

## Enter and View – Visit Report

Name of Supported Living Scheme: 75 The Avenue, Wembley, HA9 9PQ

Scheme Provider: Precious Homes Limited

Manage: Mr Abasse Djamaldini  
Email:

Cc:

Website: <http://www.precious-homes.co.uk/>

Date of visit: 21.08.2019

Healthwatch Brent Staff Ibrahim Ali [Projects Officer Healthwatch Brent]

Authorised representatives: Mary Oyemade & Mary Evans

Author Ibrahim Ali

### Introduction and Methodology

This was an announced Enter and View (E&V) visit undertaken by Healthwatch Brent Projects Officer and authorized 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. The report is based on observations and interviews with residents, relatives, carers, staff - with recommendations. The Report is sent to the registered Scheme Manager for comments, corrections and responses 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

### Introduction

Supported Living is a person-centred approach to housing and care support service. It is based on Service Users having a tenancy or license agreement offering the right to remain in their own home and change their support provider if they wish. It can mean living in shared accommodation or living alone with care and support.

Half of the population of adults with learning disabilities in England live with their families, most of the remainder (33%) live in residential care. Only 15% of adults with learning disabilities have a secure long-term tenancy or their own home. [1] Supported living assumes that all people with learning disabilities, regardless of the level or type of disability, are able to make choices about how to live their lives even if the person does not make choices in conventional ways.

The Healthwatch Brent Social Isolation Report - 'Staying Well in The Community' [May 2019], has concluded from surveys conducted that there was a rise in respondents living in Supported Housing and Care Homes reporting dissatisfaction with their social contacts. As a result of this, we were particularly interested in monitoring levels of social interactions available to the residents of Supported Living Schemes. We were particularly keen to find out more about the ability of residents to engage in activities based on their own individual preferences, monitor the skills and abilities of staff, and gain knowledge of any innovative good practice. The questionnaires used were similar to those previously used, however, we were particularly interested in the four main themes of -

1. Staff development & Clinical Input
2. Emotional and Psychological Well-being
3. Social Inclusion and Meaningful Activities
4. Organised Person-centred Holidays and Days Out

### Background

The Avenue is a supported living scheme that provides specialist support for 8 male adults (18-65) - one flat was vacant - No. 9 flat opens into the garden. The Manager has been with precious homes for ½ year – he stated that the residents tended to have more than one diagnoses. The conditions affecting the Residents were described as follows:

- Learning disabilities
- Autism Spectrum Disorders
- Mental Health Issues
- Behaviour described as Challenging
- Stepping down from secure units and hospitals
- May have experienced previous placement breakdowns

The Scheme offers a step-down service for individuals and is a stepping stone so that individuals can become more independent and eventually live in the community. The service offers an intensive Person-Centred behavioural and therapeutic support which builds on the individual's current skills and

interests. The Avenue balances opportunities for independence and social integration. Each resident has his own flat and can also integrate with other residents in the communal living room and garden areas. The ten flat service is currently home to male residents.

According to the website description [2] the Avenue provides person-centred behavioural and therapeutic support which builds on the individual's current skills and interests - with the aim of seeing a significant reduction in support needs over time. The in-house multi-disciplinary team (MDT) focuses on increasing skills and independence, decreasing anxieties - reducing challenging behaviour through effective communication, positive behavioural support and positive risk-taking.

The website describes the ethos and vision of Precious Homes is to embrace independent living - with the belief that all individuals have the right and the responsibility to living as independently and safely in the community as possible [2].

Each room has a cooker, microwave, washing machine, walking shower, Internet access available

The notice boards was prominent with info on what is diabetes, safeguarding, and pictures of staff and with their names

### **Staff Development & Clinical Input**

Currently the ratio of staff to residents is 4 staff and 8 residents, most are independent but need support with shopping, appointments, etc.

New residents are first assessed to see if they will be a suitable match. If agreed with social services to take new resident, an arrangement is made to shadow shifts – the transition period can be 3 or 4 weeks, during this process we learn as much as possible

The Manager said, "In meantime we do paper work – tenancy agreement – a best of interest meeting held – we are flexible can and do visit s or sleep over and see if get used to it. We encourage the involvement of family."

The Staff support nutrition of residents using the Nourish Care Program' - monitoring is paperless since all recording of information use this Nourish Care Programme - provides the digital tools to leave the paper trail behind via an electronic care management platform which enables the care team to plan, record, report and coordinate care.

A Support worker mentioned that the hardest part of job was challenging behaviour, especially when things get out of control. This Staff member said he had completed on-line training MAPA training, which was helpful in day to day job. The Staff member said that it would be helpful is Risk Management. Supervision was stated as being held weekly. This Staff meet understood what safeguarding meant

The Manager stated that the Staff have done the usual training and that Staff are MAPA trained. They also receive basic training in management of aggression. The Manager said, "We use our voice to keep residents safe and to deescalate , I just distract him from shouting and I ask did you go to work."

