

**Summary -  
Enter and View Reports**

The experience of health and social care provided  
in Supported Living Schemes in Brent

December 2019

# The experience of health and social care provided in Supported Living Schemes in Brent

## Introduction

This report summarises the 6 Enter and View visits to Supported Living Schemes in Brent. These visits were undertaken by Healthwatch Brent Enter and View Team between April and October 2019.

The national Healthwatch network was established through the Health and Social Care Act of 2012. Through this, each Healthwatch has the legislative right to undertake announced and unannounced visits to publicly funded health and social care settings for adults.

The most important aspect of Enter and View is that it is intended to add value; the representatives review services from a lay person's/potential user's point of view and work in collaboration with service providers, residents, relatives, carers and those commissioning services. As such, the visits do not apply CQC or other standards to their review and checks, rather it is an opportunity to reflect on what the setting may be like for a potential resident/patient with an emphasis on gathering feedback on areas that can significantly affect quality of life, such as activities, engagement, food and the levels and approach of staff.

The Healthwatch Brent Enter & View Team visited 6 Supported Living Schemes in Brent, with the aim of gaining a better insight of the residents' experience of health and social care provided within the Schemes.

There was a range of provisions at each of the 6 Schemes visited. 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 reporting dissatisfaction with their social contact. 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 innovative good practice. The questionnaires used were similar to those previously used, however, we were particularly interested in the four main themes of -

- Staff Development & Clinical Input
- Emotional and Psychological Well-being
- Social Inclusion and Meaningful Activities
- Organised Person-centred Holidays and Days Out

The Schemes visited varied in capacity from 3 to 99 residents. The aim of Supported Living Schemes is to deliver alternatives to residential and nursing care and to ensure that individuals' needs are met, giving people more independence, choice and control. The desired outcome is that by providing services in this manner, will enable clients to live independently in the community, promoting well-being and alleviating social isolation.

The Schemes visited are listed in the table below:

	<b>Name of Supported Living Scheme</b>	<b>Housing Scheme Provider</b>	<b>Registered Scheme Manager</b>	<b>Maximum Capacity of Scheme</b>
<b>1</b>	<b>167 Willesden Lane</b>	<b>CMG</b>	<b>Jennie Limburg</b>	<b>5</b>
<b>2</b>	<b>Rugby Avenue</b>	<b>CMG (now known as Aspire Together)</b>	<b>Samantha Barley &amp; Patnaz Iqbal / Deputy Manager</b>	<b>5</b>
<b>3</b>	<b>3 Salmon Street</b>	<b>Voyage Care</b>	<b>Doris Rice - Acting Field Supervisor</b>	<b>6</b>
<b>4</b>	<b>75 The Avenue</b>	<b>Precious Homes</b>	<b>Abasse Djamaladini</b>	<b>9</b>
<b>5</b>	<b>40 Verney Street</b>	<b>Precious Homes</b>	<b>Abasse Djamaladini</b>	<b>3</b>
<b>6</b>	<b>Visram House</b>	<b>Notting Hill Genesis</b>	<b>Dr. Mushrik Hameed</b>	<b>99</b>

These visits are carried out by staff and volunteer lay-people and review the quality of care for patients/residents and their friends and relatives. All Enter and View representatives have current DBS checks and receive specific training for this role.

The reports are written by the Healthwatch Staff and sent to the service provider to check for factual accuracy and to respond to the report recommendations. The reports are reviewed and authorised at each stage by Healthwatch senior staff, and once finalised are uploaded to the Healthwatch Brent website.

The reports are then sent to Healthwatch England, and to the CQC Liaison Officer, who has expressed the team's appreciation for the additional insight that the reports provide.

Through liaison meetings with the Care Quality Commission (CQC) and the Healthwatch Network, Healthwatch Brent was aware that it is difficult to hear directly from residents about the care they receive in their own homes. Such care includes adult social care through domiciliary Care providers, and health care, including district Nursing. The difficulty arises out of consent issues to request a visit to an individual's home where the care is provided. So, for example, when CQC inspect a Domiciliary Care provider this tends to be a desktop and staff interview process at the providers headquarters.

