



PHEW (Scotland) Evaluation Report

2015

Facilitated by



The Advocacy Project



Your Voice



The Advocacy Project

Introduction

The Advocacy Project is an independent, rights based advocacy provider and conforms to the definitions of an independent provider as described in the SIAA Principles and Standards for Independent Advocacy organisations. The Advocacy Project's work adheres to the four principles outlined by the SIAA which are:

- ❖ Independent advocacy puts the people who use it first
- ❖ Independent advocacy is accountable
- ❖ Independent advocacy is as free as it can be from conflicts of interest
- ❖ Independent advocacy is accessible

PHEW (Scotland) – **P**ositive **H**elp **E**ngaging **W**ays is a respite centre and provides short breaks in a hotel environment for children and adults who experience severe to profound learning difficulties. PHEW's aim is to provide needs led support to the children and adults and to provide opportunities for some independence and recreation. PHEW recognises and celebrates the uniqueness of every individual by ensuring a person centered approach is adopted.

PHEW commissioned The Advocacy Project to independently consult with adult guests and their carers regarding the service they receive. The Advocacy Project has a dedicated Engagement and Involvement team (E & I team), experienced in the development and use of a wide range of tools to support people to communicate their views. The E & I team aimed to focus on expanding the questionnaire model used to consult guest and carers and independently obtain feedback and suggestions for the service.



The Method

PHEW consults regularly with guests and their carers by means of questionnaires. The E & I team met with the senior management of PHEW and agreed that offering a range of supports for people to engage in the consultation process would result in more qualitative feedback. It was agreed that the consultation process would have two main approaches, questionnaires and focus groups. All completed questionnaires were returned to the E & I team who collated all the information. Any emerging themes or possible issues formed the main areas for discussion within the focus groups.

Questionnaires

Carers

- The E & I team redeveloped the carers questionnaires to become more outcomes focused than the previous format. The carers questionnaire also canvassed opinion on future services that may be available from PHEW. (Appendix 5)
- PHEW organised the distribution and collection of the carers questionnaires.

Guests

- The E & I team redeveloped the guest's questionnaire into an easy read format using words and pictures, focusing on the guests outcomes whilst they were staying at PHEW. (Appendix 5)
- The guest's questionnaires were completed with independent support from the E & I team. The support was offered to guests during their stay in PHEW. By completing the questionnaires in PHEW's environment rather than in the guest's home, the questions were of a less abstract nature and in context.
- A range of supports were offered to enable as many guests as possible to complete the questionnaires during their stay. The E & I team spent time in PHEW on week days and at the weekend talking to guests about their experiences. Communication support tools were used when appropriate. This took the form of a



structured conversation using the questionnaires but some simple questions were utilised when guests were unable to communicate their views. In addition, a Talking Mat was developed using images of the different topics, the environment, the food etc. to support communication. Talking Mats is a low tech, visual framework that uses picture symbols to help people communicate more effectively.

- Guests who were not at PHEW during The Advocacy Project visits could complete the questionnaire independently and return them to PHEW for inclusion in the consultation.
- All of the feedback gathered from the questionnaires is detailed in Appendix 1, 2, 3 & 4

Focus Groups

- The Advocacy project facilitated two focus groups for guests in PHEW.
- These were for guests who were comfortable within a group setting.
- These focus groups were independent of PHEW staff. They utilised graphic facilitation and large images of the different focus areas from the questionnaires to support communication.
- These sessions were open to guests staying in PHEW at the times the session ran but also to guests who wanted to attend but were not currently staying in PHEW.
- There was also a separate focus group for carers. This focus group was open to carers of any individual who receives a service from PHEW. To enable as many carers to attend as possible, this session was held at their preferred time in the early evening.



Feedback from guests

- 62 completed guest questionnaires were returned. This includes the responses from guests who were supported to complete the forms.
- 11 guests in total attended the two focus groups.

General



- All of the guests were happy in general with their stay at PHEW
- Opinion was divided on length of stay with some guests wishing to stay longer and some thinking it was too long.
- A few guests thought pick up time should be more flexible

"I like it here, my stay is right for me"

"I think about my home when I am here"

Environment



- Most of the guests were very happy with their bedrooms and the other communal areas in PHEW. They thought it was clean and comfortable and some guests bring photos, games or DVD's from home.

Environment (cont.)

"Lovely having a double bed"

"I don't like the hoist"

"Good to have own toilet and shower"

Food



- Most guests were happy with quality of food at meal times in PHEW.
- Some of the guests said they would like more variety in the choices of meals on offer.

"Would like more pasta on the menu"

"Salads"

"I would like more fish, smoked salmon, rainbow trout..."

