

Appendix 2

Healthwatch Wandsworth Report to Adult Care and Health Overview and Scrutiny Committee 4 June 2015



Enter and View Report October 2014

Common themes and learning points arising from Enter & View team visits to care homes for older people: Lyle House in Barnes, Redclyffe House in Streatham and Wood House in Tooting.

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 the three care homes without nursing in Wandsworth that cater for older people.

The three 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 three homes illustrated a level of care that both residents and their relatives and friends were largely very happy with. Through observation and interviews with residents and relatives, it was clear that many aspects of care were appreciated but were not present in all instances and could therefore be noted by other care homes:

- Variety of meals and flexibility around choices
- Meal times that were relaxed and calm and in two of the three homes with staff having enough capacity to interact with residents and provide help as needed
- Flexibility and choice regarding how to spend their time, in and out of the home
- Regular access to GP, nursing, hospital care, hairdressing and manicure services, and awareness of their assigned key worker
- Delivery of care with respect, good humour and kindness, with the "no uniform" policy being well-received
- Ability to constructively discuss care with management, often through regular meetings, including keeping relatives apprised of forthcoming changes at the home

A small number of common themes arose that other care homes could use as a basis to review their own systems in an effort to optimise the quality of life of their residents:

- Stimulation through planned activities and carer/resident interaction was an area with room for improvement, with some residents being bored by their level of activity. Others were frustrated at being unable to pursue their personal interests in some way, so deeper consideration of these preferences could achieve much in the way of improving day to day well-being. There is potential to design group activities that appeal better to male residents who seemed less engaged and content with those offered.
- Activity co-ordinators' work was very much appreciated so consideration could be made into furthering this type of input to facilitate activity that promotes residents' independence as well as a sense of community.
- The importance of social interaction and communication between care staff and residents in fostering a sense of community was also noted. We observed some differences between the homes we visited in this respect which may have reflected a variety of factors including the gender balance and the personalities of the individual residents. But we felt that it was important for staff to be encouraged to make every effort to acknowledge and engage with residents individually and collectively. We identified the possibility that certain residents could become isolated eg if they prefer not to participate in group activities, so special consideration of their needs is required such as offering individual outings or activities. In some cases meal times were under-utilised opportunities for social interaction.
- There was more than one case of the needs of a resident with sensory impairment not being fully taken into account, for example visual prompts for conversation with a deaf resident not being used by staff, which would be highly likely to impact on their quality of life.
- It would be worthwhile considering how care staff can be enabled to provide this level of personalised care and social interaction without significant impact on their workload, such as making resident biographies available within the home or reassigning certain less sensitive tasks to domestic staff.
- Overall the importance of systematically responding to residents' individual needs with regard to effective communication, interaction, activity and their sense of personal identity should be considered by all homes.

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