



**Enter & View Team:  
Looking back and looking forward  
2015-2016**



# Background

One way we find out if health and social care services are giving good care to the people who use them is to:

- Go and visit them;
- Observe what goes on;
- Talk to residents/patients and their families;

The authority we have to do this is called “Enter and View”

We look for good practice and areas where improvements can be suggested.

We aim to complement the work done by the Care Quality Commission (CQC). We liaise closely with them: they say they have found our reports useful; they have followed up on some of our observations and confirmed our views.



# Visits to care homes and extra care housing 2014-2015

In 2014 and 2015 we visited 3 homes for older people and 7 for adults with learning disabilities and 2 for deaf people with mental health problems. We spoke to 65 residents and 22 relatives.

By Christmas 2015 will have visited all three “extra care” housing schemes for older people in Wandsworth. At Battersea, we spoke to 12 tenants and 4 of their relatives;

Our focus:

- what it is like for residents / tenants living there?
- do they feel well cared for and able to live their lives as they would like to?
- Do extra care and supported living offer advantages over care homes?

We write a report and ask for an action plan from each home / scheme.

We found lots of good practice but also room for improvement.



# Recommendations which make a difference to people's everyday lives

- Broadening concept of “activities” : helping individuals to spend their time doing things they enjoy as well as offering activities;
- Planning staffing levels better so that residents are able to attend activities that they enjoy outside the home;
- Providing better communication aids for people who have hearing and sight problems (did not apply to home for deaf people);
- Turning off the TV when no one is watching;
- Not offering biscuits and snacks late in the morning so that residents are more likely to eat a nutritious main meal at lunch;
- Making pureed food appetising by keeping the different foods separate (rather than one homogeneous puree);
- Employing domestic staff to wash up so that care staff are free to spend time with residents at mealtimes and encourage interaction;
- Keeping care plans up to date and clearly laid out.



everyone  
has the right  
to a good  
life

## Wardley Street

People, families and staff working together to make  
respite support better



HealthWatch came to Wardley to tell us their  
ideas for making things better.

This leaflet tells you what we plan to do next.  
Please read it and tell us what you think.



We will work with you and your family to make  
sure your support plan is correct. We will also  
make sure all our files are up to date.

We will do this by 15th April 2015



We want to make Wardley feel like a better  
place to spend time in.

We will meet you and your family to hear your  
ideas for how to do this. We will meet in April.



We will make these changes to Wardley  
starting from April / May.

We will keep working to make Wardley feel  
more personal and homely.



# In 2016

We are just welcoming 6 new members to our team.

We shall:

- Extend the 2015 extra care programme to visit supported living schemes for people with learning difficulties and people with mental health problems. (CQC can only visit care providers' HQs);
- Work on developing a project to visit GP practices, perhaps starting with Out of Hours Centres;
- Visit Wandsworth Prison and scope how we can best speak to prisoners about how their health and social care needs are met;
- Work with the CCG and Council to develop a project to visit nursing homes where often the most vulnerable people are living;
- Liaise with other local Healthwatch E&V teams to look at opportunities to work together and to learn from one another.



## In 2016 we also plan

To continue our role working with other agencies to influence quality of care wherever it is delivered:

- Involvement by team members in the QI Programme at SGH
- Participation in PLACE
- Meeting with Mental Health Trust Patient Experience Manager
- HWW representation on SGH Patient Experience Committee
- Also Peter West now Chairs the local multi-agency Quality Board which looks at the monitoring of adult social care provision.

