



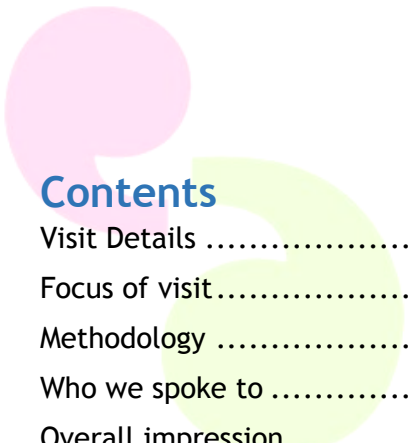
# Enter and View Report

**Sundale House Day Centre, Huddersfield**

**Published July 2014**

Healthwatch Kirklees  
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## Visit Details

### **Name and address of premises visited**

Sundale House Day Centre  
44 Keldregate, Bradley, Huddersfield HD2 1SY

### **Name of service provider**

This service is provided by Age UK Calderdale & Kirklees Office  
Choices Centre, 4-6 The Square, Woolshops, Halifax HX1 1RJ

### **Date and time of visit**

Thursday 12 June 2014, 1pm-3pm

### **Authorised representatives undertaking the visit**

Katherine Sharp and Clare Costello

### **Contact details of local Healthwatch**

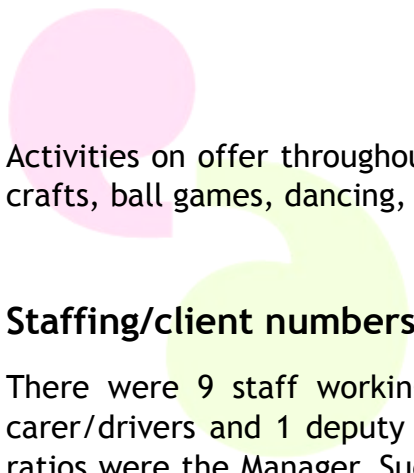
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### **Purpose of the Service**

Sundale House Day Centre offers care, companionship and a range of activities throughout the day. Transport is provided to people from across Kirklees who want to access services here. Anyone can use the service; some clients have Alzheimer's, dementia or learning difficulties. Some people are funded through the local authority and some people pay privately. Clients can be referred by professionals or can self-refer.

A two course meal is provided at lunchtime. A bathing facility is also offered as part of a care package or people can pay separately for this service. A hairdressing salon is available but this wasn't available at the time of our visit.

ENTER & VIEW Sundale House Day Centre, Huddersfield Date of visit: 12 June 2014



Activities on offer throughout the week include bingo, board games, arts and crafts, ball games, dancing, armchair exercise, curling and knitting.

### **Staffing/client numbers on day of visit**

There were 9 staff working on the day of our visit: 8 care assistants or carer/drivers and 1 deputy manager. Also working but not included in staff ratios were the Manager, Sue Graham and Care Services Executive for Age UK Calderdale & Kirklees, Averil Thompson.

There were around 25 clients using Sundale Day Care Centre on the day of our visit.

### **Acknowledgements**

Thank you to all the staff and clients at Sundale House who gave us a warm welcome and spent time talking to us about their experiences of using services or working here.

Thank you to Sue Graham, Averil Thompson and Anya for helping us to arrange our visit and for talking to us about how the service operates.

**Please note: This report relates only to a specific visit and the report is not representative of all service users (only those who contributed within the restricted time available)**



## Focus of visit

The focus for this visit was to gather client and staff feedback on the activities and food provided at Sundale House Day Care Centre.

## Methodology

We completed an announced visit of Sundale House Day Care Centre which took just over two hours. During the visit we consulted with clients who use the service and staff who work there.

We agreed that this visit would be informal. We used prompt sheets with questions around activities and food provided, but questions were not asked in a specific order, nor were all questions asked of all clients. It was hoped that this unstructured method of speaking to clients would help to engage them in free-flowing discussion on their experiences of using Sundale House. We noted people's comments as they spoke to us, after getting their consent to do this.