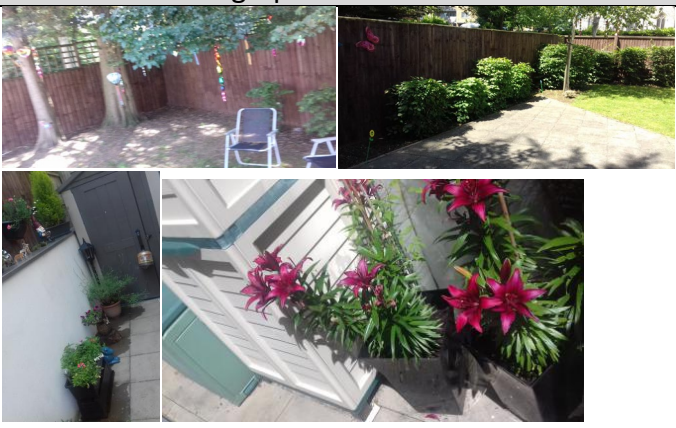

HWB invited residents in Sheltered Housing schemes in Brent for a conversation over tea and cake. HWB hoped that residents would feel able to describe their experiences of care delivered in their homes.

## Methodology

Between April and October 2019, Healthwatch Brent visited 6 Supported Living Scheme through announced visits. A summary of the reports is below. Recommendations relate to staffing levels, training, activities and engagement of residents and relatives.

Overall, we found that residents and relatives were satisfied with living in the Schemes. The greatest challenge reported by Staff was dealing with challenging behaviour of some residents. Most Schemes had MAPPA training in place along with committed support from the Scheme Manager. Only one Scheme [Salmon Street - Voyage Care] out of the six Schemes visited did not have satisfactory training for challenging behaviour in place for their Staff. As a result of this the Staff felt unable to cope with challenging behaviour, and this affected the quality of the person-centred activities available to residents. The quality of person-centred activities provided by the other Schemes, however, was impressive - this was largely due to the high calibre of the Managers of those Schemes.

### Photo Gallery of Supported Living Schemes

Name of Supported Living Scheme	Photographic illustration of Scheme
<p><b>167 Willesden Lane [CMG]</b></p> <p><i>Sensory Garden, Abundance of flowers, potted plants, a bright, calm &amp; colourful environment.</i></p>	
<p><b>75 The Avenue [Precious Homes]</b></p> <p><i>Large garden with lawn and seating area</i></p>	

<p><b>Visram House [Notting Hill Genesis]</b></p> <p><i>Beautifully decorated rooms &amp; numerous communal game rooms</i></p>		

## Findings

### Staff Development & Clinical Input

The following 4 Scheme Manager were observed to preform above the job description and were highly skilled and committed to providing person-centred services at their Scheme:

- Mr Djamaladini Abbase [Precious Homes - Verney St & The Avenue Schemes]
- Mr Mushrik Hammed [Notting Hill Genesis - Visram House]
- Julie Limburg [CMG - Willesden Lane]
- and Mr Patnaz Iqbal [Aspire Together] - Rugby Avenue

All the above were highly praised by relative, family and staff members. The Healthwatch Brent Team was impressed by their commitment and level of professionalism. The above Managers had very good relationships with their Staff and provided ongoing support.

Only one Scheme, Salmon Street [Manager Doris Rice -Voyage Care] was struggling to provide high quality person-centred services, due to Staff having difficulties coping with challenging behaviour. This was due to the over-emphasis on online training rather than classroom based practical training. Staff at this Scheme [Salmon St.] were united in requesting an alternative to the existing online training so that they could gain the skills needed to cope with challenging behaviour. The challenging behaviour observed at Salmon St. seem to be due to the lack of person-centred activities - the activities observed were counting cars, trampoline, and playing football in the garden, which could not be regarded as well thought out, person-centred activities based on the residents individual preferences. Staff at Salmon St. also requested more activities for the residents and suggested that an activity coordinated be employed by the Scheme.

