

Enter and View Visit

Gardeners Close Supported Living

Friday 4th September 2015

Report Details

Premises visited	
Gardiners Close 2 Gardiners Close Dagenham RM8 2XG	
Service provider and commissioners	
Service provider: Outlook Care Block contract provided by London Borough of Barking and Dagenham.	
Date	Time
Friday 4 th September 2015	12.45pm
Representatives:	
Manisha Modhvia Val Shaw Claire Gooch	
Was the visit announced or unannounced?	
Unannounced	
Reason for the visit Purpose of the visit	
Healthwatch Barking and Dagenham undertook this visit after concerns were raised by members of the public highlighting the lack of activities being provided for the residents of the home. Representatives from Healthwatch Barking & Dagenham wanted to speak with residents and any relatives/friends from the borough, to gather and record their views on 4 areas of the areas: Nutrition, Personal Care, Social activities and Staff interaction.	
Healthwatch Contact details	
Healthwatch Barking and Dagenham Harmony House Dagenham CIC Baden Powell Close Dagenham RM9 6XN	Telephone: 020 8526 8200 Email : Info@healthwatchbarkinganddagenham.co.uk

DISCLAIMER:

This report relates only to the service viewed on the date of the visit, and is representative of the views of the staff and service users and visitors who contributed to the report on that date.

What is Enter and View

Healthwatch Barking and Dagenham is the local independent consumer champion for health and social care. We aim to give our citizens and communities a stronger voice to influence and challenge how health and social care services are provided for people in the borough.

Enter & View is carried out under Section 186 of the Health and Social Care Act 2012. It imposes duties on certain health and social care providers to allow authorised representatives of local Healthwatch organisations to enter premises and carry out observations for the purposes of Healthwatch activity.

Authorised representatives observe and gather information through the experiences of service users, their relatives /friends and staff to collect evidence of the quality and standard of the services being provided.

To do this we:

- enable people to share their views and experiences and to understand that their contribution will help build a picture of where services are doing well and where they can be improved,
- give authoritative, evidenced based feedback to organisations responsible for delivering and commissioning services and,
- are able to alert Healthwatch England or the Care Quality Commission, where appropriate, to concerns about specific service providers of health and social care.

The Organisation and Service Provider

The home is based in a residential area in a cul-de-sac. It is a detached house with two floors. This is a supported living complex. Residents mainly have learning disabilities. The property can accommodate 7 residents. There were 3 residents at the time of our visit.

Facilities

All residents have their own bedroom. The bedrooms are not en suite apart from one. All bedrooms have a basin. There are two bathrooms and five toilets in the building. A communal kitchen and lounge are also on the ground floor.

Staffing

There are two /three staff members during the day, depending on the activities and one night waking staff.

Contracts and Referrals

There is a block contract between the London Borough of Barking and Dagenham and Outlook care.

Referrals are made by the Community Learning Disabilities Team to the provider.

Methodology

Due to the nature of this visit, notifications were not sent to the service provider.

Enter and View representatives undertook a pre meeting to look at the feedback that was provided by the community to look at the specific areas and questions that could be asked to gather feedback from the users at the home.

A date was set for the visit.

Findings

The property can accommodate 7 residents. There were 3 residents at the time of our visit. During this visit Healthwatch Enter and View Representatives were unable to speak to the residents due to their complex needs. We spoke to the staff on duty.

One staff member did try and ask a resident if they wanted to speak to us. Healthwatch Representatives felt there seemed to be a lack of interest by staff to try and assist with the members explaining why Healthwatch were there.

There were two staff members on duty and a manager who came towards the end of the visit.

Food

Whilst representatives did not observe meals being served, staff were very much aware of the food preferences for each resident. One staff member explained that each residents needs are catered for on an individual basis, different forms of communication is used; for example for one resident food items are shown to him, the food that he likes he takes and the rest he pushes back. This is also done for takeaway menus by showing pictures.

Activities

A staff member told representatives that each resident is taken to do their weekly shop and a staff member goes with them. Residents are also taken to the church every Sunday.

At Christmas the residents are taken out to a Christmas party. The party is celebrated with other residents from the Support living complex in the area.

Representatives did not observe any activities being undertaken. There was one resident who was waiting for the dial a ride to pick him up so he could attend one of his outside activities.

Staff were asked about activities offered in house and representatives were told activities included watching films and doing puzzles. One resident likes to tidy up and therefore helps the staff tidy cupboards and empty the dishwasher.

Healthwatch feels that more in house activities that would stimulate the residents could be provided. Representatives understand that in the circumstances it may be difficult to undertake activities. However we feel that activities could be tried and tested to see how they work and if residents like them.

All residents enjoy going to the Mencap club once a week.

Staff

It was apparent from discussions with the staff member that they knew each resident on an individual basis, from what they liked to eat, the communication with the individuals and their schedules.

Staff told representatives there was only one individual, who needed incontinence items, she was fully aware of where they are kept and who to contact for more supplies. It was explained to residents that the supplier is contacted before all the incontinence items are finished, to ensure there is always supplies available.