Activities



- Guests spoke about a range of different indoor and outdoor activities.
- Guests said they had a choice about whether they wanted to take part in activities. They also spoke about having the choice of taking part in one to one activities and/or group activities.
- Some guests felt that the choice of activities were repetitive.
- Some guests would like to be involved in the selection and planning of activities.

- Despite the range of activities on offer at PHEW some guests stated they still felt bored. Guests reflected the following activities were on offer:

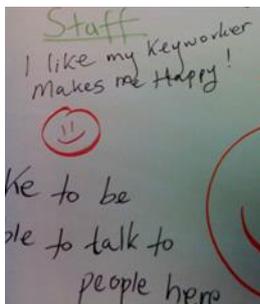
INDOOR ACTIVITIES

Watching TV
 Watching DVD's
 Playing with the Wii
 Drawing
 Playing I spy
 Discos
 Parties
 Dancing
 The Hydro pool

OUTDOOR ACTIVITIES

Ten pin bowling
 Going to the park
 Going to the Cinema
 Going to the Gym
 Going shopping
 Going to the pub
 Going day trips to the seaside
 Going out for lunch
 Going swimming
 Shopping for clothes

Staff



- Guests at PHEW were happy with the staff in general. Words used to describe staff included: “kind” “nice” “funny” “caring” and “happy”.
- Guests felt that staff helped them feel safe whilst at PHEW.
- Support from staff for guests ranged from help to get dressed, personal care or someone to talk to when you are upset.

“I like my keyworker, they make me happy”

“They help us feel safe”

- Guests at the focus group suggested that they would like more choice about which member of staff supports you.
- Guests would like to choose whether a man or a woman supports you with certain tasks.
- Some guests thought that staff were sometimes cheeky.
- Some guests spoke about not getting on so well with some staff (personality clashes) and this can make them feel unhappy.

“Some of them don’t understand me and that frustrates me to death”

“Training for staff for cerebral palsy”

Suggestions for Improvement from Guests



Personal Relationships/Peer support

- Guests spoke about having made good friends whilst at PHEW. Guest also spoke about the help and support they get from other guests: – Could they sometimes have stays at the same times as their friends?
- The only difficulty was when there was a guest at PHEW who you didn't get on with: - Could it be arranged that these people didn't stay at PHEW at the same times?

Activities

- Guests asked if they could be more involved in the selection and planning of activities. Some suggestions were:
- More outings
- More new activities
- Trip to the Grand Ole Opry
- Improve the activities we get now, get out more
- Going to see a concert with 1D

Meals

- Could there be more variety in the choices of meals on offer?

Staff

- Guests asked if they could be more involved in selecting the staff that support them.

Feedback from carers

- 65 completed carers evaluation forms were returned.
- 12 carers attended the focus group.

"Night and Day – PHEW is superb"

"It's a life saver"

Staff

- Most carers thought that PHEW staff were very caring and confident individuals who provided a very respectful and supportive environment for guests.
- Carers felt that low staff turnover was a positive factor as it provided continuity for the guests.
- Staff are also found to be very approachable

"Staff are available to speak to if we have any questions or concerns"

"Staff deal with any problems I have"

Communication

- Some carers felt there were a few issues with regard to different aspects of communication.
- Diaries – “the feedback in the diaries is always very similar.” It was felt that the correspondence could be made more meaningful and personal. Carers would also like more information on the actual activities their child participated in.
- Some carers felt that the communication skills of the staff could be improved. Examples given were training in Makaton or Sign Language. It was also felt that communication of an individual’s

needs and preferences to new members of staff before they begin supporting them could be improved upon.

“Sometimes I think the staff just write the same old, same old in the diaries”

Care Plans

- Some carers felt that there should be better use of care plans. Some felt that smaller aspects of health and wellbeing were not always addressed, ensuring brushing of teeth regularly for example.
- They felt staff need to know more about each individual.

“Care plans need to be more personalised and meaningful”

Choice

- Carers felt that guests needed more choice in how they chose to spend their time during their stay. They felt that staff did listen to their children but that they were not always able to deliver.
- It was felt that PHEW could engage with the local community more and that this could be improved. Some suggestions were to join up with other clubs or events already established in the area to increase variety of options.

“Could they take the guests out in smaller groups?”