The aim of the MAPA® (Management of Actual or Potential Aggression) programme teaches management and intervention techniques to help cope with escalating behaviour in a professional and safe manner. Although most Staff had undergone this training, most still felt that challenging behaviour was a very difficult part of the job and they still did not seem very confident with this part of the job. One Staff member when asked about the need for improvements, stated that the challenging behaviour for training for Staff could be improved.

Staff talk and sit with residents regularly. Activities: games, cycling, words puzzle, etc., were mentioned as regular activities. There are no barriers to accessing activities – with support

Another Staff member was interviewed and asked which aspect of the job was most difficult. They stated that challenging behaviour was the most difficult part of the job. This Staff member also mentioned that the teamwork at the Scheme was very good.

When asked what training had been given, the Staff member stated that they had completed training last year in NVQ 3, safeguarding, and Health & Safety. “These qualifications have helped with the job,” said a Staff member.

When asked what would make residents time better - organised event and outings to cinema, was the reply.

Some residents prepare their own meals and others are prepared Staff. There seem to be considerable interaction between Staff and residents.

### **Emotional & Psychological Well-being**

*(e.g. ability to tune into non-verbal cues as to what the person is feeling and wanting)*

The HWB Team discussed the 4 criteria that we are looking at in detail [social inclusion, emotional & psychological well-being, staff development, holidays & days out] with the Manager.

One resident who was non-verbal uses Makaton. He uses colour to communicate, i.e., red= ketchup, etc.). When this resident first moved in, his mother filmed herself explaining signs, and this is used along with pictures during Staff training sessions.

When registering with the GP – the first appointment with doctor, Staff sort out repeat prescriptions and also help explore the community.

Previously there had been a personal trainer and massage but due to the increase in price it could no longer be afforded and has since ceased.

Weekly visits to the local supermarket are arranged every Tuesday; while visits to local shops are arranged as needed.

One diabetic resident who was observed having foot treatment by a podiatrist. His knee was hurting him due to weight gain – however, he was stated to be quite active and goes to the park. Previously he had competed in the London Marathon – but stopped due to health problems –

Family members are actively encouraged to keep in touch with residents. One resident has two siblings - no visit from brother, but sister came once a month. While another resident’s family were said to not visit regularly.

One resident with a mental health condition was asked for his opinion. He said, "When I ask for medication, they give me a hard time." He complained about being arrested due to having a fight with a resident. The resident's challenging behaviour was discussed with the Manager who stated that he had to follow the rules and raise a safeguarding alert when this resident had an altercation with another resident - "We had to call the police, everything has to be reported when things get out of hand," said the Manger.

The Manager and Staff were very open and honest about the difficulty they faced with challenging behaviour.

The Manger said, "I don't see this a see job, I have been doing it for 10yrs it's all about approach and how you engaged."

A Staff member who had been working for Precious Homes since 2017 stated she has been MAPA trained - "it was quite good, learnt about challenging behaviour and to leave them alone and let them calm down. I haven't done safeguarding training yet," she said.

The Manager was described by Staff as very approachable.

A resident who was interviewed said, "It's OK but fed up when people are kicking off, It got its good side but it's got its bad side as well – fed up with people breaking doors and all the drama and people shouting and swearing."

This resident stated that they had lived at the Scheme for some time and that they felt that they did have a say. He said, "Yes they are all right most of them – half the time they don't listen to me except my key worker. If I have to complain I do." The resident was asked what would make things better here – "If there was no violence, police have been called many times," he said.

### **Social Inclusion & Meaningful Activity based on individual preferences**

The Manager describe the variety of activities that residents are able engage in. One resident was mentioned who liked to attend Watford FC every Saturday. Another person who had previously worked is assisted to attend the job centre and is currently looking for suitable opportunities.

We were informed that residents choose activities and they are support in their choice. A variety of activities were mentioned such as football, cards, drawing, etc. The Manager stated that there weren't any barriers to accessing activities. There was ample evidence of these activities in the form of pictures displayed on the walls.

### **Organised Person-centred Holidays & Days Out**

*(do they pro-actively support the resident to access person centred and carefully planned holidays and days outs – based on the resident’s preferences. What evidence is there?)*

Activities are planned are person-centred. The residents have different conditions and as a result activity provided are varied. Staff informed the HWB Team that residents choose the activities and they then support them. A range of activities were mentioned along with organised outings during the year.

The Staff felt there were no barriers to accessing activities. They were realistic about challenging behaviour which was said to be the most difficult part of the job.

### **Compliments/Complaints/Incidents**

#### **Compliments**

The Staff were complimentary about the Scheme Manager, Mr Abasse, who was described as very approachable and reliable.

#### **Complaints**

None

### **Recommendations for 75 The Avenue**

1. Although most Staff had undergone MAPPA training, they requested more practical training rather than online training, so that they could cope better with challenging behaviour.

### **Comments from 75 The Avenue**

Thank you for your kind words. More training will be provided.

### **References**

[1] Supported Living – Making the Move Developing Supported Living options for people with learning disabilities, Alicia Wood and Rob Greig, NDTi, September

[2] <http://www.precious-homes.co.uk/>