

Working in partnership
with Independence and
Wellbeing Enfield to
evaluate their
wellbeing services

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Executive Summary

Wellbeing Services

Independence and Wellbeing Enfield, a trading company of Enfield Council, provides adult social care services including three day centres (the Formont, New Options, and Rose Taylor) as well as a drop in resource centre Park Avenue and Community Link, for individuals with learning difficulties, physical and sensory impairments, complex needs and those who are elderly. Healthwatch Enfield worked with service users, their carers and staff at Independence and Wellbeing Enfield to evaluate the quality of services on offer to the people of Enfield.

We were delighted to be asked by Independence and Wellbeing Enfield to explore the experiences of service users and carers

Quantitative analysis of data collected by Healthwatch Enfield indicated that service users felt listened to by staff, that there was a range of activities on offer and that service users could exercise choice about their individual participation. All service users reported that they received good quality of care and enjoyed attending wellbeing services.

Service users were also able to provide us with ideas and suggestions to improve the services further. And this qualitative feedback, alongside observations made by Healthwatch Enfield's representatives, suggest there are areas where changes could be made.

Service users in each of the day centres and drop in resource centre told us that they would like new activities to be introduced. For example, in one of the centres, the suggestion extended to undertaking tasks associated with running of the centre, which would enable Independence and Wellbeing Enfield to capitalise on and develop the skills and interests of service users to make them more independent.


using the wellbeing services and welcome and commend this approach to quality improvement as it places service user's voice at the heart of the improvement process.

Throughout our review process, we observed that the services appear to be well run and managed; all staff appeared caring, friendly and the majority demonstrated a good understanding of the individual's likes, preferences and ways of communicating.

Through listening to service user's feedback, as well as our own observations, we noted the services deliver quality social and leisure opportunities for individuals to engage and make friendships, offering care and support.

We heard some ideas about making changes to the physical environment of some centres, including exploring the feasibility of developing a sensory room, having a TV and exploring how the café could be improved.

In three of the five services, not all service users knew who to contact or approach if service users wanted to give feedback, ask questions, had a problem or an idea for improvement.



At Formont and New Options, service users shared their concerns that the centres may operate within a set structure, a model where timetables can be followed too rigorously, without enough flexibility to take account of individual preferences. This was substantiated by observations made by Healthwatch Enfield's representatives who visited the centres. In addition, the quality of support being provided at New Options appears to be affected by the current staffing levels at the centre.

We recommend that Independence and Wellbeing staff and leaders positively engage with suggestions put forward by service users and carers and work with them to co-design solutions to make services at Community Link, Formont, New Options, Rose Taylor, as well as the Park Avenue resource centre even better.

This will require utilising creative ways to engage service users and carers in conversations about changes and may necessitate developing new skills within the existing staff team.

Introduction

Independence and Wellbeing Enfield (IWE) is a provider of adult social care in Enfield. [Its] focus is to maximise the independence and wellbeing of residents by delivering services that are based on need, promoting outcomes and a better quality of life.

[They] will do this by developing services with you [service user] that are responsive and innovative. We will put you, the customer, at the heart of the journey.

