



## Enter and View Report

Waddiloves Health Centre

18<sup>th</sup> February 2014

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### What is Enter and View?

- Healthwatch volunteers can carry out visits to health and social care services. Any service that gets public money like hospitals, care homes, dentists and GPs, can be visited.
  - Enter and View visits can happen if someone says that there is a problem with a service. Visits can also happen when someone says a service is really good so the way they work can be shared with other services.
  - Members of the public can volunteer to carry out Enter and View visits on behalf of Healthwatch. They receive training to deal with sensitive situations and confidential information. They are also checked by the Disclosure and Barring Service and approved by the organisation.
  - After the visit Enter and View volunteers write a report to tell everybody what they think about the service. They also make recommendations to make services better.
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### Disclaimer

Our report relates to this specific visit to the service, at a particular point in time, and is not representative of all service users, only those who contributed.

This report is written by volunteer Enter and View authorised representatives who carried out the visit on behalf of Healthwatch Bradford and District.

## **Enter and View Visit Report**

**Date:** 18<sup>th</sup> February 2014

**Enter and View Volunteers:** Damian Marshall and Surekha Thind supported by Jane Wells from Bradford People First

**Healthwatch Staff:** Marcella Celli

**Service visited:** Waddiloves Health Centre

**BDCT staff:** Dawn Langwade (Clinical Nurse)

### **Why Healthwatch volunteers visited this service?**

Healthwatch Bradford and District has four Enter and View volunteers with a learning disability. The newly trained volunteers wanted to carry out a visit to a good health service for people with a learning disability and chose Waddiloves Health Centre.

The volunteers decided the Enter and View visit should be about checking the reception and the waiting areas to see if they are accessible and suitable.

The volunteers also wanted to talk to people using the service and their carers to find out what they think of this service and to hear about their experiences.

The feedback was drafted by Healthwatch staff and approved by the Enter and View volunteers.

## **Waddiloves Health Centre**

At Waddiloves Health Centre people with a learning disability can access various services like podiatry (service to keep feet healthy), dentistry, audiology (service to check hearing).

We think the building was very accessible. There is a ramp at the entrance and the door is very wide. There was also a lot of space to move around in the building.

The clinical nurse, Dawn Langwade, met us at reception and took us through into the waiting area. Dawn explained about the clinic and the appointments. On the day of our visit there was a podiatry clinic with appointments every 20 minutes.

We felt the staff were very welcoming. They explained everything in a good way so that we could understand what they were saying. The people we spoke to there were very nice.

The waiting area was also accessible and comfortable. There is plenty of information on display. They had posters on the wall of people brushing their teeth. These posters help people to understand how to keep their teeth clean and how to keep healthy.

The nurse showed us an example of a letter they send out to people to inform about appointments. The letter is in Easy Read and seemed easy to understand. The nurse also showed us a folder with information on health in Easy Read (tooth decay, etc). She explained that they use a variety of information and ways depending on people's needs.

When we asked the nurse about any other services offered, she said they also have a phlebotomy clinic (to test people's blood). Some people might need more support when they have their blood taken for tests. People who need more help can be referred to Waddiloves. The nurse will then arrange for more staff to be there to support the service user.

### **What did the people using the service say?**

We asked two service users if they liked the services that they use. We also wanted to know whether the staff talk to them instead of their carers or parents. We got good feedback from them. They said they liked Waddiloves and they said they liked the staff.

#### **Service User A**

We spoke first to the lady who was there with her paid carer. The lady said that she comes to Waddiloves to have her feet done and her teeth checked.

- She likes the people at Waddiloves and she thinks it is a good place.
- Her carer had come to the centre with the lady four times and she said they have always had a good experience. The only problem is the parking. Although there is a car park, it does at times get very busy.
- The carer and this lady said they have never used "Elephant", an electronic device to leave feedback on their experience.

## Service User B

The second lady we spoke to was younger, from South Asian background. She comes to the centre with her sister. She comes to Waddiloves to have her feet and her teeth checked. She seemed very comfortable and at ease with the nurse.

- Her sister, who is one of her carers, usually takes her to Waddiloves. She said the lady is always happy to come. She understands where she is going and what for. She says they feel like coming to 'a relative's house' as everybody is very friendly. It has never been a problem to take her to attend the clinics here as she is very happy to come here.
- They come on public transport. They live in another part of the city so they need to take 2 buses to get here.
- Her carer thinks that this centre is very good and people like coming here. She wonders why they don't offer more services here. It is a big building and she hopes that other services for her sister might be offered from here.
- They said they have never used the electronic device 'Elephant' but they feel they would be able to tell the staff if they didn't like something.

The nurse explained that the electronic device 'Elephant' is not always easy for people to use. Some people can't see the screen properly. You need to hold the device with one hand and touch the screen to answer questions with the other hand. People also switch it off by mistake when they press the small button at the side.

## Conclusions

We would like to thank Dawn and everybody else at the centre for the warm welcome given to us and to the Healthwatch staff.

From what we saw and heard on the day we think Waddiloves Health Centre is a very good service for people with a learning disability.

When we tried 'Elephant' we thought that there are too many questions (12 in total). Some of the questions are too long. The questions with pictures were easier.

### Enter and View volunteers' recommendations

- We recommend that they improve the survey on 'Elephant' in this way:

They need to cut down the number of questions on the survey. We think that 6 to 8 questions would be easier. The questions they ask could be simpler and they could add some more pictures. We also feel that face to face feedback would be better.

- We also recommend that Bradford District Care Trust tells other providers what Waddiloves does to make its service good and accessible.

Damian Marshall and Surekha Thind

22.05.2014

For more information about this visit and Healthwatch Bradford and District Enter and View activities please contact Marcella Celli on 01535 6625258 or email

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