

Enter and View – Visit Report

Name of establishment: Arran Court
Arran Court, Press Road,
Wembley HA9 ONU
Tel. 0300 373 3000 (Network Homes)
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Staff employed: Manager: Ms Deborah Whyte
Activity Coordinator: Anne-Marie

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Healthwatch authorised representatives: Ibrahim Ali [Volunteers & Projects Officer
Healthwatch Brent]
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Ramos [Healthwatch Brent Volunteers]

Introduction and Methodology

This was an announced Enter and View (E&V) visit undertaken by Healthwatch Brent Volunteers & Enter & View Volunteers, as part of a planned strategy to look at a range of health and social care services within the London Borough of Brent to obtain a better idea of the quality of care provided. 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. The aim is to report the service that is observed, to consider how services may be improved and how good practice can be disseminated.

The Healthwatch Brent team visit the service and record their observations along with the feedback from residents, relatives, carers and staff. They compile a report based on observations and interviews with residents, relatives, carers, and staff and making some recommendations. The Report is sent to the registered Manager for comments or corrections and response to the recommendations. The final version is then sent to interested parties, including the Head Office of the managing organisation, the Health Overview and Scrutiny Committee, Adults and Safeguarding Committee, CQC, Brent Council and the public via the Healthwatch website.

DISCLAIMER: 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, and those who completed and returned questionnaires relating to the visit.

General Information

Network Homes owns and manages over 30 older people's schemes in and around London and Hertfordshire. It was formed in 1974 as Brent People's Housing Association. In 1988 they changed their name to Network Housing Group. Over time, the increased range and types of homes provided across the whole housing market resulted in restructuring in 2016, bringing all four main housing associations and the group parent together to become a single organisation, Network Homes.

Arran Court was built in 1989. It has 11 flats – with 1 bedroom and 2 bedroom flats. The facilities at Arran Court include lift, lounge, guest facilities and garden. New Residents are accepted from 55 years of age. Currently Arran Court has 31 tenants.

These facilities offer self-contained apartments with an allocated Manager and Mobile Warden available on site. The service is tailored to resident's needs and care is provided by external agencies under contract with the local authority. The home has an on-site manager team and 24 hour emergency alarm response service. Access to the building is through remote key-less entry system with intercoms in each flat. The facility has a non-resident management staff and Careline alarm service.

The scheme has a variety of communal facilities including lounges, dining rooms and garden to support activities. They also include:

- Security entry phone and CCTV
- Lift to all floors
- Level access showers or wet rooms
- Fully wheelchair accessible flats.
- Guest room
- Laundry facilities

Background

The main goal of sheltered housing is often to support the residents, especially in the rehabilitation process; preventing unnecessary admissions to hospital or mental health institutions. The Enter & View aims to cover various aspects of life in the sheltered home, such as, ethnicity, psychological & social well-being, care planning, and staff/workforce.

The residents interviewed at the Arran Court Sheltered Accommodation were from diverse backgrounds. The Home was observed to be sensitive to the diverse cultural needs of the residents.

Care Planning

Risk assessments are carried out before accepting a new resident. When there are changes in conditions, care plans are updated by Social Services. Care plans are in place only for tenants that require them and are organised by Social Services. The Scheme Manager stated that there were no issues when residents are discharged from hospital such as returning home late or dehydration. According to the Scheme Manager all tenants have their own GP.

When interviewed, Tenants said they were very clear about their Care Plans and the support offered. One resident said that an ophthalmologist use to come over once a week, but had stopped coming and they did not know why. She stated that it was important for her to have a weekly check-up. Residents stated that they were able to talk with staff about their health care and that they were happy with the support staff gave. "The staff will call an ambulance if one is needed, I had an ambulance twice because of strokes," said a resident. Another resident stated that she had a problem with her feet, and the Scheme Manager contacted a chiropodist immediately and they came the next day – "they even came early," said the resident.

The residents interviewed said that they were involved in their Care Plan. All residents stated that they had access to a dentist, optician, chiropodist and a hearing aid specialist when needed – however, there was a mixed response when asked if they had been weighed recently - some resident had been weighed, while others stated they had not. From the interviews conducted it seems that the monitoring of the resident's weight seems to occur only when the resident visits their GP.