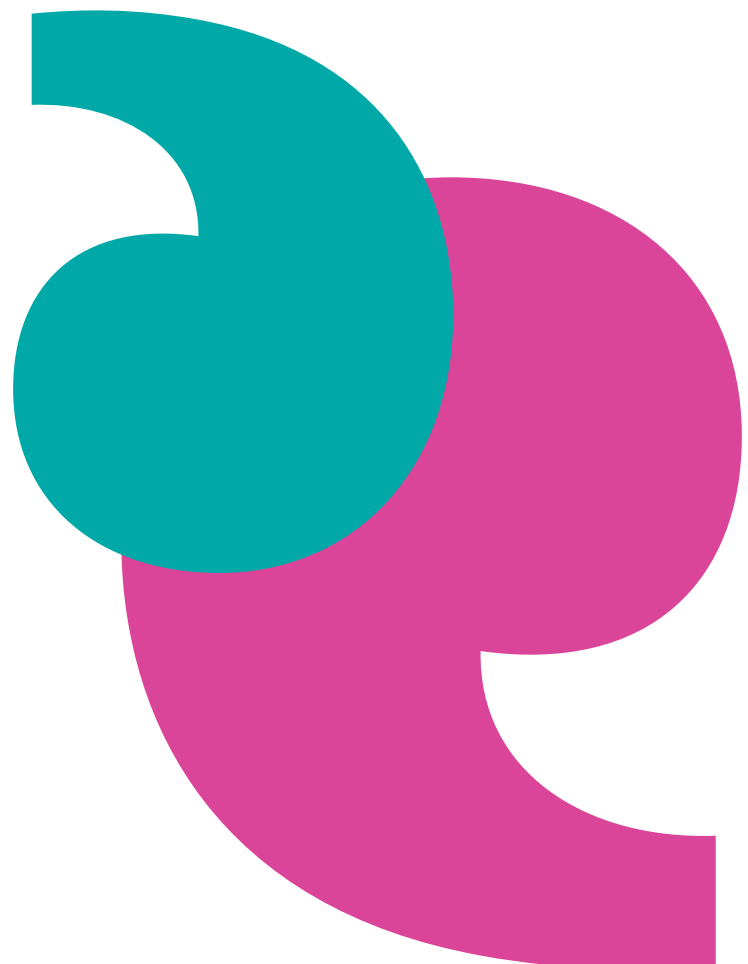
We will deliver services that respect your individual needs and will promote your increased choice and control over your service.

Services will be underpinned by: Quality, Dignity and Respect, Independence, Wellbeing and Outcomes.

As part of its wellbeing offer, Independence and Wellbeing Enfield currently provides four day centres, as well as one drop in service, located across the borough:¹

1. Community Link Enfield, supporting adults with learning disabilities
2. Formont, supporting adults with profound and multiple learning disabilities
3. New Options, supporting adults with moderate learning disabilities
4. Rose Taylor, supporting older adults alongside people with dementia and other complex needs
5. Park Avenue resource centre, supporting adults with physical disabilities and / or sensory impairment.

Between May and July 2018, Healthwatch Enfield worked in partnership with service users and Independence and Wellbeing Enfield to hear directly and independently from service users and their carers to review the quality of wellbeing services being provided to local people in Enfield, and to identify ideas to improve services.



Methodology

Healthwatch Enfield visited each of the day centres on at least two or three occasions, on different days, in different weeks and at different times, over a one-month period, to ensure we were able to reach as diverse a group of services users as possible. All visits were announced and agreed in advance. Day centre staff informed service users and family members/carers about the project and obtained their consent to participate.

Healthwatch Enfield's visiting team on each occasion included several volunteers and at least two members of staff, to guarantee consistency of approach and recording, and to ensure the same service users were not approached twice.

All service users and some family members/carers who participated met with a Healthwatch Enfield representative, face to face, on a one-to-one basis, and were asked a variety of questions about their experiences of using the services. Given the complex needs of those attending (who had either Dementia, learning or physical difficulties and/or complex needs), we directly engaged with the service users using a combination of a few key, Easy Read survey questions, visual aids, Makaton signing as well as observation.

Through this multi-faceted approach, we engaged with 124 service users and 9 relatives / parents/ carers. All of those directly engaged were able to provide some responses to questions asked, but not everyone was able to respond to all questions, due to the differing levels of understanding and ability to communicate, on the day.

This report outlines direct feedback gathered from service users attending day centres run by Independence and Wellbeing Enfield alongside a summary of key observations made by Healthwatch Enfield's staff and volunteers during their visits to the centres.

Findings

Quality of services provided at Community Link Enfield

Overall, feedback from Community Link's service users and carers at the site in Enfield Town, was generally positive - all who engaged in conversations with Healthwatch Enfield described the service as 'good' with some areas where service users and carers would like to see improvements.