The Manger of Verney Street {Mr Abasse - Precious Homes} stated that Staff retention had increased due to introduction of role play during interviews rather than concentrating too much on CV's. This ensured that Staff employed had the suitable skills for the highly demanding role.

All Schemes assisted residents in accessing various services such as podiatrist, optician, dental services, registering with a GP, etc. Those Schemes mentioned that were able to manage challenging behaviour easily, provided more services and monitored the progress of residents very closely.

## Emotional & Psychological Well-being

All the Schemes visited encouraged residents to undertake weekly shopping tasks, based on their own preferences. Sometimes relatives and family members assisted with these tasks. The ability of Staff to tune into non-verbal communications varied considerably.

The following 3 Schemes had non-verbal residents -

Name of Scheme	Number of Non Verbal Residents	Specialist Techniques or Technology Used at Scheme
Salmon Street [Voyage Care]	5	<b>None</b> : Staff lacked the ability to tune into non-verbal communications and requested classroom based training rather than the existing online training.
Verney Street [Precious Homes]	1	Makaton used for communicating, WhatsApp, Skype to stay in touch with family & a special Apps to record sleep, food intake, supplement intake, medication intake, & drink intake. Parent of residents helped Scheme develop an individualised signing communications using cards, colours, etc.
Willesden Lane [CMG]	3	Staff and Manager demonstrated high level of skills and abilities.

## Social Inclusion & Meaningful Activity based on individual preferences

Of the 6 Schemes visited, 5 provided highly individual person-centred activities based on the preferences of the resident. Examples of these are below:

Name of Scheme	Example of person-centred activities
167 Willesden Lane [CMG]	Reflexology, Emirates Cable-cart ride, cinema, music weekly performances , bowling, Sensory Garden activities, and one resident goes home every Sunday.
Rugby Avenue [Aspire Together]	Young man with autism has his own individualised person-centred activities,

	another resident explained how she participates in specific activities that she enjoys, & she confirmed that she is able to request any activities she is interested in - gave example of cooking lessons, dancing, and cinema visits.
Verney Street [Precious Homes]	Residents have high needs - one young residents with autism accesses daily bike rides to places of his choice (3 bikes were purchased for this), a young lady non-verbal, with complex needs accesses outings specifically designed around her preferences - recent purchase of a van has increased the ability of the Scheme to provide a variety of outings and family visits.
The Avenue [Precious Homes]	One young man with autism, has activities that are individually designed because he needs a lot of space.
Visram House (Notting Hill Genesis)	The lounge and games rooms were beautifully decorated and provided a calm environment for residents to relax and enjoy themselves. An activity coordinate is available on-site and encourages residents to join organised activities. Residents are actively encouraged to volunteer and help shape the activities and services provided.
Salmon Street [Voyage Care]	The 'Activity Hut' was under-used and Staff described how they wanted training on how to effectively manage challenging behaviour. Group outings and holidays were organised - but individually designed, person-centred activities need more attention.

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

Visram House employed an activity coordinator. The Manager stated, "the secret to a good rating is activities, because medication and persona care everyone can do - but social life not all can do, the quality of the activity coordinator, that the secret."

The other Schemes did not employ an activity coordinator, and relied on the ability and skills of the Manager. All the other Schemes provided organised activities, outings and holidays. Staff at Salmon Street requested that an activity coordinator be employed so that residents would be able to enjoy a variety of activities.

## Compliments/Complaints/Incidents

Name of Scheme	Compliments	Complaints	Incidents
<b>167 Willesden Lane [CMG]</b>	<p>1. The Manager, Jennie Limburg, should be recognised for her exceptionally high standards</p> <p>2. After the Enter &amp; View visit, all the HW Brent Team said, "I fell very happy now."</p>	None	None
<b>Rugby Avenue [Achieve Together]</b>	<p>1. The Deputy Manager, Iqbal Patnaz, was praised by family &amp; relatives and should be recognised for his strong commitment to supporting residents.</p>	<p>1. One relative complained about repairs and difficulty in connecting with CMG repair man.</p> <p>2. Need for more evening activities</p> <p>3. Relative mentioned the lack of room adaptations to cater for resident with autism.</p> <p>4. Relative mentioned the lack of CMG investing in plants the garden and the need for a sensory garden.</p> <p>5. Relatives complained about rats from neighbouring property and the need to clean guttering.</p>	none
<b>Salmon Street [Voyage Care]</b>	None	<p>1. Staff were united in requesting classroom based training in challenging behaviour - so that they could provide a better service to residents.</p>	none
<b>The Avenue [[Precious Homes]</b>	The Staff were extremely complimentary of the Manager, Mr Abasse, who was described as approachable and very supportive.	none	none
<b>Verney Street [Precious Homes]</b>	The residents had multiple complex needs, and yet they still received highly person-centred services based on their choices.	none	none



