

APPENDIX 6

ROTA VISIT REPORT BY MEMBERS

Visits are undertaken to monitor the effectiveness and efficiency of the service provided and the general environment of the premises.

If you would like an electronic copy of this form please contact Gareth Ebenezer, Governance Services on telephone 020 7361 2947.

Visit to: Kensington Day Centre	
By: David Lindsay	
Date of visit: 27 April 2006	Time of visit: 10.00am
Is this	
a) a directly managed Council service	<input type="checkbox"/>
or	
b) an independent sector service	<input type="checkbox"/> Yes
Who did you meet? Tony Peters	
How many users were there?	c. 75.
Client group (e.g. Older People):	“Frail elderly” aged 60+. There has been some relaxation, and some with dementia come.

What services were being provided for users?
Meals: breakfast (light) and 3-course lunch, Monday – Friday. Personal care – bathing, washing, feet, hair. Escorting to GPs, dentists and opticians. Those attending are either escorted to them, or attend the adjacent clinic. Some people come to sell to those attending – clothes and greeting cards.

What were your impressions about the care given to users by staff? (eg. courtesy shown to clients, adequate staff, quality of food, activities provided, etc)
On the basis of a shortish (¾ hour) visit, those attending seemed to be shown due care and courtesy by members of staff, who did not seem overly hard-worked.
Food comes from another Octavia Hill site (the Quest), but Tony Peters is trying to get more fresh food.
Activities provided include art and crafts and pottery, chair aerobics, gardening,

current affairs and lots of socializing.

What did you consider were the overall strengths of the service?

The Kensington Day Centre was set up in 1963 by Jane Lidderdale, and has made a real difference to the frail elderly over the past 40+ years. More recently, some others – those with mild dementia, for example - have been allowed to come along, and the mix has possibly improved the atmosphere.

Disabled provision.

What, if any, improvements might be made to services or facilities?

The premises were last decorated 3 years ago. They are adequate for the time being, but should not be ignored.

Other Comments?

Response by Centre Manager (where applicable)

- Care Assistants arrange GP, dentist, podiatry, appointments for members who are less able to do so.
- Care Assistants assist with referrals to other agencies and Social Services.
- Care Assistants also assist members with assisted toileting.
- Further activities include: members committee group, line dancing class, 2 x weekly shopping trips, reminiscence, outings, group exercise activities, singers attending, parties for members birthdays and other celebrations, rehabilitation cookery classes, quizzes with other centres.
- At the time of the visit (10.00am) there was 1 care assistant on duty at the centre, 2 on escort duty on transport and 1 on NVQ training.
- With reference to more fresh food to appear on the menu, this is a result of a survey that was carried out with the members at the centre. Menus have been reviewed and new meals are being introduced. We are striving to improve nutritional value for members by providing fresh seasonal vegetables.
- Decoration of the centre is on a cyclical maintenance program and is carried out by Octavia Housing and Care every 5 years.

Officer Comments

Overall the services provided are good and the officers are pleased with the range and quality of day care services at the Kensington Day centre.

Ref. Rotaform.tem