In addition, we wanted to report on the overall impression of the Sundale House, including the atmosphere, appearance and smell and whether clients seemed happy to be in the Centre.

## Who we spoke to

We spoke to most of the clients who attended on the day of our visit, although a few people had limited understanding of the questions we were asking or had difficulty responding verbally.

Most of the staff were able to talk to us. We didn't want to take any staff away from their duties so we tried to spend no more than five minutes with each person.



## Overall impression

The overall impression of the building from the outside was of a well maintained, clearly signposted building with good car parking facilities. We were immediately greeted by a member of staff who asked who we were (although didn't check ID) before letting us in to the building.

The welcome was warm and inviting. We were offered a drink and were seated until the manager became available.

There were no unpleasant smells in the centre.

The internal rooms seemed clean and in good condition.

The clients were having lunch when we arrived and the atmosphere seemed calm and sociable.

The centre operates in a 'free flow' way, allowing clients to move around the premises unimpeded, which seems to offer people choice in the activities they want to take part in and freedom to move from one thing to the next.

Shortly after we arrived there was a ballroom dancing activity in the lounge area, facilitated by two professional dancers. Some clients joined in with this and others appeared to enjoy watching. Some staff members also took part. The atmosphere was relaxed throughout the afternoon.

During the dancing activity, two members of staff were busily cleaning the dining area but rather than using a vacuum cleaner, which would have interfered with the music from the dancing, they used a sweeping brush to remove food debris from the floor.

Clients who didn't want to take part in the dancing were observed to be engaged in board games, dominos, reading the paper and having their nails painted.

Staff were seen to provide a timely response to the personal care needs of clients, for example when they needed to use the toilet and when they needed support to move safely around the centre using walking frames or wheelchairs.



## Comments on activities provided

Overall, people's comments seem to show they are happy with the activities provided. Where people said they didn't like a particular activity, they seemed happy with other options available to them.

*I love the dancing. No complaints at all*

*I enjoy coming. I like reading the paper, doing crosswords and listening to music. Don't like the dancing*

*I get involved in quizzes, bingo, dancing and games...I come because of the social interaction*

*Lovely, I enjoy the dancing*

*Like to play dominos, don't like the dancing... Enjoy coming*

*Play games, bingo, always something to do, they cover it all, nails done*

*Activities are different, ball games, play your cards right, quizzes, bingo with prizes, nails done and enjoy this most*

*Allsorts to do here, bingo*

We observed clients enjoying dancing in the lounge area and the facilitators encouraged and helped people to join in. We also saw staff members supporting a client to play her favourite game, Scrabble, which she wouldn't have been able to do without some assistance. Other staff were observed having positive interactions with clients who were having their nails painted and hand massages. This gave staff time to communicate with the clients at the same time as offering a pleasurable experience.

A couple of people mentioned activities they would like to do in future:

*I'd like to cook and bake thing like jam roly poly and apple strudel*

*I'd like working in a greenhouse. I used to have a farm, I lived there. Yes, I'd like a greenhouse. I would like one at home. Might do a bit in there*

Staff also spoke positively about activities and how people seemed to enjoy coming to Sundale House.

*Activities are provided for what people want to do. If someone wants to do something I mention it to the boss and they try to provide what people want*

*People enjoy activities like ball games, curling, exercise*

*People love coming, socialising. If you saw the state of some of the homes we collect people from, you would know why they love coming here. Home care will have been in and left a sandwich and a cup of tea and all they have to do all day is watch TV. It's great for them to come here compared to being at home*

*Good activities and it's all individual choice. The food is good. I wouldn't go anywhere else. We had a client who had a GP appointment and we changed her bathing day so that she could have a bath before seeing the doctor. We try to fit in with what people want*

*The free flow was changed about two months ago and is working much better, more space for clients. Activities provided are scrabble, bingo, dancing, TV, DVD, picture bingo, play your cards right, ball games we cover most things. We play a game called the alphabet game on the white board which the clients seem to like a great deal. Everyone shouts out the name of items beginning with each letter of the alphabet for example we might do flowers and we guess flowers beginning with A, B, C it is enjoyable and everyone can join in*