	The Staff and Manager were highly empathetic and used modern technology to help the resident stay in touch with family, communicate and keep a record of nutrition and medication intake.		
<b>Visram House [Notting Hill Genesis]</b>	The residents and staff were very complementary of the Manager, Mr Hameed. He has shown that a large supporting living scheme can provide person-centred services of a high quality.	none	none

### **Rugby Avenue [Achieve Together] Response to Complaints**

1. Relatives complained about the slowness of repairs and the difficulty connecting with the CMG repair man -

**Repairs are completed by the Housing provider and we are not responsible for them, we report them and MYSHON come out**

2. Relatives mentioned the lack of room adaptations to cater for individuals with autism -

**When adaptations are required, these will have to be paid for by tenants as it is supported living and we do not have a budget or responsibility to pay for them.**

3. Family and relatives suggested that CMG should invest in plants, and suitable play equipment at the Scheme-

**For the plants, tenants would need to buy as we are only funded to provide staff support and play equipment needs to be bought by the tenants.**

4. There is a need for some evening activities for the residents -

**The people we support go to a night disco once a month and we will look into arranging some night activities for the people we support.**

5. A relative complained about the rats from neighbour entering the garden, and the need for the roof hoarding and guttering to be cleaned -

**This has been actioned – Pest Control came out on 18/08/19 and set bait boxes. They left recommendations/actions which were sent to the Housing Provider MYSHON on 19/08/19. MYSHON maintenance came out to Rugby Ave on 2/09/19 to complete all recommendations/actions.**

**I will call MYSHON maintenance this morning for the roof hoarding and guttering to be cleaned**

**Healthwatch Brent Summary of the visit reports**

	<b>Name of Supported Living Scheme</b>	<b>Main Conclusion and Recommendations</b>	<b>Responses</b>	
<b>1</b>	<b>167 Willesden Lane CMG</b>	<b>Excellent Services observed, Manager deserves recognition - the most impressive Scheme visited</b>	<b>Thank you for your kind words.</b>	
<b>2</b>	<b>Rugby Avenue CMG now known as Aspire Together</b>	<b>1. Repairs should be made promptly and CMG handy-man should liaise with family members so as to keep the property well maintained. 2. Rats entering from neighbouring property. 3. The need for residents' rooms to be 'autism friendly' - and take into consideration noise reduction. 4. Family members requested more therapies to be available at the Scheme. 5. Suitable evening activities should be planned for residents.</b>	<b>1. Housing provider completes repairs.  2. This has been actioned. 3. Resident needs to fund this.  4. Will speak to parents and send referrals. 5. Night activities will be arranged.</b>	

3	Salmon Street Voyage Care	<p>1. To provide class-based training on challenging behaviour and autism so as to deliver support that promotes community inclusion.</p> <p>2. To review the challenging behaviour care plans and strategies in light of Staff complaints.</p> <p>3. Increase Staff levels so that current Staff feel better supported in their role.</p> <p>4. To have more frequent appraisals so that Staff feel they have a chance to give structured feedback.</p> <p>5. To use 'The Inclusion-Web Tool' which would enable the providers to quantify the impact of new practices around community inclusion.</p> <p>6. To provide more activities with a more person-centred approach and with outcome focused planning.</p> <p>7. To make better use of the external activity 'Hut' / building in the garden, so that residents have more person-centred activities at the Scheme.</p> <p>8. To make better use of the garden by planting flower – and explore the possibility of creating a sensory garden for the residents.</p>	<p>1. What we have put in place for staff to able to deal with challenging behaviour, We have booked classroom training such as Active support training, MAPA training ,Autism training.</p> <p>2. The people we support have also been referred to behaviour therapy . I</p>	
4	75 The Avenue Precious Homes	<p>1. Although most staff had undergone MAPPA training, some requested more practical training for coping with challenging behaviour.</p>	<p>1. More training will be provided.</p>	
5	40 Verney Street Precious Homes	<p>Excellent service provision observed - well led by the Manager (Mr Abasse).</p>	<p>Thank you for kind words.</p>	
6	Visram House Notting Hill Genesis	<p>A very well Managed Scheme. Mr Hameed was observed to provide a high standard of service.</p>	<p>Thank you.</p>	

