

Enter and View – Visit Report

Name of Establishment	Voyage 1 Care Home 6 Milverton Road, Willesden London NW6 7AS Email: 6MilvertonRoad@voyagecare.com Tel. 02084591140
People Met During Visit:	Manager: Dominic Joseph Norris Staff: 4 Residents: 1
Date of Visit:	13 th March 2018
Healthwatch Authorised Representatives Involved:	Healthwatch Brent staff: Ibrahim Ali & Agatha Ferrao
Introduction and Methodology:	<p>This was an announced Enter and View (E&V) visit undertaken by Healthwatch Brent’s E&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&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 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>

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	<p>DISCLAIMER:</p> <p><i>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.</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"> • Personal dignity (including treating the individual with respect) • Physical and mental health and emotional wellbeing • Protection from abuse and neglect • Control by the individual over day-to-day life (including over care and support provided and the way it is provided) • Participation in work, education, training or recreation • Social and economic wellbeing • Domestic, family and personal wellbeing • Suitability of living accommodation • The individual’s contribution to society. <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>
<p>General Information on the home:</p>	<p>Voyage 1 Ltd., 6 Milverton Road, Willesden, London NW6 7AS tel. 0208 4591140</p> <p>The latest CQC inspection visit dates were 8th and 12th June 2017. Voyage 1 Care Home provides personal care and accommodation for up to six adults with learning disability, physical disabilities and sensory impairments. Bedrooms are on two floors and there is a lift to help people go upstairs. The</p>

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	<p>home is a spacious detached house and is situated in a quiet residential street with a garden to the rear of the property. The home currently accommodates six people with physical and learning disabilities.</p> <p>The responsible individual and the registered manager is Dominic Joseph Norris.</p> <p>A description of the home can be found at http://www.voyagecare.com. The website mentions a sensory room at 6 Millverton Road, but this was not mentioned by the staff when given a tour of the premises.</p> <p>The home is well equipped with specialised features that include a specialised bath, hoists and a lift.</p>
Physical environment	<p>On arrival, the Team was greeted by the deputy Manager Beverly Petgrave. The entrance had a visitor’s book. The HW Team was shown around the home by the deputy Manager. The lounge was large and spacious with residents seated in wheelchairs. The residents were in front of a TV. The room was sparsely decorated with a limited number of pictures.</p> <p>No notice boards were observed at the entrance or along the corridor.</p> <p>The kitchen was large and tidy, and situated next to the lounge.</p> <p>The premises had a separate shower room which was designed for residents with severe disabilities. The care home also has a lift which can access the upper floors.</p> <p>Window restrictors were in place on all bedroom windows. Bedrooms doors were labelled and the interior had very simple décor.</p>
Management of Residents’ Safeguarding: practice and experience	<p>The care home was observed to have a robust system in place for monitoring safeguarding of the residents. The Manager uses the Aspire Online portal and face to face training for all staff members, and this was regarded by the Manager as an essential part of maintaining the safety of the residents.</p>

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<p>Identifying Needs of Residents/Family</p>	<p>The Healthwatch Team observed the residents and made an attempt to ask one resident, who had the ability to communicate, some questions. The resident did not communicate and was busy watching TV at the time. The home houses six adult residents who have learning disabilities and physical disabilities. Comprehensive daily files were observed and were neatly organised in the office. The Manager stated that staff carry out assessments and liaise with local doctors, district nurse, optician and other professionals, so that the needs of the residents can be met.</p>
<p>Methodology of Safeguarding:</p>	<p>The Healthwatch Team observed records held in the Manager’s office. The Manager was asked for an example of the last safeguarding concern at the home. One safeguarding concern has been raised that is currently being investigated.</p> <p>The concern was reported by a staff member to the Manager, who then logged it in the case management system - the local authority, CQC, and Voyage Head Office were all notified.</p>
<p>Prevention of Physical abuse</p>	<p>The Manager and staff use the Aspire Online Portal daily for all record-keeping and e-learning modules.</p> <p>The Manager stated that records are audited every quarter by senior management of the company. These audits are said to be based on the five CQC measurements, of which safeguarding is one.</p> <p>A system of daily and weekly checks are in place and records are kept in the Manager's office.</p> <p>Key contact numbers and information leaflets were on display in the Manager's office. The Manager stated that the slogan “See Something, Say Something” – was actively promoted in the home, so as to encourage staff to report any concerns.</p>
<p>Supporting good mental wellbeing</p> <p>Preventing Psychological abuse</p>	<p>Two residents were away from the home and were visiting a day centre, while the Healthwatch Team was visiting.</p> <p>The Manager stated that the home had built up good relations with local doctors, district nurses and opticians - they visit the home for annual check-up and when required.</p> <p>The Healthwatch team observed the interaction between the</p>