Emergency cords, found in all the rooms and bathrooms, are available and are connected to the Managers office. If the Scheme Manager is out of the office but still on the premises, the alert will be redirected to the Scheme Manager's mobile phone. If the manager is away at a training event or similar, the alert will go to the Mobile Warden who will take responsibility.

An out of hour's emergency helpline system is in place. If emergency help is required, a mobile warden can be available within 20 minutes.

Manager and Staff

The Manager said she received all the mandatory training courses in Food Hygiene, Mental Health Awareness, Dementia Care, Moving and Handling, Safeguarding, Whistle-blowing Policy and Fire Safety. Agency and Bank staff are not used at the Home. The site Manager is on site 9am to 5pm each day from Monday to Friday. A Mobile Warden works out of hours. The current Manager has 12 years of experience within Network Homes, and said "a high quality service is what the scheme offers." Staff supervision is undertaken every 6 weeks.

One aim of the inspection was to find out if there was clarity on expectations about the role of the scheme based manager and staff by the residents. Residents were asked if they thought staff had the right skills and experience. All responses collected indicated that residents regarded staff as well trained. Residents expressed a high regard for the Manager and mentioned various aspects of the service they were pleased with – "staff help us with problems with transport and each morning staff will on my door of my flat every morning to see how I am," said one resident.

When the Manager was asked if there were any issues around hospital discharge; she replied, “We haven’t had any problems.” There appeared to be good communication between the scheme manager, the tenants and social services.

Psychological Well-being

The positive aspects of living in sheltered accommodation found on this inspection agreed with the review literature (Roos, et al. 2016) [1] : residents appreciated privacy, independence, participating in decisions, being in a safe & secure environment, and being able to maintain links with family and friends.

The Arran Court has a regular schedule of activities for residents. The scheme Manager and the Activity Coordinator are responsible for managing these activities. The individual needs of residents is met through a range of coordinated activities. A large number of different activities were mentioned by the residents: bingo, singing, garden parties, chair yoga, dominoes, music night, local trips, keep fit, choir, coffee mornings, fish & chip event every month, playing games. Residents mentioned that the drivers are extremely helpful – “if you are unsteady on your feet they will help you and take your bag, they treat us like precious cargo,” said one resident.

If residents wish to attend an organised event, they are transported direct to the venue and brought back to the Home – a charge of £5 is payable. Staff encourage residents to engage in activities and to mix with other residents.

A once a month Church service is held at the scheme. A religious leader visits to conduct a service for residents. Other faiths, such as Hindu, were able to attend services at their Temple whenever they desired.

Engagement with Relatives/Residents/ Carers

Residents’ satisfaction is monitored by listening to them and bi-monthly house meetings are arranged. For communicating any issues, the residents are encouraged to visit the office and speak to the Manager in the first instance. The residents have chosen a Representative from amongst the tenants to engage with the Manager on their behalf.

One resident commented that “sometimes if people speak too quickly, I can’t understand.”

Two of the residents had long term care workers. The Manager was asked if there were any issues, such as care workers not turning up or being late for appointments. According to the Manager there were no issues with the service provided by care workers. There are two different companies that provide care services to the tenants, and the Manager said there were no problems with any of the support services provided by them.

Compliments/Complaints/Incidents

All residents stated that they were happy with living at Arran Court. One resident commented, “they exist because of us and for us, and we are very happy ending our days here as a big family.”

Some residents mentioned issues that they were unhappy with:

- One resident told us that the sink was blocked all the time and that some residents don't respect the rules of hygiene and throw away things in the toilet – even though instructions are on every floor.
- The window cleaner doesn't clean the second floor properly.

Recommendations for Network Homes

Tenants said they were extremely happy living in the Home. All of the tenants praised the Manager and believed she was very caring and took extra care of the tenants.

- Residents have complained that some tenants are not respecting the rules on maintaining the hygiene in communal areas – such as blocked sinks and toilets. The Manager is encouraged to address these issues through the current bi-monthly meetings with tenants.
- Tenants have requested that the second floor windows be cleaned by the window cleaner.

Responses

The Manager responded by saying the Report was fine.

References

1. Jenny & Imogen Blood, Support Housing for Older People in the UK, Joseph Rowntree Foundation, December 2012. Roos, et al.