



Overnight Breaks Engagement Report

April 2025



SpeakEasy N.O.W. is a member led organisation for people with a learning disability.

We make sure people with a learning disability can speak up and are involved in the delivery of local services.



SpeakEasy N.O.W. were asked by Worcestershire County Council to speak to people who go to Pershore Short Breaks and Worth Crescent for overnight breaks.



Worcestershire County Council are deciding what will happen to these services in the future.



They want to know what the people who use the services think about them.

They want to know what they like about them, what could be better and what is important to them for the future.

They need to think about these things when they decide what will happen in the future.



Tell us what you think

1. Do you think the idea is a good one?

☐ Yes

☒ No

☐ Not sure

Our Questionnaire

We made an Easy Read questionnaire. So that everyone who attends Pershore or Worth Crescent could give their feedback.

Copies of the questionnaire were available at Pershore and Worth Crescent, so staff could support people to complete them.



Peer Engagement Visits

We visited Pershore and Worth Crescent to speak with people and complete the questionnaire.



All of the visits were led by Rachel, an Expert by Experience with a learning disability.

Talking with people and spending time at Pershore and Worth Crescent, gave Rachel an understanding of what it is like to stay there and what is important to people.

In total 18 people shared their feedback with us.

We made 2 visits to Pershore and engaged with 5 people.



We made 3 visits to Worth Crescent and engaged with 12 people.



Staff helped to support people to take part. If people were not able to directly respond to the questions, we talked with staff about the things they liked to do when they were staying.



We used pictures, including pictures of different activities, to help people answer the questions.



1 person completed a questionnaire with either staff or a carer.



Pershore Short Breaks

Pershore Short Breaks has 4 bedrooms.

There were 3 people staying both times we visited.



We sat in the lounge on both visits. Everyone seemed relaxed and were happy to sit and chat with us.

We heard conversations about what everyone wanted for dinner. Everyone was happy with what they were going to have and some were having different things.



We had a look around, at the bedrooms, the big jacuzzi bath and the garden. We liked photos on the bedroom doors to show who was staying in each room.



What people told us

Everyone said they had been staying at Pershore Short Breaks for longer than 2 years. Someone had been coming for 10 years and 1 person for 34 years.



What people like about staying at Pershore Short Breaks

Everyone enjoys their stays at Pershore.

They like spending time with others in the lounge.

They like having some time to chill out and relax.

They like coming somewhere that is familiar.





The staff know them well.

They understand their needs and the best way to communicate with them. Some have known and supported them for many years.



People liked being able to pick what they wanted for dinner.

2 people said it was nice if you were staying at the same time as friends.



Activities people enjoy

Mostly on weekday evenings everyone wanted to relax. Either spending time with others in the lounge, having a nice bath or getting an early night.

Some liked watching TV, listening to music and going on their tablets or phones.

Some people enjoyed helping out in the kitchen.

Some liked going for walks or popping to the shop in the summer months, when the evenings are lighter and the weather is nicer.



We were told that there were more activities at the weekend. People enjoyed going on visits to cafes, activities in the garden and sometimes trips further away to see a show.

The building

Everyone said they liked the building. They thought it was easy to get around and had the equipment they needed. They liked how it looked and that it felt familiar and homely.





Travel and location

Everyone we spoke to travelled by taxi or Council transport to get there. They came from different places and often during the week straight from day opportunities.



This meant that most people were travelling from Worcester or further away.

1 person usually came from day opportunity in Pershore.



People were happy with the location of Pershore Short Breaks. There is no transport during the week to take them out, but they were happy to stay in.

There are limited things to do close by, but there is a local shop, a short walk into Pershore for more shops and cafes and places to go for walks.



What could be better?

No one could think of anything that could be better.



What is important for the future?

Everyone said that having staff who know them well would be important. Especially for those who have been coming a long time and are used to the familiarity and routine of coming to stay at Pershore.



Having access to Wi-Fi was also mentioned as something that would be important in the future.



Worth Crescent

Worth Crescent has 10 bedrooms.

We visited 3 times.

On our first visit 2 people came in to talk with us with carers.

We made another 2 visits, 2 days in a row, when a total of 10 people were staying.



Worth Crescent was quite busy when we visited.

Most people were sitting in the lounge.

The TV was on and most of the sofas and comfy chairs were filled. Limited space meant members of staff were sitting at a table.