## Rugby Avenue's Response to Recommendations

- Repairs should be made promptly and the CMG handy-man should liaise with family members so as to keep the property well maintained.

**I will to speak to parents and explain it is the housing provider that completes repairs, they need to report the repairs to staff who will then speak to housing provider, and CMG hold no responsibility for repairs.**

- The issue of rats entering the garden from neighbouring property should be immediately addressed -

**This has been actioned – Pest Control came out on 18/08/19 and set bait boxes. They left recommendations/actions which were sent to the Housing Provider MYSHON on 19/08/19. MYSHON maintenance came out to Rugby Ave on 2/09/19 to complete all recommendations/actions.**

- There is need to make residents room ‘autism friendly’ by creating a non-distracting and functional areas. This should take account noise reduction, use of soft furnishings, safety and other appropriate adaptations necessary - in consultation with family members -

**Responsibility lies with tenants to fund this**

- Family members requested for more therapies to be available at the Scheme -

**I will speak to parents as to what therapies they want and send referrals.**

- Suitable evening activities should be planned for residents –

**The people we support go to a night disco once a month and we will look into arranging some night activities for the people we support.**

## **Overall Responses to recommendations**

We are pleased to see the all of the Schemes responded positively to our recommendations, as detailed below.

Number of supported living schemes visited	6	Number of schemes that responded to our recommendations	6
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Type of recommendation	Number of times recommendation made	Number of positive responses from care home.
More practical Staff training in Challenging Behaviour	2	2

Staff numbers	1	0
More person-centred activities for residents	2	1
More therapies	2	2
More frequent appraisals	1	0
Repairs and alterations	2	2
To make better use of garden for residents e.g., create a Sensory Garden and make better use of Activity 'Hut' so as to reduce boredom	1	0
To review challenging behaviour care plans in light of staff complains	1	0
Increase community inclusion	1	0
Pest control	1	1
<b>Number of recommendations made overall</b>	<b>14</b>	<b>8</b>

## Conclusions and Recommendations

### Overall Recommendations

Of the 6 Schemes visited, 5 were observed providing an extremely high standard of services, which was highly person-centred and offered residents variety and choice. They catered for the individual needs of the residents - the Healthwatch Brent Team were impressed by the Managers and Schemes below:

- Julie Limburg [CMG]
- Mr Djamaladini Abbase [Precious Homes - Verney St. & The Avenue Schemes]
- Mr Mushrik Hammed [Notting Hill Genesis]
- and Mr Patnaz Iqbal [Aspire Together]

The 6<sup>th</sup> Scheme, Salmon Street, all staff interviewed struggled coping with challenging behaviour of residents and requested practical training rather than online training which is currently provided.

### Recommendation for Salmon Street Scheme

1. The Manager [Doris Rice] should receive more training so that Staff can received a higher quality of support with their roles.
2. Regular supervision and appraisals for Staff at the Scheme should take place.

The 6 individual Enter and View reports can be found via this link –

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## About Healthwatch

**Healthwatch Brent is part of a national network led by Healthwatch England, which was established through the Health and Social Care Act in 2012, to give service users of health and social care services a powerful voice both locally and nationally. We are the independent voice for people's views on Brent services, both good and bad. We listen to local people and feedback patient experience and liaise with local commissioners and decision makers, in order to improve services.**