Community Link Enfield provides support to around 50 service users with a learning disability, aged 18 to 76, including those who:

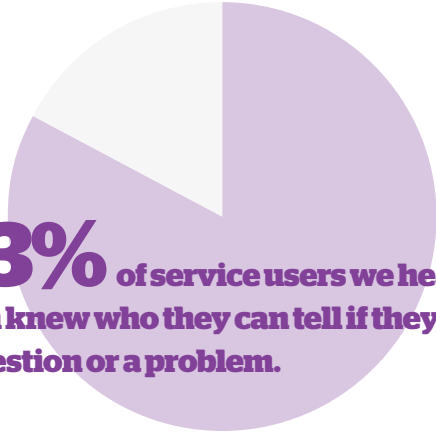
- are more able to go out and about in the community, some of whom are living independently and/or are able to travel on their own
- have higher dependency needs including Dementia as well as learning disabilities

Whilst the physical environment of the centre is slightly run down and needs a re-refresh, the base offers a place to go with skilled and supportive staff in attendance, as well as the friendship and companionship of others.

The Healthwatch Enfield team listened to the experiences of 21 service users who attend Community Link Enfield, 47% of whom attend the centre every day. Our sample size represents 42% of the overall number of individuals using the service. We also heard from 5 carers.

Service users and carers told us that there are various activities on offer at the Centre, including Zumba, Art, Cookery and Music, as the most popular ones. Individuals fed back that they get to choose which activities to participate in. However, despite having several options to choose from, service users commented that they would like new activities to be introduced:

'They should have a hair and beauty club', 'We should go out more', 'It would be nice to have one or two-day stays for social activities'



83% of service users we heard from knew who they can tell if they have a question or a problem.

This is lower than in Formont, New Options and Rose Taylor but higher than Park Avenue. This leaves nearly a fifth of those we heard from who did not know who to contact.

We observed staff directly engaging with service users; it was clear that Community Link Enfield staff know their clients well, including individuals' likes and dislikes. Service users also seemed very familiar with staff, smiling and, where able, using their names a lot. All of the service users seemed happy, engaged and content.

Suggested areas for improvement at Community Link

Action

To undertake a review of activities on offer at Community Link Enfield: to work together with services users and carers, to co-design a rolling programme of activities that service users would like and to explore the viability of providing these

To work together with service users and carers to co-design different ways in which service users and carers can give feedback or ask questions.

As part of this, Community Link's staff should also establish systems for regularly reminding services users and carers about who to contact if they have a problem or an idea for improvement

Current situation

Community Link Service Users can access hairdressers/Barbers in the community and Staff will help to book appointments and set polite reminders. Beauty sessions are held weekly which include, nail treatments/ painting, foot spa and hand massage.

Service users are encouraged and supported with travel training, attending groups that enable increased independence in healthy living and exploration of community resources.

EDA provide independent advocacy groups where service users can feedback about their services - EDA provide an advocacy service for Community Link Service Users every 2 weeks at both sites - Enfield & Edmonton.

Feedback/minutes are shared with both Staff Teams for quality assurance purposes and implementation of improvements within budgetary restrictions.

Coffee mornings are facilitated at CL Edmonton & Rose Taylor every quarter for parents and carers to have an informal discussion with Staff about any concerns they may have and to be consulted with any service updates

Service Users have access to the Complaints and comments handbook which is clearly displayed at Community Link Enfield/Edmonton & Rose Taylor. Staff are trained to handle sensitive information and follow the corporate Complaints Policy to record concerns and use a Complaints database as a tracker to explain the remedial action that has been agreed and put in place.

Plan

A Survey was developed by Aishling Walsh to ask Community Link & Rose Taylor customers which activities they would like to do, propose any new ideas, are happy with the activities and sessions that are on offer and any improvements to activities and sessions.

Management have enquired with prospective Partners such as Picketts Lock Athletics Centre, the Felix Project - food bank, Equal LD Team to train Service Users to be a part of IWE recruitment Panels,

CL is an established accredited training Centre with the Open College Network for Service Users to obtain recognised qualifications through competency learning as CL Staff have been trained to be Assessors.

The Survey was discussed within the Service User Forum with EDA to retrieve impartial feedback that is not biased.

A summary will be completed by AW.

Team Leaders have ordered handheld device from the ICT department for Community Link, Rose Taylor, Shopmobility and the Inclusive Cycling Scheme to add a precise software to display a standardised feedback form for Service Users & Carers to complete every month and the data that is captured will be filtered to Management.

Reports will be used for quality assurance purposes and implement learning recommendations or training needs as required

Complete

Complete

Complete

In progress

In progress

Rolling program - quarterly

Quality of services provided at Formont

Feedback from Formont's service users and carers was encouraging with many positive comments made and some areas for improvement.