*We do lots of games, raffles, quizzes and we provided prizes for a few winners which everyone enjoys*

## Comments on food provided

Comments about food provided at Sundale House were mostly positive:

*Lovely food. I like anything without gravy. We get drinks in the morning and at lunchtime. I'm not sure if we get another drink this afternoon*

*The food is good, I just have a sandwich though. There's a choice of main meal, jacket potato or sandwiches. Drinks are given at lunchtime*

*I like the food and the choice*

*Can get drinks when I want. The food is everything that is good, not rubbish*





*Plenty of tea and biscuits*

*There are three choices for dinner, lovely*

*Food lovely, I get juice, tea, biscuits as well*

*Food good*

Some staff felt the choice and quality of food provided to clients was good:

*Clients can choose from many different choices a cooked meal, jacket potatoes, we order from the bread shop for sandwiches and salad boxes. People like sausage sandwiches and things*

*People enjoy the food, they might not eat if they are ill but that is all. It's healthy, vegetables available*

Other staff members felt that the food could be improved slightly:

*The food could be better sometimes. There's a choice of warm food. Menus should be rotated instead of having the same thing on the same days of the week, it's always fish and chips on Friday and it should be swapped round because not everyone comes on a Friday but they don't get chance to have that meal*

*The food is decent, not always value for money. They are provided by next door and they charge Age UK for doing meals*

## **Comments on staff and quality of care**

We didn't ask any specific questions about staff or the quality of care at Sundale House but clients clearly wanted to tell us how much they value the service and staff here. Comments about staff were overwhelmingly positive:

*It's wonderful. Staff are fantastic, brilliant. They are caring and helpful, they know who needs help*

*I couldn't wish for any better from the staff, even if they were my own daughters. Have you seen how they care for us? I have my bath here. They look after me so well*

*The staff are really pleasant*



*Lovely, Nice treatment*

*Very happy, staff lovely*

*Staff really lovely, both games and staff lovely*

*They don't push you into anything here*

Some staff also spoke positively about their experience of working here:

*I enjoy working here and when I was off and returned the people attending asked where I had been and they had missed me, which is lovely*

*I've worked here 16 years. Really enjoy working here.*

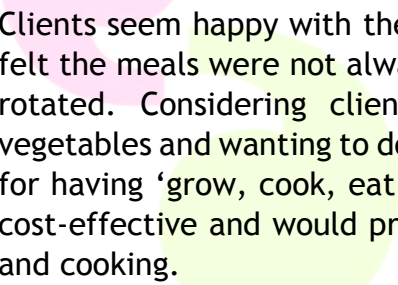
There was one comment from a client about the fees paid for the care package at Sundale House:

*There used to be a waiting list to come. Unfair that not everyone pays, everyone should be the same. Some people have just started paying and they have stopped coming*

## Conclusion

The overall impression of Sundale House Day Centre was good. Clients seem to be happy with the service they receive and they feel staff treat them well and really care about them as individuals. There is a lovely atmosphere in the Centre, created by friendly staff and having clients who clearly enjoy themselves during their time here.

Staff spoke about the range of activities on offer which seem to cater to most people's needs. A couple of clients mentioned other activities which they may like to do (baking and having a greenhouse). We spoke to the managers about this at the end of our visit and they told us they already have plans to install a new kitchen area where clients will be able to bake. Planting and growing herbs, fruit and vegetables is something which clients have had opportunity to do in the past. The manager told us that the outdoor area is currently being developed and there should be more scope for growing things once this work is completed.



Clients seem happy with the food which is provided at lunchtime. Some staff felt the meals were not always good value for money and that meals should be rotated. Considering client comments about wanting to grow fruit and vegetables and wanting to do more of their own cooking, there may be potential for having 'grow, cook, eat' projects. This could help the Centre to be more cost-effective and would provide clients with opportunity to do more growing and cooking.

We have no recommendations to make following our visit as we had no concerns about the activities and food being offered at Sundale House.

