

### Enter and View – Visit Report

Name of Establishment:	Tower House Care Home 11-12 Tower Road, Willesden, NW10 2HP
People Met During Visit:	Manager: Mrs Mandy Mundy Staff: 2 Residents: 2 Family/Carer: 1
Date of Visit:	10 <sup>th</sup> January 2018
Healthwatch Authorised Representatives Involved:	Healthwatch Brent staff: Ibrahim Ali Healthwatch Brent volunteer: Helga Gladbaum, Margaret Oyemade, Avni Kamani.
Introduction and Methodology:	<p>This was an announced Enter and View (E&amp;V) visit undertaken by Healthwatch Brent’s E&amp;V Volunteers and staff members, as part of a planned strategy to look at a range of care and nursing homes within the London Borough of Brent to obtain a better idea of the quality of care provided, with a particular focus on Adult Safeguarding as part of the Safeguarding Adults Board work plan. Healthwatch E&amp;V representatives have statutory powers to enter Health and Social Care premises, announced or unannounced, to observe and assess the nature and quality of services and obtain the views of the people using those services.</p> <p>The aim is to report the service that is observed, to consider how services may be improved and how good practice can be disseminated.</p> <p>The team of trained staff and volunteers visited the service and recorded their observations along with the feedback from residents, relatives, carers and staff. This report has been compiled from the questionnaires, detailed notes of the visiting team, and observations of the report reflecting these, and making some recommendations. The Report is sent to the Manager of the facility visited for validation/correction of facts, and for their response to the recommendations. The final version is then sent to interested parties, including the</p>

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	<p>Head Office of the managing organisation, the Safeguarding Adults Board, Brent Council Establishment Concerns Groups, CQC, Healthwatch England and the public via the Healthwatch website.</p> <p><b>DISCLAIMER:</b></p> <p><i><b>This report relates only to the service viewed on the date of the visit, and is representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.</b></i></p>
<p>The principles of safeguarding adults</p>	<p>The Care Act 2014 defines adult safeguarding as protecting an adult’s right to live in safety, free from abuse and neglect.</p> <p>Safeguarding balances the right to be safe with the right to make informed choices, while at the same time making sure that the adult’s wellbeing is promoted. This includes taking into consideration their views, wishes, feelings and beliefs in deciding on any action. Health and social care organisations have particular responsibilities. In the Care Act 2014 ‘wellbeing’ is described as relating to:</p> <ul style="list-style-type: none"> <li>• Personal dignity (including treating the individual with respect)</li> <li>• Physical and mental health and emotional wellbeing</li> <li>• Protection from abuse and neglect</li> <li>• Control by the individual over day-to-day life (including over care and support provided and the way it is provided)</li> <li>• Participation in work, education, training or recreation</li> <li>• Social and economic wellbeing</li> <li>• Domestic, family and personal wellbeing</li> <li>• Suitability of living accommodation</li> <li>• The individual’s contribution to society.</li> </ul> <p>An important part of safeguarding is Informed Choice: being able to make a decision when they have been provided with all the information.</p>

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<p>General Information on the home:</p>	<p>Tower House Residential Home Ltd is owned and managed by Ms Mandy Mundy. This Care Home (Residential Care) is registered for a maximum of 8 Service Users. The majority of people at the home were living with dementia and subject to the requirements of the Mental Capacity Act 2005 (MCA)</p> <p>The last CQC inspection was on the 25<sup>th</sup> &amp; 26<sup>th</sup> July 2017.</p>
<p>Physical environment</p>	<p>On arrival, the Team was greeted by the registered manager, Ms Many Mundy.</p> <p>The front door opened directly into the lounge, where some of the residents were sitting. A sign in/out book was located at the entrance to the lounge.</p> <p>The general appearance of the environment was very clean and spacious. The bedrooms were large, spacious, and each had a walk in shower – the fixtures were of good quality and clean. The flooring was clean and painted. A very large clock was on display for the residents and staff. The home environment was clearly labelled, e.g., a list of the names of residents with photographs, the fire-assembly point, food container all labelled individually, activity board,</p> <p>Antiseptic dispensers were located at the entrance, near the stairs, in kitchen, and throughout the home. Disposable gloves were available through a wall dispenser on the first floor.</p> <p>Medicare system was located in the lounge, next to TV.</p> <p>Rescue masks and face masks were located by the stairs and clearly labelled. The smoke alarms were prominent, along with two fire extinguishers.</p> <p>The kitchen door had a door-key pad for safety. The main front door, which opens directly into the lounge, did not have a door key pad lock.</p> <p>The property had a well-kept front and rear garden – with prominent palm trees growing.</p> <p>One bath tub with a swirl chair would benefit from re-grouting.</p>

