

## **Health watch Wandsworth View Report – London Care Response**

### **Text of letter from Regina Magigi, Care Manager, Ensham House.**

We can confirm that 80% of our tenants are now registered with a new GP practice, who are prepared to support us with a weekly GP access at Ensham House. We have also sourced a Dental Practice and our tenants have started receiving dental care. We have also made arrangement with Home Health Clinic for eye care, the Optician will provide the eye care checks at Ensham House.

We have planned to discuss the use of the Wandsworth Community Transport shop mobility scheme at our next house meeting. However a few of the tenants prefer to use the Dial –a – Ride so we have to respect their choices.

Due to the changing level of needs amongst the tenants it has become apparent that we cannot not limit on the number of hours we can deliver each week. The care hours of the tenants have increased as the health needs have changed so the range of care hours start from 0hrs to 76.25hrs.

We can now confirm that a lot of our tenants have established an online shopping arrangement supported by family members and they get their meals delivered from Sainsbury, Wiltshire Foods and Tesco. Staff continue to do shopping for some who prefer that type of support.

We can now confirm that the relatives and friends group is now set up. The group have now organized a day trip to Eastbourne. A few family members have volunteered to support their relatives on the trip and we will be sending a staff team as well to support the tenants

CQC registration – a separate registration for Ensham House is currently pending. There has always been a facility for tenants to post items, from the reception area. Each tenant lives in an independent flat, and parcels can be delivered to their front door.

If there is a change in needs of an individual tenant, a review will be requested with Wandsworth Council. We have regular contact with most tenants on most days, and can identify change in needs. We also have daily conversations with Care Workers, who report changes in needs. The Care Plan is kept in the service user's home, as it is information about them that they can refer to at any time.

We have now introduced a Key Worker program following a review and request from the Social Worker. We have allocated a couple of staff to tenants in need of that support immediately. We are working on improving that program.

When we put the care plan together, we sit down with the service user (and any friends and family they wish to attend) and the Social Worker. At this stage, we discuss their individual needs, likes and dislikes, to ensure the care service is tailor made to meet their needs and wishes as closely as possible.

We also ask service users about their personal interest and hobbies to determine their preference in terms of activities and new ideas on what to do. Through Viridian Extra Care Scheme Manager's influence we have also established a very close working relationship with the local schools who are ever so willing to bring the children to interact and sing for the tenants. The tenants appreciate these sessions very much.

### **Action Plan**

1. We are currently in the process of reviewing and revamping our care plans to identify change of needs and notify the Social Services by **(May 27<sup>th</sup> 2016)**
2. We are working on improving our key worker program **(ongoing)**
3. We are working on improving the delivery of medication system – we have established a very close working relationship with Lords Pharmacy who are also very close to the new GP practice. We intend to have a system whereby repeat prescription are automatically processed, sent to the pharmacy and delivered on time; also any change of medication to be communicated directly from the GP to the Pharmacist to us.**(ongoing)**
4. We are working to establish a good working relationship with the Home Care Opticians to come and provide eye care in house.**(starting on the 5<sup>th</sup> May onwards)**
5. We are also working very close with the district nurses as they support us to provide good health care to meet the ever changing needs of our tenants **(ongoing)**
6. We are in the process of carrying out quality monitoring surveys to find out from our tenants regarding what we are doing right or wrong. That will help us to improve our service even more. **(every 3 months)**