We heard the experiences of 15 individuals who attend Formont, 73% of whom attend the service every day. Our sample size represents 50% of the overall number of individuals using the service. We also heard from three carers whose relatives attend Formont.

Formont is located on a large purpose-built site, which was recently refurbished. There are approximately 30 service users who have significant physical needs, as well as learning difficulties. Many individuals are non-verbal and do not appear to regularly use any communication tools or approaches, although we observed some Makaton² being used.

Many of the staff at Formont have long service and appear supportive and attentive of their clients' needs and have a good rapport with them. They are familiar with them and the clients generally appear to know them, their names, and some even joke around with the staff and with one another.

Staff we spoke with were able to explain how they "read" or interpret" the service users' views as to whether they were happy or anxious etc.

Given the limitations of service users' ability to communicate, as well as the level of learning difficulty, we recognise that many individuals will struggle to communicate their needs. However, those who are better able to communicate, either verbally or with facial gestures, seemed generally to be listened to, although we did witness exceptions (see below).

Service users who shared their experience of attending Formont said that there are different activities to participate in at the centre and individuals get to choose what they do.

'I would like more swimming'

'I want more outings like New Options do'

Suggestions were also made around provision of more activities focussing on physical health alongside improving communications about what is on offer for relatives and carers:

'There should be more exercise and physio to improve the one side of his body which is paralysed'.

'I don't know what activities are on offer'

Through our observations, we were concerned that Formont may operate within a set structure, a model where timetables can be followed too rigorously, without enough flexibility to take account of individual preferences. In addition, that Care Workers may not always be sufficiently clear in helping services users understand when activities are coming to an end and new ones commence:

We observed an instance when a service user was required to join in an activity before the current session they were enjoying, ended. The service user demonstrated behaviour that challenged and appeared to be “protesting” at having to leave a session they were enjoying.

Another service user told us about wanting to ‘visit New Options and go out and about more often’ however the service user was only able to attend New Options once a week, when the 12-week rota enabled this to happen.

Comments were raised about the potential to review the opening hours for the private rental of the pool:

‘General public can swim at pools in the evening so why do disabled people have to be so restricted? The Formont centre needs to be utilised more flexibly and move away from fixed hours.’

Several relatives also commented about the need to improve the invoicing process to ensure requests for payments are received in a timelier manner.

All the people we heard from knew who they can tell if they have a question or a problem.

Suggested areas for improvement at Formont

Action

To undertake a review of activities on offer at Formont

To work with service users and carers to co-design ways and means to most effectively communicate the schedule of activities that are on offer at Formont, as well as about when each activity is starting or coming to an end.

To work with service users and care workers to allow for greater flexibility in how timetabled activities are pursued, taking account of individual preferences at the time.

To ensure that service users and family members/ carers receive timely invoices

Current situation

Service users have annual reviews and regular contact with staff so opportunities are available for staff to understand and recognise what activities are enjoyed.

Likes and preferences are recorded in activity notes and PCP

We have coffee mornings and invite parents and carers to contribute to centre life and activities

Formont is more structured due to numbers of SU's, rooms, health, no. of wheelchairs, swimming - to meet health and well-being needs. New sessions introduced include Zumba

Choice is always offered but we do have to adhere to staff/ SU safety ratios. Time tables and activities are scheduled carefully to accommodate each persons likes and preferences and to ensure equal access to activities that people enjoy.

Due to the nature of the group this requires structure not only to ensure smooth running but the safety of each person.

Private hire of the resources at Formont are invoiced separately

Plan

A questionnaire was circulated to all parents and carers at the beginning of the year, including 'How can we best gain your feedback and input different times for coffee morning, email preferences etc.

We also provide on request the timetable.

Service users require and respond to differing signals of sessions starting and finishing. Ongoing communications project with SALT teams and staff on good practice and improvements in this area

We are bolstering a communications session to specifically engage and trial communication methods for service users a drop in attendance to ensure all access and inform feedback and engagement to capture this as part of our quality kpi's and standards.

A marketing and communications group led by small staff team has refreshed all our literature and looking at communicating with parents and carers and capturing feedback, concerns and ideas.

The team are more active now on presenting events, pictures and stories on facebook and this has been well received.

