

Enter and View Report, March 2014

Visit to 2 Wardley Street for adults with learning disabilities.

A current strategic priority for the use of our Enter and View powers is to visit care homes that do not provide nursing. We feel that these homes get less scrutiny than other health and social care services.

### About the home

Address: 2 Wardley Street, Earlsfield

Description/layout: Wardley Street is a relatively new respite care home with seven rooms for people with learning disabilities and of varying physical disability. The bedrooms are arranged over four floors with a large communal kitchen, dining and living room on the ground floor, plus a small kitchen for making tea and snacks on the first floor.

Management: The home, which opened in 2014, is managed by Certitude, an independent charity which operates a number of other care homes and supported living schemes.

Ten permanent staff are employed by the home including one manager, one team leader, two night support staff and six support staff plus agency and bank staff. Management are based at the home with support staff staying overnight.

All residents have allocated key workers.

When a new client is due to arrive, the home will try to plan the staffing rota so they see staff they know and arrange for the person to visit or spend a 'test' night at the home to be sure they will be happy.

Residents: We spoke with two of the three people staying at the home at the time of our visit (24 November). Some of the factual information about their stay was incorrect, so we extended the conversation to the two staff on duty. One service user was staying for one month while their family were away and the other was staying until other arrangements were made following the death of a close relative. A further individual was staying at the home but as a non-verbal communicator we were unable to gain their feedback.

We understand the home is often fully occupied over weekends while weekdays tend to be quieter, as at the time of our visit on a Monday evening.

Meal arrangements: Meals are prepared by the staff in the main kitchen downstairs, taking into account cultural and personal preferences, and with their help if they are able. At the time of our visit one resident had bought their own meal so the planned menu was changed to something that suited the others better, illustrating that there is flexibility in the system.

One of the individuals at the home had diabetes so their diet was suitably amended.

Residents can choose where to eat – in the main dining area, the upstairs dining/TV room or their own bedroom.

Activities: As the home provides respite care, hairdressing or healthcare services are accessed outside the home, mostly through the person's local area or normal service provider. The staff would accompany the person if they needed to go to an appointment during their stay.

A weekly meeting takes place for service users to choose which of the organised community activity they would like to take part in. Some residents will attend a day centre on weekdays, and evenings are mainly spent watching TV in the communal living room. The staff will accompany residents to the cinema or to eat out on a Saturday night, or will offer to play cards with those staying in though neither person we spoke to participated in cards. Each bedroom also has its own TV and DVD player.

One person expressed an interest in learning to use the computer at the home, for which we understood it would be possible for a trainer to come in to teach computer skills.

#### Quality of care – information collected by the home

TBC

#### Other views of the quality of care at the home

#### Care Quality Commission (CQC):

The CQC inspected the home on 14 November 2014 and have yet to issue their report:

<http://www.cqc.org.uk/location/1-959495934>



#### Enter and View report March 2015 – Visit to 2 Wardley Street

#### About our visit

Two members of the Healthwatch Wandsworth Enter and View Team visited the home on 24 November 2014.

We spoke with two residents and two support staff.

Acknowledgements: Healthwatch Wandsworth would like to thank the home's management, service users, relatives and staff for their warm welcome and for their contribution to the Enter and View programme

#### Findings from our visits focusing on the quality of individual care and the responsiveness of services to individual residents' needs

### Personal Care and Health:

+ve: The people staying at the home that we spoke to were independent enough to not need personal care assistance and said they had never felt uncomfortable or embarrassed at the home.

-ve: We reviewed two care plan folders within which there were some errors:

- One was out of date, using the person's old address at a home that had closed several months previously
- The other folder contained a final page of the document which clearly related to a different person showing there had been a mix up and that the documents had not been fully read. While the front page of the folder showed what each section should contain, some of the sections were empty

### Food and drink:

+ve: The staff planned meals flexibly in keeping with personal preferences, with the option to change the menu if needs be. Dietary needs were being taken into account for the person with diabetes.

-ve:

### Activities:

+ve: The staff explained they would offer to play cards or take people out for meals at the weekend. Day care activities are available for all people using the service. The relative we spoke to commented that while he was staying at Wardley Street her brother had been out and about more than he might normally.

-ve: One resident reported getting bored at the home. From what we saw we felt it possible that residents spend a lot of time watching TV in the evenings though we appreciate simply relaxing is important.

### Staff attitudes:

+ve: Both people staying at the home said they liked the staff and felt they'd been made welcome and comfortable when they arrived. We found the staff to be busy engaging with the service users and helpful in explaining how their specific needs are accommodated

-ve:

### General:

+ve: There was a notice board in the lobby where photos of residents were displayed and this added a more personal touch.

-ve: The home has a utility rather than homely feel – perhaps in part because it provides respite care rather than permanent care. The kitchen/diner/living room was functional and had a utility feel, as did the hallways and bedrooms on the ground floor for physically disabled residents. Other bedrooms were furnished in a more homely fashion.

One person required the home's support as they'd suffered a recent bereavement and expressed some frustration and unhappiness with their current situation. We understand one to one emotional support is offered by the home's manager.

### Views of relatives

+ve: We spoke with the relative of one person staying at the home who said they'd been happy with the introduction to the home and that staff were helpful. They reported that their relative had been happy at the home and had been out and about more than usual. They were happy for their relative to go back to the home if necessary in future.

-ve:

None

### Our conclusions

The home was functioning well, feedback was very good and we were made welcome by staff and service users.

We were a little concerned that a stay of several weeks in the home could be a depressing and unstimulating experience for some people unless efforts were made to create a more homely environment. We appreciate that the home is designed for respite care which may include in emergency circumstances, however two of the three service users at the time of our visit were staying a matter of weeks. Since the length of stay can be unpredictable and can stretch to a number of weeks, we felt it would be beneficial to make the atmosphere more homely and less utility. For example, the display of photographs of former service users in the lobby gave a sense of community and enjoyment taking place and we felt this could be extended into the main ground floor dining/living area. We felt it might be possible to involve service users in creating a more personalised, homely environment and this improved level of comfort could especially benefit service users like one we met who was experiencing especially difficult personal circumstances.

### Our recommendations

We recommend that:

1. Any efforts to increase the 'homeliness' of the home, and decrease the utility style of

some of the rooms and common areas, would be beneficial especially for people staying for a number of weeks

2. Care plans should be up to date and accurate, only including information about the individual concerned
3. Consideration could be taken to how residents might spend their evenings and whether more alternative activities might be offered within the home

Disclaimer: Please note that this report relates to the findings of the Healthwatch Wandsworth Enter and View team. It may not be a representative portrayal of the experiences of all residents and their relatives.