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	<p>staff and residents and concluded there seemed to be a lack a rapport between the staff and the residents.</p> <p>A sensory room is listed on the company’s websites, http://www.voyagecare.com, this was not mentioned by the staff at all.</p>
Financial abuse	<p>Each resident has a budget and a record is kept of income and expenditure. The residents have appointee who send in money through BAC's. This is managed by the registered Manager, and detailed records and receipts are documented in the resident’s folder.</p>
Neglect and acts of omission:	<p>During the visit, the Healthwatch Team observed staff interactions with the residents.</p> <p>Staff seemed to provide little interactions –a more empathetic approach – with more proactive attempts to communicate was needed.</p> <p>The residents observed to be well dressed and sitting in wheel-chairs while watching TV.</p> <p>‘Passport Files’ were compiled for each resident. Records are updated daily and monitored by staff.</p> <p>Our observation of office records showed that important information such as food and liquid intake, temperature of baths, weekly weights, activities and other details were carefully recorded by staff.</p>
Preventing discrimination	<p>Staff said that discriminating language was not used at the home.</p>
Staffing levels	<p>The Manager was observed to be in charge of four members of staff during our visit.</p> <p>All staff are required to have a current DBS, two references, and provide a record of all previous employment from leaving education onwards. Risks assessments are carried out if there are any issues with the DBS check.</p> <p>The Manager said, “We get lots of applicants – but the calibre is an issue, I would rather have quality.”</p> <p>There are four staff to cover the mornings and three to cover</p>

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	<p>the afternoons.</p> <p>There are six part time staff and currently there are three staff vacancies.</p> <p>Agency staff numbers from month to month vary; the Manager estimated current levels to be around 20% of the workforce.</p> <p>Agency staff always work with permanent staff members so that they are familiar with the resident.</p> <p>Awake night staff members make checks on the residents and a backup staff member is always available.</p> <p>The home also employs bank staff, who are recruited from other Voyage homes. Priority is given to using contracted staff first rather than Agency staff.</p> <p>The home is funded for 429 hours of supported care, including 18 hours of the Manager. The Manager stated that there was difficulties in recruitment of staff; part of the reason was believed to be due to the hourly rate.</p>
<p>Staff Training</p>	<p>One staff member stated that they have received online training in safeguarding and medication. The deputy Manager said, “the staff have active support in this home.”</p> <p>The Manager stated that staff meetings are held weekly or more frequently if required. Trainers are invited to the staff meetings – a manual handling trainer was invited to the last staff meeting.</p> <p>The Manager mentioned that the employment of Agency staff was a concern for him because the inconsistency in their skills and approach. Two agency staff did not turn up for work recently and cover had to be found at short notice.</p> <p>The home provided impressive training using Aspire online programme and various e-learning modules; safeguarding training is provided for all staff. The home also provides face to face training and regularly invites trainers to staff meetings.</p>
<p>Compliments/ Complaints Incidents</p>	

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<p>Conclusions:</p>	<p>The home has a very robust system in place for monitoring residents and training staff. The Manager’s office was organised and had excellent online tools which were used for record-keeping and training.</p> <p>However, there appeared to be a lack of rapport between staff and residents. Some of the staff observed seem to lack empathy and communication skills towards the residents. The atmosphere in the home was clinical rather than friendly or welcoming.</p> <p>Although this is outside the remit of the Manager and the home, we do note with concern the comments that staff made about the difficulty in recruiting staff and the lack of available skills from agency staff.</p> <p>The home was sparsely decorated with a limited number of pictures. Artwork is a vital interior design element that not only adorns a house – it makes the house a home. That same philosophy needs to be extended to nursing homes.</p>
<p>Recommendations for Home:</p>	<p>Staff should be trained more effectively in –</p> <ul style="list-style-type: none"> • conveying ideas effectively through verbal and non-verbal means • developing stronger empathy • Smiling and using positive body language <p>Body language is important in communication. Staff should be trained to practice standing in a welcoming way and use other non-verbal communication skills. Most of all, smiling when interacting with residents and visitors.</p>
<p>Recommendations for Brent Council</p>	

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Date	28/03/18
Comments from Registered Manager	Awaiting response
Date	