

Enter and View Report April 2015

### Visit to Totterdown Street Residential Home 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: 21 Totterdown Street, Tooting, London SW17 8TB

Management: The home is owned and operated by Mark A Peake who operates two other care homes in Wandsworth. The three homes share a manager and staff work across more than one home, with all residents being familiar with their carers. One carer is always present and the overnight carer stays in a small bedroom in the house.

Residents: Two 27 year old men live with round the clock care. Both are physically able and have lived in the house for around 7 years.

Description/layout: The home is a terraced house with a conservatory extension to the rear that was added to allow both residents to have their own space. Aside from a shared kitchen and dining area, each resident has their own floor of the house with their own bathroom, living area and bedroom.

Meal arrangements: Meals are prepared separately by the residents, who have both studied cooking at college, with the help of staff. They decide what to buy for their meals each morning and go on an accompanied shopping trip with a carer to the local supermarket or market. They eat their meals either in the shared dining room or in their own living rooms.

Activities: The residents are physically able and go out daily to buy food, go to the gym or visit friends and family. Most outings are accompanied by care staff.

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

Staff have individual meetings with the two residents a minimum of six times a year and note any concerns or comments they may have. Changes made as a result of feedback in the past have resulted in, for example, structural changes to the home, changes to shift times, greater privacy, over and above the norm, for one resident to spend time with his girlfriend as well as certain outings and purchases being organised.

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

Care Quality Commission (CQC):

The CQC inspected the home in May 2013 and deemed all standard to be being met:

<http://www.cqc.org.uk/location/1-121910277>



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About our visit

Two members of the Healthwatch Wandsworth Enter and View Team visited the home on 3 December 2014

We spoke with both residents, one carer and the manager Eamon Doherty.

Acknowledgements: Healthwatch Wandsworth would like to thank the home manager, residents, 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: Both residents are able to attend to their own personal care with minimal support or encouragement. Neither resident said they had felt uncomfortable or embarrassed. One resident said he liked that he had his privacy at the home.

Residents are accompanied on visits to local dentists, GPs and specialists. One resident said he doesn't like having to take medicines but the carer said both residents take their medication without issue and this was recorded in the care plans.

Within the care plan folders, a daily log of activity was made by the carer for future reference.

-ve: We reviewed both residents' care plan folders:

- The folders were confusing and lacked clear structure
- We were told after our visit that we had been shown care plans that were out of date. This could introduce confusion which could be overcome by marking superseded information as such and making it inaccessible (locked in office/cupboard)

Food and drink:

+ve: Attention was being paid to the residents' diets being balanced and healthy: While one resident said he liked to eat McDonald's food he said he wasn't allowed to and we saw him cooking a meal of fish and vegetables, which we were told was typical of his diet. The resident

understood his weight needed consideration when deciding what to eat and as a result of previous concerns he has now enrolled at a gym where he goes once a week. The resident said he didn't eat between meals for the same reason – the care worker said fruit was available.

-ve:

#### Activities:

+ve: Both residents choose to spend a lot of time in the house, playing computer games, watching TV or listening to music and neither resident said they felt bored. The carer assured us that they worked with both residents to improve their motivation to be active or go outside the home. One resident said he likes living there because he can choose what to watch on TV as he cannot always do elsewhere.

Both had attended college courses on a range of subjects. One was awaiting news about jobs he had applied for at Sainsbury's and Battersea Dogs Home and said he would like to work.

They are allowed to take short trips to known destinations on their own – eg to a friend's house or to the internet café.

One resident goes to the gym once a week.

-ve

#### Staff attitudes:

+ve: We saw the residents were content in the carer and manager's presence and there was friendly conversation. The carer explained they have a good relationship and this helps with managing emotional or behavioural issues if they arise.

The residents said they liked the staff and that they have a laugh together and talk a lot. They know all the staff and are introduced to new staff members.

Both residents said they would talk to the staff if they had a concern or need.

-ve:

#### General:

+ve: The home felt warm and homely and there was a general feeling of community, with two visitors at the house at the time of our visit. The carer explained the residents know others from other homes managed by Mark A Peake and would sometimes visit the other homes.

Both residents said they liked the home although one resident would prefer to live with his

mother, (though that is not a possibility), which is perhaps why he said he 'sometimes likes the home'. The other resident said the home was lovely and warm.

In terms of appearance, personal effects were evident in the non-shared rooms of the house.

-ve: The cleanliness and upkeep of décor/paintwork was a little lacking (dirt and dust accumulated on bannisters for example) and should be reviewed.

### Views of relatives

+ve: A relative of one resident was contacted by telephone and feels his relative is happy and doing well at Totterdown Street. He did not have any concerns about the care provided, stating that the staff are good and he knows if there are any issues he can talk to them directly.

-ve:

### Our conclusions

The residents seemed content in their home and arrangements appeared to work well – staffing, activities, meal times.

### Our recommendations

We recommend that:

1. Care plans are reviewed and simplified to ensure better navigation including clearly marking current information versus out of date (superseded) to avoid confusion of care requirements
2. Levels of general cleaning and upkeep should be regularly reviewed

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.