Ongoing flexible approach within the constraints of service user need and safety

Improved admin resource to this area and invoice system has been standardised.

Scheduling the issue of invoices to try and avoid delays

Jan 19

Ongoing

In progress

Complete

Rolling program

Ongoing

Ongoing

Quality of services at New Options

Overall, feedback from service users accessing activities at New Options was generally positive with some suggestions for improvement. In addition, it appears that current staffing levels may have an impact on the quality of support being provided.

New Options is situated in a modern, purpose-built centre, behind Albany Park Leisure centre. There are approximately 48 service users ranging from the age of 18 to 76, some of whom use Park Avenue, Community Link and/or the Formont on various days of the week or times of the year.

As the building was purpose-built it has good facilities; it is light, inviting and appears to be a great venue for the service users, the majority of whom have complex needs and learning disabilities.

The team appeared to be committed, knowledgeable of their clients' needs and were friendly and supportive.

We listened to the experiences of 21 individuals who attend New Options, 90% of whom attend the centre three times a week or more. We engaged with 44% of people who currently use the service. We did not collect any feedback from carers.



4 in 5 of the people we heard from said that there is a range of groups available to them with everyone having the choice as to which activities to participate in.

Service users mentioned that cooking, listening to music/having a disco, painting and meeting friends and socialising are the most popular ways of spending time at New Options. Several suggestions were made about new activities and excursions that could be introduced:

'I want to listen to music more. And more drumming, more cycling'

'I want a trip to Tottenham Hotspur', 'We should

learn about safety/first aid', 'I'd like to go to college. Learn how to travel on my own - that would be good.'

Several individuals indicated that having a sensory and relaxation room would make their experiences at New Options even better, helping them to develop and engage their senses.

Individuals accessing services at New Options have also mentioned difficulties in changing their allocated days to attend the centre, for example:

'I'd like to do an extra day. Also, I have set days but I have lots of hospital appointments. If they are on one of my set days, I miss that. I can't swap around so I miss the day.'

All service users we heard from knew who they can tell if they have a question or a problem; this is to be commended.

The centre is staffed by 9 full time care workers over the week. The current staffing levels:

● do not seem to allow for activities to be run if workforce is unavailable e.g. on one of our visits, the trip to the Zumba class at the local leisure centre was cancelled, due to a worker being late for their shift

● do not provide additional staffing to ensure service users with independent one-to-one, personal care workers are also supported by New Options to take part in activities

Suggested areas for improvement at New Options

Action

To work together with services users and carers to co-design a rolling programme of activities service users would like and to explore the viability of providing these

To work with service users and care workers to allow for greater flexibility in how timetabled activities are pursued, taking account of individual preferences at the time.

To ensure care workers are clearer and help service users understand when activities are coming to an end and new one's commence.

Current situation

There is choice and flexibility built in to the timetables based on what people say and what they show enjoyment for.

We manage daily the Plan of sessions with the level of staff and agency staff and make decisions accordingly to ensure safety for all. This may sometimes result in changes to sessions but only if health and safety is compromised.

Key workers and staff are reminded of their support role in relation to 1 to 1 clients.

The complex needs of clients requires careful consideration to ensure those that need community access, swimming, sensory, physio have access. To keep people safe a plan does need to be followed.

Life skills for instance, at a training flat is built into this period plan enabling a group of service users to be taught home life skills
Sessional workers run activities across the whole service

Plan

Staff will continue to work with service users to ensure their preferences are met within the required structures to ensure the safety and choice of the person.

Taster sessions are employed to allow people to try new activities

New or differing activities are identified for the next change in opportunity and will be discussed with service users new activities will be posted in easy read/symbol format where service users can be supported to get involved in the design of the service.

Keyworkers will be given more time to plan with service users about the sessions/activities they would like to try next with access to a small budget.

Ongoing

Rolling program

Ongoing

Complete

Quality of services at Park Avenue

Service users at Park Avenue appeared to appreciate the drop in resource centre and activities that were on offer. Those we heard from felt the centre was an important and valuable community resource. In listening to their feedback, some ideas for improvements were put forward by service users most notably around putting greater focus on supporting service users to participate more, in the running of the centre to develop their independence.

