



Enter and View Visit Report Sheet

The visit report will aim to:

- Focus on patient/service user benefit
- Concentrate on key issues
- Be clear and concise
- Be balanced.

Date of visit: 6th October 2011

Service/premises visit: Roller Mill Day Service – Age UK

Authorised Representatives who undertook the visit:

- Julie Goode
- Malcolm Goode
- Hester Parsons

Reason for the visit:

Day Service where no CQC inspection had taken place.

Roller Mill Day Service Enter and View Report

1. Report Overview

We witness very caring staff who demonstrated good interaction with the guests in both the Mill and Garden Rooms.

There were a lot of activities going on in both rooms but if a guest wanted to be quiet and on their own that was perfectly acceptable.

Drinks were readily available and staff were mindful to ensure that the guest's requirements for food and drink were met.

Where required Guests were helped with feeding but encouraged to feed themselves where they could with help when needed.

2. Reason for the visit

Day Service where no CQC inspection had taken place.

3. Approach used

4. Observations/findings

Mill Room

- For guests with later stages of dementia, some demonstrated challenging behaviour – one to one staffing as necessary.
- Guests have key workers. (not so in Garden Room)
- Care provided by staff and volunteers. Today's ratio 7 guests to 5 staff and 2 volunteers.
- Referrals to Roller Mill come through Sylvia (team leader) and come from CPNs, Social Care Team, GPs, Consultants or as self referrals, which can be paid through the Direct payments system.
- All guests are under a consultant psychiatrist and have a CPN
- The service employs assessors (recent innovation) who play a vital role in the introduction of guests to the service which is undertaken gradually.
- The room is set up to provide a range of reminiscing activities. When we arrived some guests were doing flower arranging as a sensory activity i.e. smells and colours. Activities are led by service users with total flexibility; therefore any proposed structure for the day may not happen.
- The room is bright and airy so at no time do you feel closed in, although the centre is secure.
- There are fire drills carried out but not every week as this has caused confusion in some guests.
- The staff are fully compliant in safety systems.

Garden Room

- Level of dependency is much lower here and guests can be very lively engaging in games and activities to stimulate thinking
- Because guests are more able to express emotion and to react in a more forceful manner risk assessment is very important in order to protect the individual and other guests from inappropriate behaviour - Staffing in the garden room is 1 member of staff to 3 or 4 guests

General

- The service has developed a computerised matching service particularly for guests in the Mill Room so that where a member of staff and a guest share a common interest they can participate in this together. For example, a new gentleman who likes to be outside has a key worker who also enjoys outdoors (sweeping up leaves, working with potted plants)
- The service in conjunction with carers at home complete a daily diary so that both parties are aware of any actions that might influence the guest's demeanour or behaviour. Each guest also has an "All about me" booklet in order to ensure that all involved understand the guest's daily routine, likes and dislikes etc.

Staff

- The service has a number of long service staff and staff turnover is limited. The service also has a number of long term volunteers.
- As in all services there is some sickness but this is for genuine health reasons with no evidence of odd days for "sickies"
- There is a range of training for staff with a number having achieved an NVQ in dementia care. Some staff are also trained to provide personal care and quite often new staff are recruited who have previously worked in the domiciliary care service.
- Training is also provided in
 - First Aid
 - Moving and Handling
 - Food hygiene
 - Drivers when recruited are required to pass a driving test which ensures that they understand issues about motion sickness, and where best to sit the guests in the bus who suffer from this, and being sympathetic when handling those with dementia, for example.
- The service uses excellent documentation for risk assessment

5. Conclusions

6. Recommendations

Enter and View Visit Report Verification:	
Draft Report checked for accuracy/appropriate use of language:	✓
Draft Report submitted to service provider for comments:	✓
Final Report approved by the LINK:	✓
Final Report submitted to service provider:	✓
Distribution/circulation/publication of the report agreed:	✓
Evaluation of visit/report completed:	✓