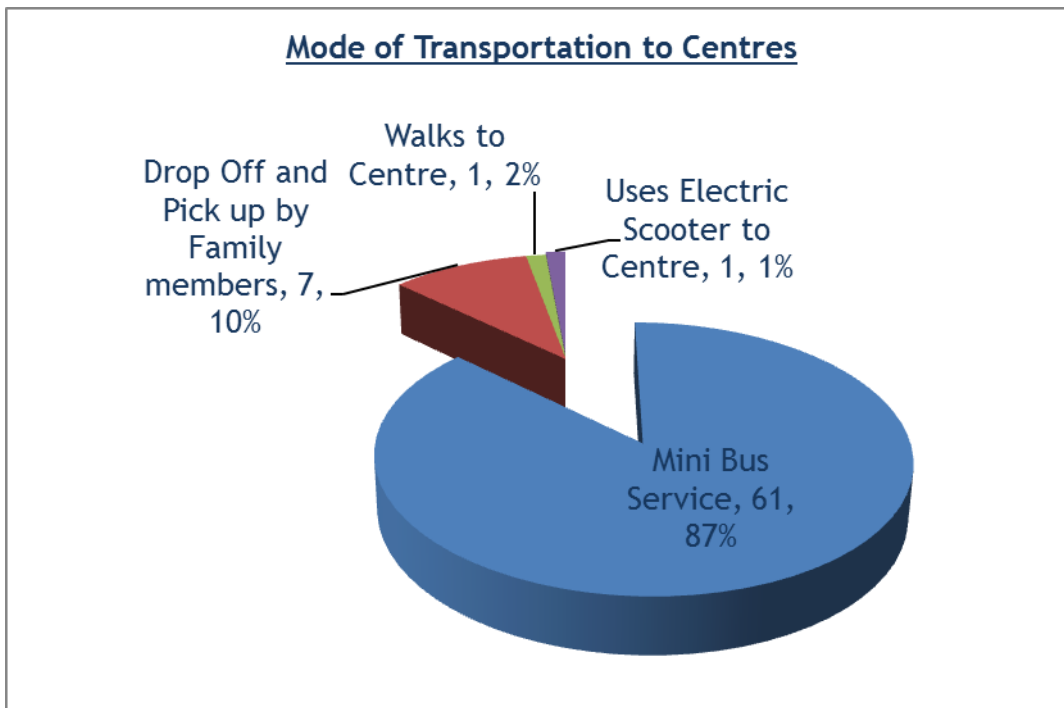
Number of Visits to Day Care Centre in a week	Number of Clients
Three times	18
Twice	38
Once	16

- There is a cost to the client for each session of day care that they attend, a definitive cost per session could not be entered into this report as the service is means tested and no two client's costs are the same.

- Three clients that I spoke with also use some services at the carers centre in Cromwell road on the weekends.
- There are four clients who use two different day centres, these being Harty Close and Arthur Barnes Court. They attend one Centre on a Tuesday and the other on a Thursday

11. Transportation to Day Care Centres

- Most of the clients get picked up from their homes by the minibus service provided; the breakdown is as follows;