Activities

- A number of carers felt strongly that there had to be more choice in the range of activities at PHEW.
- Carers would like more feedback on what their child has been doing. It was felt that staff write the same things in the diaries all the time. It was also suggested that there needs to be more consistency

“Would like to see a better variety of activities”

“On Saturdays especially, would like to see more activities”

“Would like to see more activities”

Management

- Carers felt that the management team was approachable.
- The carers felt that they could speak to management about an issue directly and not have to wait until it becomes a big issue.
- Most of the carers were unaware of the complaints procedures as they had never had to make a major complaint. Carers said they felt they could speak to staff about any concerns and felt confident the issues would be resolved.
- Many carers were not aware of what training staff have received. They suggested this information could be shared in the newsletter.
- Many carers were unsure why they were being asked about levels of staff training, or why they should have any say in issues relating to management, staff, training etc.

“It is important that staff are trained properly, you just assume they are”

“What is transparency?”

- Carers thought it would be a good idea to be invited to some of the staff training if it was useful to them or of use to the staff.
- Some carers were unsure of the role of regulators like the Care Commission or Mental Welfare Commission in ensuring the quality of service provided.

Environment

- On the whole most carers were happy with the environment within PHEW.
- It was felt the reception area was much improved but some were still concerned about the concrete flooring.
- Some carers felt the lighting was poor in some of the bedrooms and suggested additional lighting and night lights if possible.

“Could guests be allowed to personalize their room more during their stay, if they want to?”

Food

- There were no concerns regarding the food at PHEW
- Staff take guests dietary needs into account.

“Staff have great knowledge of what guests like and dislike”

Arrival/Departure times

Comments included:

- “Positive welcome, guests feel happy and no tears at check in.”
- “Staff take the time to listen to you at check-in and ask for any updates, changes in medication etc.”
- “Could carers be given more time to stay and settle a child when they first arrive?”



- “At first visit, could carers have a tour and then could this be repeated on another visit as it is too much to take in on one tour.” Perhaps this could be done with other parents.
- Some carers felt that there needs to be more flexibility with arrival and departure times as it wasn’t consistent. Some people have been allowed more flexibility than others.

“PHEW is flexible, if we can’t make it for that time slot”

“Later than drop off time – Food was left for my child”

Future Services

- Carers would continue to use PHEW for its respite service.
- Some carers would be interested in further day and evening services and specific support for individuals to attend college for example or other opportunities available in the individual’s local community.

Booking Arrangements

- The booking system is organised so far in advance: - carers would like to have more choice in dates of bookings.
- Carers would like an Emergency System for crisis/illness/hospital admissions etc. for their child.
- Bookings are for 3, 5 or 7 night currently. “Why can we not book for 1 or 2 nights?”
- Carers felt it is wrong that they lost respite days due to the booking system.

Some carers found it very disappointing that currently days can get “lost” if they can’t use them all due to the booking system- this was felt to be unfair.

Some felt they were penalised because they had a day or two left, “You can’t use them.”

“We want to be able to carry forward unused days”

“Very disappointing that days can get lost”

Suggestions for Improvement from Carers



- The booking system – more timely and flexible and being able to use of all of the allocated respite time.
- More flexibility within the service.
- Staff training in communication – e.g. Makaton, sign language, Talking Mats, looking at the feedback system used for carers, currently a diary.
- More choice for guests in how they spend their time in PHEW.
- More variety and choice in activities for guests.
- Improved external communication (newsletter, awareness of complaint procedures etc.) and more events to allow organic peer support to develop for carers.
- More involvement with the local community.

Conclusion

Overall the guest and carers are very happy with the level of service they receive from PHEW.

The main areas highlighted for future action planning and improvement by guests and carers have been recorded in the 'suggestions for improvement' section of this report.

The carers who took part in the focus group valued being asked for their views. They also really valued the opportunity to speak to other carers who use the services of PHEW.

The Advocacy Project would like to thank everyone who shared their experiences and gave their time to contribute to this report.





Your Voice

Introduction and Method

For the purpose of this report the term children will be used when referring to children and young people.

Your Voice was commissioned by PHEW to support children and young people to provide their views on the service they received from PHEW. This was carried out using 2 methods – a questionnaire and a focus group.

Your Voice met with children in their homes to support them to express views using a questionnaire that had been developed by The Advocacy Project. An independent advocate supported guests to respond using the questions in the questionnaire as a prompt. Three Independent Advocates hosted a focus group at PHEW that lasted 1 hour. The discussion for those children able to participate in the group was guided by the data collated from the questionnaires.

Your Voice made contact with 8 individuals and obtained consent to visit 5 children willing to participate in the questionnaire. Your Voice used the materials available at the time of carrying out the evaluation. Board maker 'happy' and 'sad' symbols were used in the questionnaire along with photographs provided by PHEW. Children who were able to write were given the choice to fill in the questionnaire or have the Advocate note their responses. All children requested the Advocate to note their responses.