Park Avenue is a drop in community resource centre for approximately 280-350 individuals with physical disabilities, sensory impairment, and health needs. Individuals come with support, if required, choose activities they participate and only pay for these. Park Avenue offers physiotherapy and complementary therapy every day, music sessions and activities 4 times a week.

Park Avenue offers a different service model in that the sessions are run by external groups, and whilst there are staff present, most staff belong to either the group running the sessions or are the personal care workers for their service users.

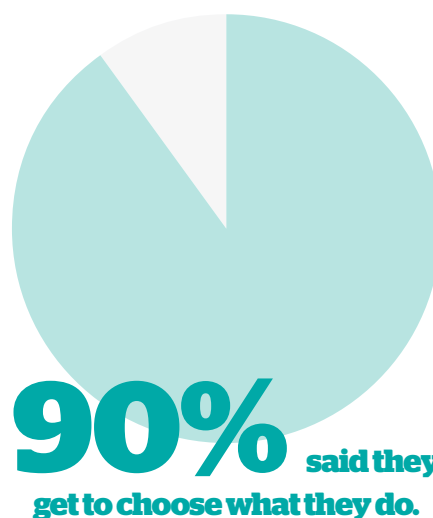
Healthwatch Enfield's representatives visited Park Avenue on three separate occasions, on different days and at times when various activities were on offer. We spoke to a mix of service users:

- those accessing and paying for services at Park Avenue
- those attending the mental health resource centre upstairs run by the Local Authority and Barnet Enfield and Haringey Mental Health NHS Trust
- those who attended sessions organised by others groups who hire the venue.

Unfortunately, the numbers of service users attending the centre at the time of our visits were low.

We listened to the experiences of 32 people who attend Park Avenue; 44% of whom attend the centre three times a week or more. Our sample size represents 9%-11% of the overall number of individuals using the service.

Almost all the service users we engaged with said that there are several things to do at the centre



Individuals reported participating in a range of different activities with the most popular ones being listening to music, art, drama, physiotherapy and watching movies.

There were some suggestions for additional activities:

'I would like to do basketball'

'I would like beauty therapy, e.g. nail classes, would like to do gardening'

'There should be more music'

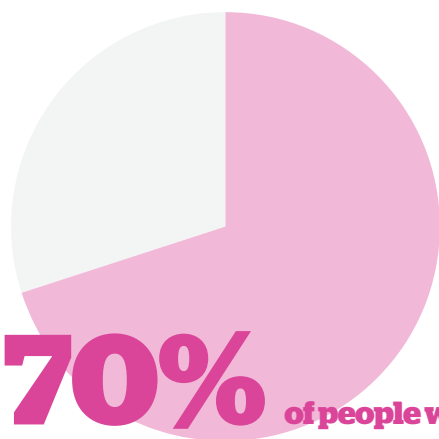
are additional activities that service users suggested could be offered.

Service users talked to us about some small physical changes like ‘getting a TV’ and ‘making the café more comfortable’ alongside mentioning that they would like to get involved in making Park Avenue even better for them:

‘they should allow a little group of us to go out into the garden and help out’, ‘to help us learn how to do things independently.’

Through observing some sessions and communicating with others, the majority of people indicated to our team that they were happy, enjoyed attending and were engaged in the activities.

Feedback was collected from a range of individuals with additional needs or Learning Difficulties, of various ages and from different ethnic backgrounds, however, no trends could be identified between service user’s characteristics and their ideas for improvements.



70% of people we heard from knew who they can tell if they have a question or a problem.

Given Park Avenue is a community resource, this would suggest that nearly



1 in 3 of those we heard from did not know who to contact.

This is a concerning point for all organisations using Park Avenue to note.

Suggested areas for improvement at New Options

Action

To work with service users to co-design any physical changes to the environment at Park Avenue, engaging wider stakeholder groups in conversations, whilst satisfying a range of needs

To undertake a review of activities on offer at Park Avenue: to work together with service users and carers to co-design a rolling programme of activities service users would like and to explore the viability of providing these

To capitalise on and develop the skills and interests of service users by exploring with them what additional activities some of them would like that would help them to develop their independence.