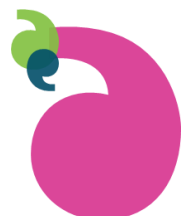
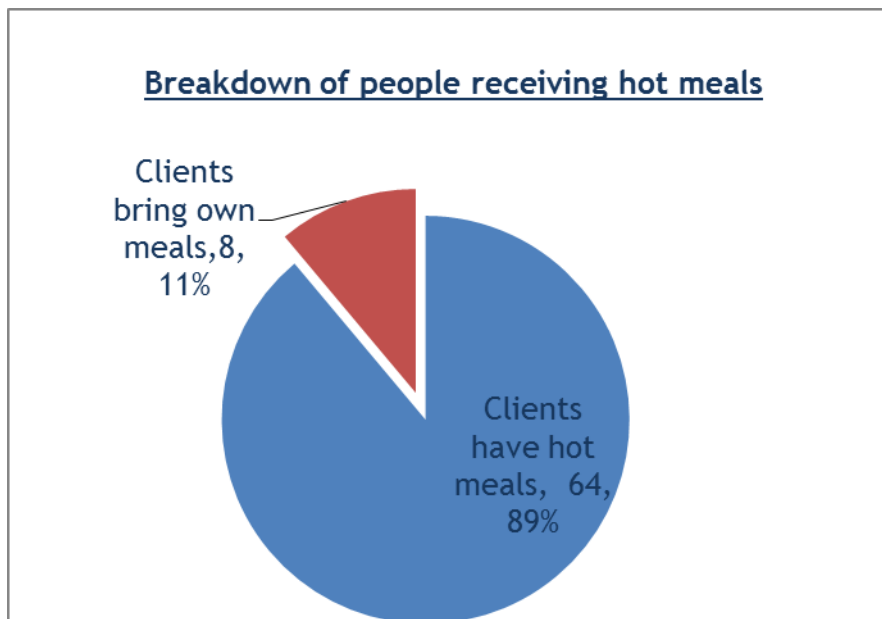
- There is a cost involved for all the clients who use the minibus service. A definitive cost per journey could not be entered into this report as the service is means tested and no two clients costs are the same.

12. Feeding arrangements at the Day Care Centres

Only one centre has a fully functioning kitchen, (The Lodge) for five days of the week, where hot meals are prepared and served to the clients every day. Kynoch Court's kitchen is only open 3 days of the week. All of the other centres cater for their clients in a different way. These clients are offered a choice from the local Fish and Chip shop, Bakery or Cafe. There is a cost to the meals provided at all of the centres, this on average is around £5 per day. A very few number of clients do bring in their own food which the centre staff prepare for them in a microwave oven.

Whilst talking to the clients I was told by the majority that the only hot meals they received all week are the ones that they get when they attend the centres.

The breakdown of people receiving hot meals is as follows;



13. Suggestions from Clients and Staff on how Day Care Centres could be run differently

- “Staff flexibility”
- “Remove some of the staff higher up the ladder”
- “Give day care centers their own purpose built building”
- “Build a new supercenter for all day care with different sections for individual needs”

- “Longer opening hours with the correct staffing levels”
- “Provide the right equipment”
- “Could provide additional services such as; hairdressing, chiropody, opticians and overnight Respite care.”

- “Maybe have longer opening hours”
- “Provide day care for 7 days a week with the correct staffing levels instead of 5 “
- “Offer a more flexible service”
- “Too many managers and too few hands on staff”

- “Effective communication between agencies and the professionals involved with the clients”
- “Have half days as well as full days”
- “Don’t waste money on up grading offices/buildings that don’t work, who cares which desk you are working from”
- “Better advertising to increase client base”

- “Make it inviting and explain what we have to offer at the Centres”
- “Run the Centres as a business “
- “We provide excellent care”
- “Provide an all-inclusive service meeting all the client’s needs”
- “Possible joint working with the re-enablement team, which could draw in extra funding from the health sector”

- At each centre there is one Coordinator and three members of staff, however, Harty Close and Arthur Barnes Court share the same Coordinator and two members of staff with the third member of staff being a different person at both sites. Hence the reason that Harty Close is open Tuesday, Wednesday and Friday and Arthur Barnes Court is open Monday and Thursday.
- I found the staff at all five centres to be extremely helpful and courteous to myself and the clients at all times. If a member of staff phones in sick the service is not allowed to call in agency or bank staff to make up the shortfall as there is no allowance in their budget for this issue. They have to try and accommodate it from within the service by borrowing a member of staff from another centre. All care needs and personal care is provided to the clients whilst they attend day care.

14 Activities undertaken at the Day Care Centres for the benefit of the Clients



Should the day centres cease or carry an extra cost the impact on the clients would be devastating and possibly detrimental to their health. I feel that it would increase pressure on families, forcing some clients to go into residential care homes. It would also add more pressure onto adult social care, the homecare service, G.P. surgeries, the ambulance service and hospital A & E departments, because this is where people will turn to if there are no other options. Without the day care facility, the psychological and social wellbeing of the clients would in my opinion be drastically affected in a negative way.

Report was commissioned by Healthwatch Thurrock from Access Auditing Solutions.

Report ends