



Enter and View Report:

Manley Court Care Home
New Cross, London SE14 5AX

JULY 2017



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Who we are Healthwatch?

Healthwatch Lewisham is the independent champion for people who use health and social care services in the borough. We exist to ensure that people are at the heart of care. We listen to what people like about services, and what could be improved and we share their views with those with the power to make change happen. We also help people find the information they need about services in their area. We have the power to ensure that people's voices are heard by the government and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to improve local health and social care services.

What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Enter and Views are not intended to identify specific safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.



Acknowledgements

Healthwatch Lewisham would like to thank Manley Court, including their residents, and staff, for their valuable contribution and for participating in this survey.

Disclaimer

Please note that this report relates to findings observed on the specific date set out below. Our report is not a representative portrayal of the experiences of all patients, only an account of what was observed and contributed at the time.

Details of the visit:

Name and address of premises visited	Manley Court, John Williams Close, off Cold Blow Lane, London SE14 5XA
Name of Service provider	BUPA Care Homes
Nature of service	Residential Care
Registered Manager	Luke Baldock
Date and time of visit	21 st March 2017 2-4pm
Authorised Representatives	Peter Todd & Simon Clark

Methodology

This was an announced Enter and View visit.

A member of the Healthwatch team spoke with Luke Baldock the Home Manager prior to the visit to discuss the purpose of the visit and the engagement involved. It was agreed that meeting the residents after lunch would be the most productive time and Luke offered his full support for the visit.

A poster, setting out the details of the visit was sent to the home together with a friends and family questionnaire. The Home Manager confirmed that the poster would be displayed and that they would encourage staff and family members to complete the questionnaires.



The Visit

On the day of the visit.

Upon arrival, Peter Todd met with Luke Baldock the home Manager who explained the different types of care support offered and also gave a tour of the building. Luke also gave details of improvements that are planned and those that have happened since the last CQC inspection. The refurbishments that have taken place were shown to Healthwatch.

Peter confirmed that Healthwatch would only be speaking to residents in the communal areas of the building.

During the visit we spoke with fifteen residents in total and obtained eleven completed resident questionnaire forms. In addition nine staff questionnaires were received providing valuable feedback. Healthwatch did not receive any completed family or friends questionnaires during this review of Manley Court.

The Premises

The overall impression of Manley Court was that the home is welcoming, bright clean, tidy and is odour free. In addition there is a security system (coded security door) at the main entrance for the residents' safety. The furnishings were in general of a good standard and the noticeboards held both valuable and useful information. The temperature in the building was good. There are long corridors in the building and some areas were a bit dark, however, these are due to be redecorated and brightened up.

The lounge area was looking a bit cluttered and some of the furniture required updating. Healthwatch were told that this was part of the refurbishment planning. The dining area was clean, bright and welcoming (the tables had just been cleaned following afternoon lunch).

The reception area was manned by a member of staff who was there to meet and greet visitors.



The Garden

The garden area was well maintained and did not contain any obvious hazards. Residents told us that the outdoor space is used a lot in



the summer months and a couple of residents said that they enjoy spending time in the garden as they were keen gardeners. Healthwatch were told that regular summer events take place in garden and there was adequate seating and shade available.

Activities

We were told by residents that there are a wide range of activities available including, singing, music, bingo, quiz's, arts and crafts. During the visit the residents were able to attend one of two functions. A group of residents were celebrating a special birthday, having afternoon tea and cakes, while in the activity room there was music and a craft activity taking place. The activity coordinator told us that activities were organised for the morning and afternoon. There were five residents taking part in an arts and crafts activity when Healthwatch arrived but this grew to fifteen during the visit.

There was good banter and conversation between the residents and interaction with the staff was very positive. The staff were providing support and giving encouragement to the residents, praising them during the activity.

Refreshments were offered to the residents during the activity and there was some background music playing.

During the activity residents were asked if they were willing to participate in our survey before it was conducted, all participants were reassured of anonymity. The questionnaire generally related personal choice and to what extent residents feel



in control over every day matters that are important to them (Details of the questions asked are listed in the appendix A at the back of his report).

Comments from residents on the activity programme.

“I enjoy the activities here even though I am not very good at crafts... the socialising aspect is important to me”. Mrs D.

“I get praise for what I do which is good.... Sometimes I get a bit down but the activities help to build up my confidence”. Mr F.

“We have a lot of activities but I would like something more stimulating”.

“Although we will have a quiz on occasions I would like to have a larger variety of things to make me think”. Susan mentioned that more topical discussions on recent news items would be good. Ms Y.

“I would like to have the opportunity to go out more but need this to be organised for me”. Mrs H.

Food

Residents told us that the food was good and that there was enough choice and variety on the menu. It should be noted that a couple of residents mentioned that there food was cold on occasions. Healthwatch were told by staff that special dietary requirements were catered for by the kitchen staff.

Staff

Staff were observed being attentive towards residents during our visit, with regular engagement taking place and confirmation as to the welfare of the residents. Residents also told us how approachable the staff were and helpful when they required assistance.

Resident comments:-

“The staff are really supportive and helpful. Last week I lost my watch and they helped me find it”. Mrs I.



“Sometimes I can’t get to the activity room and need some additional support. The staff remind me of what is happening and give me extra help if I need it”. Mr J.

*“The staff are always telling me to take my medication and I don’t like it”.
“They keep an eye on me to see that I do take my tablets”. Mr R.*

“I feel that the staff are too busy on occasions and don’t have enough time to spend with the residents”. Mrs L.

Manley Court has an active staff training programme in place and staff told us that they are motivated to learn. Four staff specifically mentioned the new management team as being a positive influence on moral. Comments from staff included:-

“The training programme is excellent and we receive regular refresher courses”

“There is a wide range of training available in addition to the statutory training”.