Your Voice facilitated a focus group within PHEW consisting of 5 children. A 'talking mat' method was adopted with each child having a 'mat' and 'happy', 'not sure', 'sad face' symbols along with the symbol for each topic. Topics discussed were activities, length of stay, workers and wakening up time. The information from each child was then written up on a flipchart. One child left the group after the first 2 questions.

Where concerns arose in relations to children's wellbeing these were passed on to a relevant professional.

Outcomes



The outcome of the questionnaire was:

Questions	Yes	No	Yes & No
Do you like staying at PHEW?	4		1
Did you like your room?	4	1	
Did you enjoy the food?	4	1	
Did you like the activities?	4		1
Did you like the staff?	4		1
Did you stay for as long as you wanted to?	4	1	

The questionnaire asked the children for comments regarding each question; these comments were recorded by the Independent Advocate.

Questions	Comments
Do you like staying at PHEW?	Up too early at PHEW, would like 11am. I don't want to wear slippers when I am out. Head support on chair was broken. Mask has to be at left side, on the table. Chair crashed as staff pressed the button. If sleeping in the afternoon I want to stay in my chair with TV close by.
	I like the games room.
	Sometimes when I have other things to do I don't want to go to PHEW.
	I feel happy at PHEW.
	Playing the Wii. New swings at PHEW.

Questions	Comments
Did you like your room?	My hand was sore as there was no side on bed. Don't like layout of room, I can't see TV, I hurt my neck. Lady with the light coloured hair took block off my bed. I don't like the way I am moved. I had a sore foot as staff did not push my toe down, straighten my bum. I wasn't straight Friday, Saturday or Sunday. I like the light off in the bathroom and bedroom when I am going to sleep.
	The blue room is my favourite room.
	I would like to stay in different rooms on each visit.
	I like the green room.
	I sleep at PHEW. I like a working TV.
Did you enjoy the food?	I missed breakfast before school.
	My favourite dinner at PHEW is chicken, carrots, gravy.
	Chicken, peas, carrots are nice.
	I like chicken, potatoes, strawberry yoghurt.
	I like ice cream. I like steak pie.
Did you like the activities?	I like going to the shops but I missed it as I fell asleep. I would like to go to swimming on a bus. I like going to the pub with the man with glasses.
	I like going on the bus to the park. I like going to ASDA. I like the water.
	I like health and beauty and bowling.
	I like going on the bus to McDonalds. I like the pool.
	I like going on bus, playing at park and going in pool.

Questions	Comments
Did you like the staff?	I like working with [PHEW employee] and the man with the glasses. I prefer working with men. [PHEW employee] too busy to talk too.
	I like [PHEW employee] helping me.
	I don't mind a man or a lady helping me.
	I like hanging out with [PHEW employee].
Did you stay for as long as you wanted to?	I stayed too long last time. I prefer 2 sleeps.
	Just right.
	I like 2 sleeps.
	Ok.
How can we make PHEW even better?	Don't know.
	I would like to be in when [guest] is in.
	I would like to go on the bus more.
	Go on the bus more.
Any other comments?	I was having a sleep and staff did not put my mask on. My favourite thing is to go to the pub.
	No.
	I would like to play grand theft auto.
	I like men and women helping me.

The outcome of the focus group was:

Questions	Yes	No	Not sure	No comment
Do you like the activities?	3		2	
Do you enjoy staying at PHEW?	3	1		1
Do you like the staff?	1	1		2
Do you like the time you are wakened up at?	4			

2 children who had said yes to the question, 'Do you like the activities?' also reflect on things they didn't like about the activities they took part in.

Questions	Yes	No	Not sure	Comment
Do you like the activities?	Swimming, drinking, jumping, sweets	Fighting – other young people	No reason given	
	Going out, bowling	Others aren't kind		
	Football* – playing, swimming, pool,	Doesn't like when people aren't friends. Basketball* – pushed. Football* – in case gets hit in the face.		*These comments were said by the same individual.



Questions	Yes	No	Not sure	Comment
	out on bus, basketball*, bat & ball,			
	skating, cinema			
Do you enjoy staying at PHEW?	Stay for 7, 3, 5 sleeps. No further comment.	Sad, wants to go home		
Do you like the staff?	Helping staff, helping.	[PHEW employee] fighting, girls playing in the pool and fighting.		
Do you like the time you are wakened up at?	Get up when staff come in			
	Don't need to wait on staff			
	Can stay in bed longer if you want.			

Your Voice would like to thank everyone who shared their experiences and gave their time to contribute to this report.