There was a discussion about some people liking the curtains shut and others liking them open.



The dining room was used to have conversations with people who were staying and carers who were also visiting to meet with staff.



We also saw a small room used as a sensory room and games room. This only had space for a couple of people.



We saw quite a few staff over our 3 visits. On our last visit there were some agency staff supporting while we held our group feedback session.





What people told us

Some of the people we spoke to had been coming to Worth Crescent for many years, up to 18 years.



What people like about staying at Worth Crescent

People liked coming to Worth Crescent.

They liked the staff. Some people told us how helpful and kind the staff are. They appreciated the staff taking them out to different places.



People said they liked seeing their friends when they stayed. They liked knowing a lot of the people who stayed. We were shown the photo board in the hall with the photos of everyone who stayed at Worth Crescent.



People said they liked taking part in different activities and going out to do things.



Activities that people enjoy

Lots of people said they enjoyed going out to different places.

They said they liked going to the shops, pub, café, bowling, going for walks and visiting places of interest, such as Bewdley.



When staying in, they enjoyed gardening, craft, watching TV, playing games, including the games console and jigsaws.



Travel and location

Most people travelled to Worth Crescent in a taxi or Council transport. A couple were brought by their parents.

They came from different places, mostly Worcester or Kidderminster and some came directly from day opportunities during the week.

Worth Crescent does not have its own transport, but staff use their own transport to take people out. Sometimes they have access to Council vehicles.

Getting out and about was important to people we spoke to. Some thought that the location meant it was difficult to get out without transport.



The building

People told us they liked the building. This was mainly because they liked the familiarity and the environment.

People said they like the garden. They like having keys to their bedrooms and photographs of everyone in the hall.

A few people thought that the stairs were difficult and it would be good to have a lift.

Some people said that things like the decoration, curtains and furniture were older and could do with updating.



What could be better?

It is more difficult to have a quiet space to do things, other than going to your room.

Some people would like to be able to watch football matches when they are live on TV. There is not really anywhere to do this. It is also difficult without having access to sports channels or streaming services.

Access to the internet and use of Wi-Fi was mentioned by a few people. Some said they would like to be able to use





their tablets or phones. It would also be good to be able to access YouTube and other things online.

People said they would like to be able to do more activities. Most people seemed to want to be busy and a couple said that sometimes they got bored.

Someone said they would like to have choice of activities, rather than having to do what others are doing.



Because people liked going out, they thought that having more transport would be better.



1 person said they would like to have some different activities to do during the day. Perhaps to learn a new skill. As others are often at day opportunities or other regular activities.



Some people said that they would like to be able to get involved in cooking or being able to make their own drinks.

Being able to be a bit more independent was also mentioned.



Someone said it would be nice if the staff were able to eat with everyone.



2 people said they would like to have a pool or snooker table.



What is important for the future?

Most people thought that being with friends and staff who know them well were the most important things for the future.



Most people thought having different activities to do and transport to be able to get out and about was also important.



Familiarity also seemed important to people. As someone said that Worth Crescent itself was what was important to them for the future and someone else said they would like to be able to have the same bedroom when they visit.



Other things people thought were important included: having a bigger building, having a garden and Wi-Fi.

Some other suggestions included: more entertainment, visiting a carnival and having a pet.



Things to think about when planning for the future

We know that decisions need to be made about what will happen in the future for Pershore Short Breaks and Worth Crescent.



We know that this will probably mean changes to these services. There could just be one service in Worcester.



Based on our engagement, we think there are some important things that need to be considered.



A change of location will be a big change for people. Many have been staying at Pershore or Worth Crescent for many years.



Being supported by staff who know them well will be important.

Being able to maintain friendships will be important. This could possibly include planning when people can stay at the same time as others they get on well with.



Keeping some of the things from Pershore and Worth Crescent will help somewhere new to feel more familiar.



For people who currently stay at Pershore, moving to a bigger building with more people might be difficult.

They may need the space and opportunity to relax, so they do not feel overwhelmed.



It would be good to make sure people know what anywhere new will be like before they go to stay for the first time. This might include showing photos or a visit to look around.



It would be great if people can be involved in choices about decoration of a new building, equipment and other resources.



Being involved in planning for any changes and feeling that their suggestions have been listened to will help people adapt to changes.



If possible, we would like to be able to visit again in the future. We would like to see how everyone is getting on and what they think about any changes that are made.