This could include involving them more in the running of Park Avenue e.g. gardening, advancing the enablement agenda, as well as other activities

Current situation

Centre meetings are held but due to often poor attendance these meetings are infrequent

The centre is not activity based but used by a range of sessional workers and community interest and support groups with a drop-in ethos.

People using the centre attend on a drop-in basis for sessions of particular interest or to attend a specific group eg Stroke Support

Plan

Re introduce meetings quarterly and invitations to be sent out in advance to all groups using the centre

Notes to be produced and sent to all groups to advise of issues under discussion and on notice boards for easy access

As above a standing agenda item will be activities and future planning

As above the development of a program that will enable people to develop work based skills will be part of the agenda with a view to developing the volunteer agenda along side the existing front desk volunteer program.

Jan 19

In progress

Jan 19

Rolling program

Action

To work together with service users and carers to co-design different ways that service users and carers can give feedback or ask questions. As part of this, staff of Park Avenue, as well as those organisations hiring the venue, should also establish systems for regularly reminding services users and carers who to contact if they have a problem or an idea for improvement

Current situation

The complaints procedure and who to contact is available in the centre

Plan

The complaints procedure will be redesigned to ensure Easy Read versions are easily visible in the lobby and café area.

The complaints procedure and Easy read version will be included in the information pack provided to all groups when they start to hire the centre for their groups.

It will be sent to all exiting groups

Suggestion box to be advertised to all people and groups using the centre.

Jan 19

Jan 19

Jan 19

Jan 19

Recognising the unique nature of Park Avenue, where external groups hire space to run activities, any co-design activities would need to be broad-based, to ensure that any changes made to schedules or common areas, such as the café, will be widely welcomed by all groups.

Quality of services at Rose Taylor

Overall, service users and carers were positive about their experiences of Rose Taylor in that it appears to provide flexible support and activities. Nonetheless some ideas for improvement were also suggested by service users and carers.

Rose Taylor is a day centre provision for older people including those with Dementia and those with varying degrees of need with around 90 service users attending ever week; ages currently range from 58 to 103.

We observed the staff being attentive, supportive and knowledgeable about each service user, their needs and personalities. The service users seemed happy and content and some had friendship groups. Others who chose to “do their own thing” were allowed and supported to do so. For example, one gentleman was only really interested in gardening and, therefore, it was his “role” to maintain and water the plants and he really enjoyed doing this daily.

We listened to the experiences of 34 individuals who attend Rose Taylor; 60% of whom attend the centre three times a week or more. Our sample size represents 38% of the overall number of individuals using the service. We also heard from 1 carer.

Almost all the service users we engaged with said that Rose Taylor provides a varied programme of activities, such as bingo, cooking and exercise, however additional options should also be considered. These could include:

‘They should organise outings to shops, seaside for example. I love outings.’

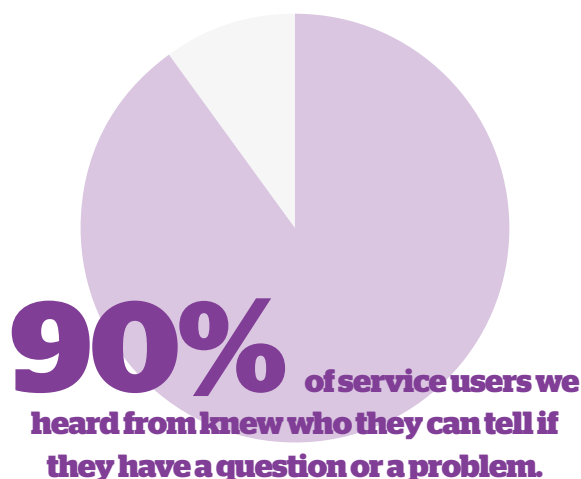
‘I would like to play the fiddle.’

‘I like embroidery, I used to do it and I would like to do it again.’

Several service users and relatives told Healthwatch Enfield about issues with the transport to and from Rose Taylor:

‘If I am not ready for transport they don’t wait’, ‘transport and pickup is haphazard’, ‘elderly and vulnerable may not hear Rose Taylor transport knock on the door’.

Improving communications for relatives and carers about what is on offer at Rose Taylor was also a suggestion made by service users.



This is lower than in Formont and New Options.

