

## **Derby City Social Services**

### **Day Service Evaluation**

Centre name: **Hadhari – Supported Luncheon Club**

Date: **27 April 2004 - updated 29/6/04**

Evaluation carried out by: **Ruth Douse, John Holdridge**

#### **Service Details**

Number of sessions per week	26
Number of users in total	17/18 attending per week
At whom is the service aimed	Older people with low to moderate needs mainly from the African Caribbean Community

#### **Service users**

<b>Question</b>	<b>Yes/No</b>	<b>Comments</b>
Do all users have a current Care Plan?	Yes	All done apart from new assessments for new starters.
Are logs kept?	Yes	To note concerns and action. There should be entries in all of the users' logs
Are attendance records kept?	Yes	Often completed through the day due to late arrivals. Checked with lunch payments for accuracy.
Are activities offered?	Yes	Users have not responded to the Music & Movement initiative. The Centre has invested in an exercise bike. Videos have been bought on Crime Prevention. Len Shillingford will lead a

Are activities offered? (continued)		discussion on the NSF. A summer programme of trips is planned including to the seaside and a w/e in Devon. On 7.5.04 they are going to Manchester as an exchange plan with a similar centre there. Users with our contract will be going. IT facilities are in place.
Are meals/refreshments offered?	Yes	Coffee and tea available Meals are culturally appropriate.
Is transport offered?	Yes	Most attenders are collected in the minibus. Higher safety standards are creating budget pressures. Two attenders make their own way to the centre.
Are users satisfied with the service?	Yes	Discussions and observations revealed a lively and contented group of users. One user transferred from Whitaker Road who has mild dementia has really benefited
Additional comments	Risk assessments have been started	Need to be completed by the end of June

### Staffing

Question	Yes/No	Comments
Is a Care Assistant employed?	Yes	Employed from 9am to make the job attractive
Is there adequate support?	Yes	The manager states that there is a need for an additional care assistant due to the nature of the building, the cultural habit of the users to dissipate around the building, and the higher levels of dependency that are now occurring. Users are mutually helpful and also contribute to the running of the club.

Question	Yes/No	Comments
Has training been provided such as Moving and Handling?	Yes	
Is a cook employed?	Yes	
Has training been provided such as Basic Food Hygiene?	Not yet	The manager assures us that this is booked for July
Have staff any comments?	The Care Assistant was very enthusiastic about her work. She enjoys being part of the organisation.	She referred to having to provide service to people who moved from room to room.

### Premises

Question	Yes/No	Comments
Is the entrance accessible to disabled people?	Yes	
Can all parts of the building be reached by disabled people?	Yes	The lift has been repaired
Are toilet facilities suitable?	Yes	
Are the facilities comfortable?	The premises are welcoming	

**Manager's comments:** I would like to expand the service and employ another worker. The needs of a culturally sensitive service mean that one member of staff is unable to observe all attenders because they are spread through the building I believe in working in partnership. I shall be seeking additional funding due to the extra places we are providing.

## **Summary**

Since the last review numbers on the register have gone up and listed attendees per session have increased to an average of 13. This would reduce the unit cost per person/session to £21.87.

Care Plans are now completed. Risk assessments have begun but need to be completed. There is a wider choice of activity, some evidence of educational/well being input, and evidence of responsiveness to individuals' wishes.

There has been progress in staff training Moving and Handling has been completed and Food Hygiene training is booked for July

## **Recommendations**

This is an interim review so no far reaching recommendations will be made.

Training on Food Hygiene is now urgent and there must be evidence that it has been completed.

Risk Assessments must be completed.

Activity should continue to be a focus of the Hadhari management team, and further evidence of activity will be examined at next review.

Further review will be in July and unannounced.

Ruth Douse

John Holdridge