

Derby City Social Services

Day Service Evaluation

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

Date: **8 January 2004**

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

Service Details

Number of sessions per week	2
Number of users in total	23 attending per week
At whom is the service aimed	Older people with low to moderate needs mainly from the African Caribbean Community

Service users

Question	Yes/No	Comments
Do all users have a current Care Plan?	70% have a current Care Plan in place	4 care plans are out of date or not dated
Are logs kept?	Reported as a developing system	Logs of health issues are kept but evidence not seen on this review
Are attendance records kept?	Full records	Using the Whitaker Centre system
Are activities offered?	Yes – service users were interviewed and were observed taking part in activities. One attender wishes to undertake basket weaving	Music and Movement – worksheet seen Sewing – evidenced Dominoes – evidenced Artwork – evidenced Other activities in the method statement need to be developed – ie health talks, trips, live entertainment.

Question	Yes/No	Comments
Are meals/refreshments offered?	Yes – service users expressed satisfaction with the meals	Coffee and tea available Meal being cooked in the kitchen. 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
Additional comments	Some attendees are reported to be bordering on high level needs. No formal risk assessment is in place	Whitaker Centre will assist with forms and training on how to complete

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.
Has training been provided such as Moving and Handling?	Care Assistant has been on observational training at Whitaker Centre.	No Moving and Handling training yet. The manager now has the contact for a freelance trainer. Staff away days are planned for this year.
Is a cook employed?	Yes	

Question	Yes/No	Comments
Has training been provided such as Basic Food Hygiene?	No	Training is needed. This is planned using CVS The volunteer has a Food Hygiene Certificate The kitchen was in use at the time of the inspection. There was some evidence of food debris on the work surface but no more than expected during food preparation
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. Also referred to a very successful Christmas dinner

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

Summary And Recommendations

The service shows evidence of meeting the service level agreement or of working towards it. The luncheon club is meeting service level agreements in respect of the numbers of places in use each week. Attendance is slightly above the specified requirements at 23.75 places a week. This represents an improved unit cost, reducing from £28.43 per person per week to £23.94 a week taking the inflationary uplift into account.

There is still work to do to complete the care plans. A risk assessment and management system needs to be put in place. Activities are taking place but as yet no evidence of live entertainment or talks on health issues since the formal commencement of the service. From discussion with users there is evidence that they value the service. There is evidence that independence is valued and promoted.

There has been some progress in training the staff but this needs following through to ensure minimum standards of Moving and Handling and Food Hygiene are adhered to. The evaluators recognise that the service is still in its early stages.

Recommendations

The funding should continue for a further six months until October 2004.

Hadhari should complete the training requirements for care and catering staff by that time.

Further work to be undertaken to complete and date the outstanding care plans and review existing plans.

Hadhari should continue to reduce the unit cost of the service by increasing the numbers attending and/or reducing the running costs

Hadhari should review its activity programme to meet the requirements of the service specification.

Hadhari should work with Whitaker Road Day Centre to develop a formal risk assessment and management procedure.

A further review should take place in April 2004 to audit compliance with these recommendations.

Ruth Douse

John Holdridge