

Enter and View – Visit Report

Name of establishment:	Rosemary House, Uffington Road, Willesden, London, NW10 3TD Managed by Network Homes Association Manager: Debbie Reynolds Email: debbie.reynolds@networkhomes.org.uk Tel. 020 8459 7029 Cc: Anne Leeke [Network Homes] Email: anne.leeke@networkhomes.org.uk
Care Provider:	London Care https://www.londoncare.co.uk/ Manager: Romany Chapman Email: romany.chapman@londoncare.co.uk Deputy Manager: Margaret Roberts
Date of visit:	22 nd February 2019
Healthwatch Brent	Ibrahim Ali [Projects Officer Healthwatch Brent]
Authorised representatives:	Mary Evans & Nisha Gohil [Healthwatch Brent Volunteers]

Introduction and Methodology

This was an announced Enter and View (E&V) visit undertaken by Healthwatch Brent Staff and 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. We aimed to obtain a better idea of the quality of care provided. Healthwatch Enter & View 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

Background

The main goal of extra care scheme is often to support the residents, especially in the rehabilitation process; preventing unnecessary admissions to hospital or mental health institutions. The Enter & View visits aims to cover various aspects of life in the extra care scheme, such as psychological & social well-being, care planning, complaints, and staff/workforce. The residents interviewed were from a diverse range of backgrounds.

According to the online description [<http://www.housingcare.org/>] Rosemary House is an extra care housing schemes in Brent. It offers a new way of supporting older people to maintain their independence and is an alternative to residential care for many people.

There are 40 flats. Built in 2003, with bedroom sizes 1 bedroom

The scheme provides on-site care staff (24 hours / 7 days), visiting management staff (Registered Manager, team leader, Allocations & Information Officer, & Senior Supported Housing Manager), also there is a non-resident management staff.

The facility has a Careline alarm service, lift, lounge, laundry, guest facilities, garden, hobby room, hairdressing salon, library, assisted bathing facility. Flats have level access shower facilities.

Whole site accessible by wheelchair. Access to site fairly easy. Distances: bus stop 0.5 mile(s); shop 1 mile(s); post office 3 mile(s); town centre 3 mile(s); GP 0.5 mile(s); social centre 0.5 mile(s)

Regular Social Activities include: Bingo, social club, coffee mornings, organised by Scheme Manager (Network Homes) and Activities Co-ordinator (London Care). New residents accepted from 55 years of age.

Tenure(s): Rent (social landlord)

Care provider: London Care

Rosemary House is on the 6 and 206 bus route and is close to Willesden Sports Stadium. Dollis Hill and Willesden Green tube station (Jubilee Line) are nearby.

Care Planning

New residents are accepted from the age of 55 years. Initial risk assessments are conducted by Social Services for new referrals. Rosemary House [Network Homes] will conduct an assessment of the new tenant to see if the individual matches the recommended criteria for tenancy.

Care Plans are compiled for those that require them and are organised by Social Services.

Interviews were conducted with the Registered Manager of London Care, the company responsible for the care provision. After receiving referrals from Social Services, a risk assessment is completed for each individual to see if they match against the recommended criteria. Depending on their needs an arrangement is reached; sometimes people are not able to live independently. The needs of the residents are carefully documented within the care Plan. Care plans are in place only for tenants that require them and are organised by Social Services. The Manager stated that she was not aware of any issues when residents are discharged from hospital such as returning home late, dehydration, etc. We were informed that the majority of discharges happened between 9am and 5pm, i.e. controlled discharges. Residents all have their own GP and could access a dentist, optician, chiropodist and a hearing aid specialist when referrals are made with the service users' permission.

Manager and Staff

Rosemary House has an on-site Manager, Debbie Reynolds (Network Homes) available between 8.30am to 4.30pm. Network Homes is essentially responsible for the building, while the Care Staff are provided by London Care. London Care have an on-site Management Team: Romany Chapman (Registered Manager) and Margaret Roberts (Deputy Manager), Rosemary Montrose (Wellbeing Coordinator), Shaneka Greene (Team Leader). We were informed that Romany Chapman has been in place for a relatively short period of time.

There are communication log books for Care Staff, which are checked regularly by Management. The turnover of Staff was said to be low; "some have been with us for 10 years or more," said the Manager [London Care].

All Staff are given 1 week class based care certificate training followed by 12 week on boarding process to ensure all staff meet the required standards. There is on-going training with normal supervision every 3 months. The Manager said, "If there are any training issues with a Staff member, we would support the individual with training and one to one supervisions." The London Care Manager stated that they have team meetings with care staff every month instead of every 3 months due to manager being new in post. "We do Quality Assurance surveys with service users every 3 months – if any issues or concerns arise, we will investigate and endeavour to resolve. We will also visit service user regularly to ensure things are OK," said the Manager [London Care].

Meetings between the Managers of Network Homes, London Care, and the residents happens regularly. Currently there is Tenant representative, and Healthwatch Brent was able to observe a Residents and Staff meeting taking place.

