

**WHITE LODGE CENTRE
ADULT AND COMMUNITY SUPPORT SERVICE
INTERIM QUALITY AUDIT 2009**

This mini Quality Audit was conducted as part of the Members' Consultation Groups, details of which were included on the quarterly programme which was issued in December 2008. From January 2009, notices were placed on the notice board, near the plan and also on tables in Café Bradbury, encouraging people to sign up. Members were also encouraged verbally to attend on the mornings of the meetings. A meeting was held on each weekday; a total of 19 members took part, but did not necessarily respond to all questions.

Members were asked for their views on how the Service has developed now they have been in Rendezvous for 6 months.

a) Which parts of the Adult and Community Support Service do you use?

Leisure and Life Skills [16]

Karten IT Suite /Courses [10]

Health and Fitness [14]

b) Do you consider that you benefit from the service?

Yes [18] No [0]

c) i) Are you satisfied with the service? Yes [12] No [1*]

COMMENT:

I would like somewhere I can practise standing (not in gym only).

*The member was unhappy with the programme she chose herself. This has now been resolved.

ii) How would you rate the service provided?

Outstanding [1] Good [12] Satisfactory [3] Inadequate [0]

COMMENTS:

I'm happy to be here, look forward to coming.

I find board with activities difficult to understand.

1 member who assessed it as good rated it was nearly outstanding.

Concerned that place will get regimented – not as social – I would like a newspaper provided as it used to be

Adult and Community Support Service Response.

We have to consider any health and safety risks that people may encounter when accessing Rendezvous and with this in mind we decided against having bars placed throughout the building and encourage standing practice to take place within a supervised environment. These risks need to be discussed with the physiotherapist.

We would be very happy for any suggestions for the best way to provide information regarding the programme, we are aware that pictures will help and these could be added to each persons individual programme. Everyone meets with their key worker when planning their programme which should be discussed in a format that is right for each person. We have recently started to advertise up and coming activities on the screen at the end of the café.

We will look into the costing implications to providing newspapers and magazines.

- d) We've now been in the building for 6 months, we recognise that the first couple of months were difficult with the builders still working around us and finishing off the access to the building. Having been active in the planning of the building, over the last few years, are you pleased with the finished result? Yes [16] No [0]

COMMENTS:

We asked for closimat toilets and got them!

Acoustics are very bad – carpeted rooms are better.

Stunning but a bit clinical – I would like paintings on the walls.

We have to go outside to IT, when the Rainbow room is used.

Feels too big, not as cosy – 2 members.

The walls in the purple room are lilac, so why not call it the Lilac room?

Large – very good.

I like the café – it's good to talk to people.

Fantastic.

Good atmosphere.

Physio room is good.

Adult and Community Support Service Response.

Carpets make manoeuvrability for people in wheelchairs very difficult so have only been provided in a few areas. Hopefully with the addition of a few plants and pictures this will help soften the acoustics.

We are planning to have pictures up round the building and would very much like to display people's art and photography work.

- f) Do you feel able to tell us if you are unhappy with any aspects of the service? Yes [19] No [0]

COMMENTS:

I would go to my Key Worker.

I would go to appropriate person.

I would go to the top.

Sometimes not getting physio.

Textiles workshop – 4 weeks is not long enough.

Hydro blocks – if I miss a week, I can't get it back.

Adult and Community Support Service Response.

Everyone has a nominated key worker who they can discuss their programme with. If there are activities on offer that you would like to see more of please let us know, also some of the programme will have a next stage too.

With the high demand for hydrotherapy we have to offer these in blocks.

- g) Do you feel that every effort is made to put things right if you are unhappy?

Yes [15] No [0] N/A [4]

- h) As a further development of working in partnership with other organisations, we now have available the 'Bringing It Together' programme.

- (i) Are you aware of the organisations which come in?

Yes [11] No [5]

COMMENT: *Yes, but I can't name them.*

- (ii) Have you sought advice from any of these?

Yes [3] No [16]

If yes, please state which ones.

CAB

Deaf Plus

SAVI

NWASDP

- (iii) Did you find it helpful?

Yes [3] No [0]

COMMENTS:

Extremely.

I suggest they have a board at their table saying who they are.

I know who is coming in because I look at the notice board.

Adult and Community Support Service Response.

Laminated sheets will be provided for each organisation attending the brining it together programme.

The Brining it Together programme is offered by a variety of organisations offering free access to advice, information and equipment demonstrations under one roof.

i) We now have Café Bradbury and a social space for meeting up with friends and accessing information, as was requested in the planning stages.

(i) Have you attended it outside of your set sessions?

Yes [4] No [15]

(ii) How do you find the menu?

Outstanding [1] Good [8] Satisfactory [5] Inadequate [0]
N/A [4]

(iii) Do you have any other suggestions for the Café?

COMMENTS:

I bring a packed lunch – 3 members

I only have drinks.

Hot chocolate, decaffeinated coffee, more choice of fruit teas.

Price of coffee is too expensive – 4 members.

Food is a good price – 2 members.

Sometimes food is not very hot, could we have warm plates?

Coleslaw is too chunky if you have difficulty with eating.

Food and menu is good, price is good, sometimes the space is cramped and the settee blocks off an area, but the settees make it more welcoming.

The water machine, trolley and bin all have to be somewhere, but they can get in the way.

The cover above the food is good.

Big and easy to get around.

Adult and Community Support Service Response.

As you know the development of running a café here at White Lodge is new to us and we really appreciate your feedback and I will discuss your suggestions with Cathy. With regard to the price of the coffee, I spent a lot of time before we opened the cafe researching the price of coffee offered by

cafés with the cheapest being about £1.60 for a cup of coffee. The only places that I am aware of that charge less are those that are subsidised by the local borough councils. The idea of the café is to be self sustaining; all the money goes back into running the café and providing food and drinks at a reasonable but realistic price. The cost of tea and coffee in the past was always covered by your daily membership fee.

- j) Are there any other comments you would like to make about any aspect of White Lodge Centre? Yes [5] No [14]

COMMENTS:

Superb building.

*I would like more plants in the garden.***

I love to see the children coming into the café.

Complementary therapies are good.

I used to enjoy the group physio sessions at the Church halls.

There have been problems with the projector sound when watching films – 2 members.

It doesn't have the same atmosphere, it's much bigger, it will take longer than 6 months to settle down.

The grab rails in the toilet with automatic door are too far away.

The lights in the studio and the café are not very bright.

Adult and Community Support Service Response.

We have always said that the atmosphere of any place is to do with the people within the building and we have received many comments about what a lovely feel the place has and also that it is better than before. We can't expect it to be or feel the same as it was before but we are still the same people and we can all work together to make a great atmosphere for new people coming in.

We are looking into offering some group fitness sessions within the next quarterly programme.

The landscaping was only completed in October 2008 and the winter has not been the appropriate time to do anything further. However, Dianne has obtained many free plants and the gardening group started again on 23rd February 2009.

I would like to take this opportunity to thank each and everyone of you for your input into this building without you all this would never have turned out to be the fantastic place that it is. Please continue to offer suggestions to make it even better.