Furthermore she explained that all the residents need assistance with bathing and showering.

Maintenance, Decor, General Upkeep

In terms of maintenance, Healthwatch Representatives noticed stains on the carpets, holes in the walls, where previously there could have been nails. As the front door was opened to the Representatives, there was an unpleasant smell.

The maintenance of the kitchen looked much better than the communal areas.

Bathrooms looked outdated and light/alarm cords were wrapped up around the shower curtain rails.

Other points

Healthwatch representatives were able to observe that the residents wore clean clothes.

A staff member told representatives that residents are taken to the dentist every 6 months.

The staff members were unaware of Healthwatch, they contacted the human resources team, who was also unaware of Healthwatch. The area manager was contacted by staff at the service informing him that Healthwatch were requesting to carry out an unannounced visit and wanted a manager to advise them if this was ok, as they have never had a visit from Healthwatch before.

As this was over the phone the area manager asked questions from the representatives to ensure that they were from Healthwatch, after the area manager talked to the representatives he was satisfied that the person was from Healthwatch and he advised the staff that all was fine for them to carry out the visit.

This indicated that the safety of the residents is important to the providers. A photo of one of the representatives ID card was taken.

Staff were asked how much family involvement there is, representatives were told that the parents of the residents are elderly and although there is contact with the family it is very limited in terms of activities and outings and families joining in.

Recommendations

From speaking to the staff members it was evident that they knew each resident very well. However the visit was conducted due to receiving information from the public about concerns on activities not being stimulating enough. This visit to some extent, echoes the concerns that were brought to our attention by the public.

In relation to the maintenance of the house and representatives felt that the home needs some renovating.

Due to the individuals not necessarily being able to express themselves and parents being elderly, this client group needs to be looked out for and they deserve to be in a well maintained home.

Healthwatch recommends that:

- Outlook Care staff based at Gardiners Close should to explore what other activities the residents would enjoy doing and which activities would stimulate their mind.
- Outlook Care looks to improve the maintenance of the communal areas and bathrooms.

Response from the service provider

Recommendation 1

Outlook Care staff based at Gardiners Close should explore what other activities the residents would enjoy doing and which activities would stimulate their minds.

In regard to the above recommendation it was disappointing to hear that you felt our staff were not involving our customers during your visit, the service manager has fed this back to the staff team to ensure that this is improved upon.

The service manager has advised me that the staff at the service are exploring new activities for the customers that live at the home, also since Outlook Care took over the running of the service from the 1st of Feb 2015, we have introduced the following involvements:

- Customers and their relatives were invited to take part in interviewing for their staff, this was tailored around the needs of the customers that live at the service.
- All staff at the service have attended a training day to explore new activities and educational opportunities that the customers may enjoy carrying out, an action plan has been put in place.
- The area manager is in the process of putting a working group together that looks at developing activities for customers that live in the LBBB area, there will be a customer and staff member from each service that will feedback to all of the other customers that live in the home.
- Each keyworker will undertake a review of in house and community activities as a part of developing the person centred plan.
- The service is looking into activities at Stabbers which is an outdoor activity centre, also we are working with Neal Crowley who is head coach Volunteer from LBBB. We are looking into how our customers can get involved with different activities, a working group is being set up at present.

Recommendation 2

Outlook Care looks to improve the maintenance of the communal areas and bathrooms.

- I would confirm that Outlook Care act as the managing agents for London & Quadrant Housing Association. As the managing agents we are responsible for day to day maintenance and repairs, soft furnishings and communal

furniture. The head of housing for Outlook Care has been liaising with L&Q regarding redecorating the communal areas, L&Q have advised that the decorations in the communal areas are in a fair condition and are not due for redecoration until 2016/17.

- The housing provider is at present refurbishing the ground floor ensuite to bedroom 1 and the shared shower room on the first floor.
- Outlook Care have recently redecorated three void bedrooms ready for prospective referrals.
- Outlook Care are in the process of obtaining quotes to replace the lounge flooring with a washable type floor covering to support infection control issues.
- The scheme is a supported living scheme; therefore replacement and renewal budgets are limited to what is charged through the tenants service charge, which is part of their rent. I would also advise that currently the scheme has three voids therefore we are losing rent and service charge income, which is not contributing to any housing budgets.
- We are currently creating a set of accessible housing standards to support tenants and staff to think creatively about working through housing related issues and to seek alternative solutions.

Further comments-

Since the visit from Healthwatch the area manager has sent a briefing to service managers in LBBB area to discuss the role and purpose of Healthwatch in their staff meeting.

As stated in the report the staff of the service, support customers that have complex needs and are vulnerable adults, therefore safety is very important and the staff were acting in the best interest of the customers when contacting the area manager.

Since Outlook Care has been managing the service, the area manager and service manager have set up family involvement meetings which are held every 3 months. The purpose of this is to receive feedback and ideas that can improve the service where their loved ones live, also the staff give feedback on what activities have been planned, which relatives of the customers are required to attend.

Many thanks for giving me the opportunity to respond.

Regards

Darren Osborne

Area Manager