One resident said, "It is OK here, not 100% but it's OK. The people are nice, but certain points which are a problem there are not enough Care Staff and not enough time for the carers to achieve what they have to do – it stresses me out and certain things are forgotten."

Another Residents said," they are delayed [Carer Staff] sometimes because they are with another tenant; I phone down sometimes but the visits are rather short."

One Resident mentioned that the Carer Staff attend for a short time and that they were not happy with this.

Several Residents and Family members mentioned that they were concerned about Care Staffing levels.

A different view was recorded from one resident when asked about their opinion of staff skills and experience: they said, "In my opinion they [Staff] are fine, others may have differing views."

A number of Residents and Family members stated that they were not happy with the London Care complaint's systems. "We keep complaining, but nothing is done," said one resident.

Healthwatch Brent Team was able to observe a Free of Information Request (FOIA) being made by a resident. This was handed in to London Care, and the Resident asked the Healthwatch Brent team to witness the hand-over of the request.

Psychological Well-being

The positive aspects of living in extra care accommodation found on this visit agreed with the review literature (Roos, et al. 2016) [1]: residents appreciated privacy, independence, participating in decision, being in a safe & secure environment, and being able to maintain links with family and friends. Tenants felt very safe in their environment and were happy and described the Home as clean, tidy, and friendly.

Residents said they had access to GP services who come to visit the Home. They seem to have access to dental care and opticians. One resident said, "I phone for the Dentist- it's easy and the Doctor if I want to see them they come her, no problem."

Engagement with Relatives/Residents/ Carers

Residents' were aware of how to complain. Both Network Homes and London Care have regular meetings with Residents.

Social Services regularly have separate meetings which are attended by Residents only. The Manager of London Care explained that some residents may need more support to complain because of their health.

Some residents their families were not very confident about complaining because they felt previous issues raised had not been dealt with regards to care staff.

Compliments/Complaints/Incidents

In general, residents seem to be happy with living in the Home, but some were very concerned about the care staffing issues and some mentioned that they were unsatisfied with the complaints system.

Recommendations for Network Homes

The tenants were happy with the service provided by Network Homes Manager.

Response from Network Homes

Recommendation for London Care

Since a number of Residents and Family members raised issues concerning Care Staff [London Care] the following actions are recommended by Healthwatch Brent:

- London Care to review the training needs of the staff and liaise with the residents on how they are affected by reported variation in the quality levels of the staff.
- To review the complaints system, ensuring it is responsive and ensure feedback is provided to residents

Response London Care

Healthwatch visited Rosemary House on Friday, 22nd February 2019 to complete an Enter & View. We invited all service users to meet with Healthwatch in the communal lounge. Representatives from Healthwatch then spoke with service users individually to ascertain their views on Rosemary House and the care services delivered by London Care.

We received the completed report from Healthwatch on Monday, 25th March 2019.

As the recently Registered Manager of Rosemary House (joined 7th January 2019), I take all concerns very seriously and welcome the feedback from Healthwatch.

Concerns were raised around the training needs of our care staff and the variation between staff members in the quality of care that is being delivered. Due to the regulated nature of the care workforce, specific learning and development arrangements apply to front-line care and support staff. These are intended to ensure good practice and the provision of a quality service and include induction, mandatory and further learning and development.

The care worker induction programme is designed to teach all new care and support staff about their role and to equip them with the knowledge and skills they will need to fulfil that role competently and confidently. However, induction should be properly viewed as the start of an ongoing process of learning and development. London Care has designed its mandatory induction programme for care and support staff to meet the requirements of the Care Certificate. Whilst the Care Certificate itself is only mandatory in England, London Care endorses its aims and believes it provides an appropriate underpinning for care and support worker competence across London Care and has therefore implemented a Care Certificate-based programme across its operations.

We have recently completed our Quality Assurance Surveys with service users of Rosemary House and all issues and/or concerns raised have now been addressed.

We are in the process of completing spot checks on our care workers and will continue to monitor the quality of care being delivered.

We have 7 care workers onsite for morning rounds, 5 care workers onsite for afternoon/evening rounds and 2 care workers onsite during the night. On each shift, there is a Senior care worker allocated for any issues and/or concerns. We also have an out of hours on-call service for our care workers where advice and/or guidance can be sort from management. This is an extra care service not a residential/nursing home. Therefore we only deliver the requested hours of care allocated to each individual.

The second concern raised was regarding our complaints system. We have a comprehensive complaints system in place. Details of our complaints process is included within all service users guides. London Care aims for a culture in which complaints are seen as opportunities to improve services and to empower service users. We must deal with each complaint positively and in a manner that is open, clear, fair, responsive, flexible, proportionate, accessible, timely and resolution-focused.

The complaints process and timeframes are now being adhered to, and all complaints received have been resolved. We have a Branch Reporting System which is checked and monitored by senior managers and the quality team, this ensure that the correct process is followed.

References

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