

Healthwatch Wandsworth Enter and View Report February 2016

Visit to Chestnut House Extra Care Housing Scheme for Older People

Response from London Care (extract from email of 5 May 2016 from Donna Terry, Regional Manager – South, City and County Healthcare Group)

In response to your recommendations:

1. The individual CQC registration for Chestnut House is already pending.
2. We will continue to have regular tenants meetings (one was held on Friday last week), and complete quarterly quality assurance visits to each tenant, to ensure they are happy with the quality of our service, and this will provide an opportunity for us to clarify how we are meeting an individual's needs. If an individual requires a review of their care, this will be highlighted to social services, without delay.
3. We will look at rolling out a key worker programme in the future. We are continuously trying to engage with local service providers, and will welcome any service provider that would like to support the needs of the individuals living at Chestnut House.
4. Each tenant has a contract on file, and this is reviewed at least once a year, if not more frequently.
5. We will discuss this at the future tenants meeting, to ensure their needs and wishes are being met, and for them to consider how they would like any changes to take place. Chestnut House is an independent living scheme, and the individuals can make arrangements, as they wish.
6. We will continue to support individuals to access the local community. We are currently setting up a friends and family association, to enable the individuals to arrange their own activities, and of course, we will support them in doing this. This has been rolled out at other schemes, and has been very successful in supporting individual's independence.
7. We will discuss this with tenants.
8. We invite relatives to our regular tenants meetings, and welcome them to speak with any of our team at any time. We normally have at least 7 staff on site throughout the day, and at least 2 staff on site overnight. Our management team are sometimes supporting another visitor that has come to the service, and we cannot guarantee that there will always be a presence in the office. We have ensured that all tenants and relatives have details of our contact number, and the Manager's email address, and they are more than welcome to get in touch using this method, if they pass the entrance to Chestnut House when a staff member is supporting another individual.