Suggested areas for improvement at Rose Taylor

Action

To undertake a review of activities on offer at Rose Taylor: to work together with service users and carers to co-design a rolling programme of activities service users would like and to explore the viability of providing these

To work together with service users and carers to co-design different ways that service users and carers can give feedback or ask questions. As part of this, Rose Taylor staff should also establish systems for regularly reminding services users and carers who to contact if they have a problem or an idea for improvement

Current situation

Community Link Service Users can access hairdressers/Barbers in the community and Staff will help to book appointments and set polite reminders. Beauty sessions are held weekly which include, nail treatments/painting, foot spa and hand massage

Coffee mornings are facilitated at CL Edmonton & Rose Taylor every quarter for parents and carers to have an informal discussion with Staff about any concerns they may have and to be consulted with any service updates

Service Users have access to the Complaints and comments handbook which is clearly displayed at Community Link Enfield/Edmonton & Rose Taylor. Staff are trained to handle sensitive information and follow the corporate Complaints Policy to record concerns and use a Complaints database as a tracker to explain the remedial action that has been agreed and put in place.

EDA provide an advocacy service for Community Link Service Users every 2 weeks at both sites Enfield & Edmonton. Feedback/minutes are shared with both Staff Teams for quality assurance purposes and implementation of improvements within budgetary restrictions.

Plan

A Survey was developed to ask Community Link & Rose Taylor customers which activities they would like to do, propose any new ideas, are happy with the activities and sessions that are on offer and any improvements to activities and sessions.

The Survey was discussed within the Service User Forum with EDA to retrieve impartial feedback that is not biased. A summary will be completed and shared with service users.

Management have enquired with prospective Partners such as Picketts Lock Athletics Centre, the Felix Project food bank, Equal LD Team to train Service Users to be a part of IWE recruitment Panels,

CL is an established accredited training Centre with the Open College Network for Service Users to obtain recognised qualifications through competency learning as CL Staff have been trained to be Assessors.

Team Leaders have ordered handheld device from the ICT department for Community Link, Rose Taylor, Shopmobility and the Inclusive Cycling Scheme to add a precise software to display a standardised feedback form for Service Users & Carers to complete every month and the data that is captured will be filtered to Management.

Reports will be used for quality assurance purposes and implement learning recommendations or training needs as required.

Complete

In progress

In progress

Action

To work together with service users, carers and transport providers to improve transport arrangements, communications about transport and experiences of those using the transport services to access services at Rose Taylor

Current situation

All transport was provided by fleet and contractors with control being outside of the service.

Plan

The transport for all IWE services has now transferred to IWE Ltd.

This has enabled the service to reconfigure and to work towards a flexible responsive service that will meet the needs of individuals

Complete

**In progress/
ongoing**

Conclusion

Independence and Wellbeing Enfield (IWE) is a provider of adult social care in Enfield. [Its] focus is to maximise the independence and wellbeing of residents by delivering services that are based on need, promoting outcomes and a better quality of life.³

Through our review of day centres and Park Avenue resource centre run by Independence and Wellbeing Enfield, Healthwatch Enfield observed that the centres deliver quality social and leisure opportunities for service users to engage and make friendships, offering care and support. Service users told us they felt listened to by staff, that there was a range of activities on offer and that service users could exercise choice about their individual participation.

We also heard about areas where changes could be made.

We welcome and commend IWE's approach to quality improvement because it places the service user's voice at the heart of the improvement process.

We recommend that Independence and Wellbeing staff and leaders positively engage with suggestions put forward by service users and carers and work with them to co-design solutions to make services at Community Link Enfield, Formont, New Options, Park Avenue and Rose Taylor even better.

This will require utilising creative ways to engage service users and carers in conversations about changes and may necessitate developing new skills within the existing staff team. Healthwatch Enfield could assist in any further work that Independence and Wellbeing Enfield may wish to undertake to follow up this research, whether in delivering training or utilising our expertise in co-design.

Acknowledgements

We would like to thank all Independence and Wellbeing Enfield management, wellbeing day services and resource centre staff for their time and support in enabling us to talk to as many service users and family members/carers and possible.

We would also like to thank all Healthwatch Enfield volunteers who visited the centres to listen to and observe the experiences of service users, whether directly from the service users or through hearing from their family members/carers.

3- <http://www.iwenfield.co.uk/>