

Appendix 3

Healthwatch Wandsworth Report to Adult Care and Health Overview and Scrutiny Committee

4 June 2015



Enter and View Report April 2015

Common themes and learning points arising from Enter and View team visits to care homes for people with learning difficulties: Anvil Close, Streatham; Arabella Drive, Roehampton; 12 and 21 Old Hospital Close, Balham; St. Mary's, Roehampton; Totterdown Street, Tooting; and Wardley Street, Earlsfield.

A current strategic priority for the use of our Enter and View powers is to visit care homes that do not provide nursing. We felt that these homes get less scrutiny than other health and social care services. This report sums up our thoughts on good practice and areas for improvement in seven care homes in Wandsworth that cater for people with learning difficulties.

The six visit reports can be found at:

<http://www.healthwatchwandsworth.co.uk/resources/enter-&-view-reports>

Acknowledgements: Healthwatch Wandsworth would like to thank the service providers, service users, visitors and staff for their contribution to the Enter and View programme.

The majority of feedback on all seven homes suggested that staff were kind, caring and respectful of residents, and made considerable efforts to help them enjoy active and interesting lives. Feedback from relatives and friends was also largely positive. The following good practice was found in some homes but not all, and might usefully be considered by those which do not currently follow it, where practicable:

- Active involvement of residents in planning menus, food shopping, and meal preparation
- Meal times that were deliberately planned and managed so as to provide a focus for residents' social interaction
- Assignment of roles and responsibilities within the home to residents with the necessary interest and capability, eg. maintenance of a community noticeboard or art display, or acting as an 'expert by experience' on a quality assurance programme
- Regular consultation with residents and their families, eg. through home meetings and formal surveys
- Combinations of individual and group activities, and on-site and off-site activities, which were tailored to the needs of individual residents, and struck a balance between structure and flexibility

- Close links with health service providers and other services as appropriate eg. hairdressing
- A balance between openness and informality, and respect for residents' privacy and for confidentiality where needed
- Recognition of the need for careful job design and time management, to help staff not only to manage often highly demanding work but also to continue their own professional and personal development
- Using our visit and recommendations as a positive opportunity to engage with residents about the quality of their lives and how to improve on it

A small number of concerns were identified in one or more homes:

- In most homes the residents' files were in need of review. They sometimes contained information which was out of date and were confusing in form and content
- There was evidence that some residents were under-occupied, even bored. This seemed to be an issue primarily with the less physically dependent residents and in the evenings, once any planned off-site activities had ended, with television seen as a default activity
- In some cases the physical design or appearance of the premises was problematic, eg. in making it difficult for all residents to join in communal meals or other shared activities, or in having a 'utilitarian' rather than homely feel
- Some meals lost their physical appeal when the food was pureed, because the individual items were combined into a homogeneous mixture
- It was suggested to us by a relative that services for people with learning disabilities were insufficiently alert to and responsive to people's emotional and behavioural reactions to bereavement and loss, which can arise when fellow residents or staff members leave or pass away. This ties in with some of our observations and seems to us an important issue for reflection by services individually and collectively
- We came across examples of resident disappointment when poor advance planning led to expected regular activities being cancelled
- Other one-off observations included signs of poor housecleaning in communal areas, and a lack of communications aids (eg. smiley faces) for visitors.

Disclaimer: Please note this review relates to the findings of the Wandsworth Enter and View team. It may not be a representative portrayal of the experiences of all service users and staff.