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<p>Management of Residents' Safeguarding: practice and experience</p>	<p>The registered Manager stated that they have made improvement in understanding of safeguarding principles and practice within the home. The Healthwatch Team examined personal centred care plans and found to be very detailed and comprehensive for all four residents. The level of cleanliness throughout the home was very high. The Manager was asked about the last safeguarding concern:</p> <ul style="list-style-type: none"> <li>• Information on the last safeguarding concern was discussed</li> <li>• The Manager felt that the response from the Safeguarding Team was a slow process, and communication could be quicker.</li> </ul>
<p>Identifying Needs of Residents/Family</p>	<p>The manager stated that comprehensive person centre care plans formed the basis of identifying the needs of residents and their families.</p> <p>The Manager has a 'hands-on' approach – she knew the residents and family/carers very well. She was friendly, approachable and communicated in compassionate manner.</p> <p>The Family members interviewed was happy with the care provided – they were happy with the manager and staff of the home.</p> <p>Staff were attentive and caring, and were said by the family member to be knowledgeable of the resident's preferences.</p>
<p><b>Methodology of Safeguarding:</b></p>	<p>The manager stated that several improvements had been made since their last CQC inspection. The person centred care plans had all been updated for all residents – all documents were inspected and found to be very comprehensive. Fluid charts and food charts were observed – comment columns had been added stating the exact intake amounts by residents.</p> <p>The majority of the people at the home were living with dementia and subject to the requirements of the Mental Capacity Act 2005.</p> <p>They had a caring approach and good interactions was observed– they were friendly and residents did not have to</p>

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	<p>wait for support.</p> <p>The manager stated that any pressure sores are now reported directly to the local authority and to the G.P.</p>
<p>Prevention of Physical abuse</p>	<p>Staff were asked what action they would take if they were concern about a resident. They stated that they would report it to the manager immediately.</p> <p>One staff member recalled a previous incident when a new resident had become aggressive towards other residents and was breaking things. “We reported the incidents immediately to social care,” said a staff member. Staff stated that current residents in the home are not physically aggressive.</p> <p>“Sometimes they can be verbally challenging,” said one staff member.</p> <p>The manager stated the following - safety of the residents was enhanced by day to day monitoring, audits of any risk, involve Multi-Disciplinary Team in care, work with partnership and through good communications.</p> <p>The home has a whistle-blowing policy and ensures that all staff were trained in safeguarding.</p>
<p>Supporting good mental wellbeing</p> <p>Preventing Psychological abuse</p>	<p>Staff had a caring approach and encouraged residents to participate in activities. An activity board was prominently display. The activities written on the board included bingo, drumming, weekly trips to a day centre, church visits, etc. According to the manager there were more activities during summer period.</p> <p>Arrangements were in place for one resident to visit Willesden Day Centre Wednesday, Thursday and Friday mornings.</p> <p>One resident attends St Mary Magdalen Church once a week and arrangement for a priest to visit are made regularly.</p> <p>Residents and the Family member expressed that individuals were free to move around the house.</p>
<p>Financial abuse</p>	<p>One staff member stated, “there was no monthly allowance, it’s handled by Mary. If resident requires something the family are notified.”</p> <p>The family member consulted felt that the belongings of their</p>

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	relative were safe.
<b>Neglect and acts of omission:</b>	<p>Staff were asked how they encourage residents to come out of their room – one staff member said, “We talk to them and ask them, if they do not wish to – we check on them regularly to see if they are OK. If they refuse often, then we talk to them and see if we can change the activities.”</p> <p>Residents appeared to be well fed. We observed lunch being served and the residents seemed well catered for. Staff were regularly offered drinks and snacks to residents. The kitchen was observed during lunch time – the surfaces were very clean, food store contained plastic see through containers which were all labelled, pots and pans were very clean – all the kitchen utensils were spotless. The interior of all the cupboards were checked and found to be very clean and organised.</p>
Preventing discrimination	No one expressed any concerns about discrimination by other residents or staff. Staff communicated with the residents in a very caring and thoughtful manner.
Staffing levels	<p>The home has an eight room capacity, however, only four residents currently reside in the home. Three members of staff cover the day and one member covers the night shift.</p> <p>We were informed that staffing level had not change recently, and had stayed constant throughout the previous year.</p>
Staff Training	<p>The manager stated that all staff had attended safeguarding training through Brent Council, and staff members had training in relation to MCA and DoLs.</p> <p>A staff member interviewed expressed good knowledge of safeguarding.</p>
Compliments/ Complaints Incidents	
Conclusions:	The residents of the home were well fed and well dressed. The bedrooms were spacious and very clean. The manager had a ‘hands-on’ approach and was very compassionate and attentive to the residents. The home appeared to have reasonable safeguarding procedures. The manager was asked

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	about the security of the front door. She stated that the door had a hatch-lock with a chain, and that a least one staff members is in the lounge with residents.
Recommendations for Home:	<ul style="list-style-type: none"> <li>The home should provide a greater variety of activities so that the resident’s interests and needs can be fully met.</li> </ul>
Date:	09/02/18
Comments from Registered Manager	I hope to action the recommendation in the report. Mary Mundy
Date	09/03/18