Other resident comments

In addition to the comments raised previously, residents also told us the following:-

- Two residents told us that they didn’t want to be in the care home and said that they missed their old friends and neighbours. They both said that they get few visitors so being with other residents was important to them.
- Four residents did not feel that they had the opportunity to influence change and were unaware of how they could suggest changers.
- Two residents told us that they had nice rooms and liked their private space within the home.



Summary of Survey

1. The quality of care at Manley Court

The majority of residents (9/11) stated that they like living at Manley Court. However, two residents said that they would rather be living in their own home but they understood that this was not an option for them, as they needed additional care support. Both of these residents said that they relied on activity programme. All of the residents who responded to our questionnaire said that they were well looked after at Manley Court.

2. Resident needs, are they met?

Residents were happy that their needs were being met and made many positive comments to the Healthwatch team during this visit. The only negative comment from residents concerned the ability to influence change and this needs to be addressed.

3. Are the staff resident focused?

Our observations of staff were very positive and they were attentive to the residents. One resident was finding an activity difficult and a member of staff gave assistance and support which was followed by praise being given to the resident. A resident was walking along the corridor and a member of staff checked on their welfare, the lady seemed confused but a member of staff helped her to get to the activity room.

Staff said that they were happy in their work and felt supported.



Recommendations

1. It is recommended that the management team remind residents of how they can influence change and the procedure for them to follow.
2. The activities programme is good but consideration should be given to expanding the range of activities and if possible increase the opportunities for resident outings.
3. The lounge area needs to be free of items on the floor that could be potential trip hazards.



Feedback from Manley Court



Community House
South Street
Bromley
BR1 1RH

Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012.

Within this legislation [Arrangements to be made by relevant bodies in respect of local Healthwatch Organisations Directions 2013] Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider.

Report & Recommendation Response Form

Report sent to	Luke Baldock
Date sent	25 th August 2017
Details of report	This report covers Enter & View visits made by Healthwatch Lewisham to Manley Court Care Home. It incorporates resident, staff and management feedback on the service provided to residents by this care facility.
Date of response provided	13 th October 2017
Response (If there is a nil response please provide an explanation for this within the statutory 20 days)	I am happy with this report.
Response from	
Name	Luke Buldock
Position	General Manager

<i>For office use only</i>	
<i>Date response received</i>	
Within 20 days	



Resident Questionnaire Form

Appendix A

Enter and View Visit to Manley Court, March 2017

1. Do you think that living here is an enjoyable experience?
2. Do you feel Manley Court is a comfortable and secure living environment?
3. Does Manley Court have a welcoming environment?
4. Do you socialise with other residents here?
5. Are there regular opportunities to go out?
6. Do you have a regular visitor?
7. Do you have the opportunity to influence changes to your daily living or activities.
8. What are the staff like?
9. Do you have support with your personal care? Is it sufficient?
10. How do you make appointments for your health and care? Do you receive home visits?

What do you think of the service?

☐ GP ☐ Nurse ☐ Pharmacy ☐ OT ☐ Dentist ☐ Hairdresser

Observations

Physical wellbeing

Note the appearance of the resident in terms of clothing, hair, fingernails etc.

Good / Acceptable / Poor



Staff Questionnaire Form

Appendix B

Enter and View Visit to Care Home Facility, Manley Court

Thank you for taking the time to complete this survey, which will feed into our report giving a review of care facilities in Bromley. All responses will be anonymised.

1. Please describe your role at Manley Court.
2. How long have you been working at Manley Court? Are you permanent, agency or bank staff?
3. Do you like your work? Please say why.
4. What training have you had while working at Manley Court?
5. Do you feel you supported in your work?
6. How well do you know the residents?
7. What do you think of the social activities provided for residents?
8. What are your thoughts on how the service is run?
9. What else could be done to make things better for the residents?
10. Do you get on well with your colleagues?
11. Do you have any further comments or observations?
12. Would you recommend Manley Court to your own friends and family? Please say why.



This report was produced by:

Healthwatch Lewisham

Community House

South Street

Bromley, BR1 1RH

Telephone: 020 8315 1916

July 2017



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Getting your feedback

At Healthwatch we are constantly encouraging feedback on health and social care services provided in Lewisham. So if you have a story or experience that you would like to share with us, you can make contact in five different ways. Please see the list below to find out how you can give us feedback.

Thank you.

<p>Tell us your experiences of your care at Manley Court</p>	<p>healthwatch Lewisham</p>										
<table><tr><td data-bbox="209 1173 320 1272"></td><td data-bbox="464 1196 671 1272"><p>By telephone 020 8315 1916</p></td></tr><tr><td data-bbox="209 1285 320 1384"></td><td data-bbox="464 1285 991 1429"><p>By post Healthwatch Lewisham, Community House, South Street, Bromley, Kent, BR1 1RH</p></td></tr><tr><td data-bbox="209 1442 320 1541"></td><td data-bbox="464 1442 959 1525"><p>Through the internet www.healthwatchlewisham.co.uk</p></td></tr><tr><td data-bbox="209 1576 320 1675"></td><td data-bbox="464 1576 959 1697"><p>By email Email: info@healthwatchlewisham.co.uk</p></td></tr><tr><td data-bbox="209 1711 320 1809"></td><td data-bbox="464 1733 655 1765"><p>Face to Face</p></td></tr></table>			<p>By telephone 020 8315 1916</p>		<p>By post Healthwatch Lewisham, Community House, South Street, Bromley, Kent, BR1 1RH</p>		<p>Through the internet www.healthwatchlewisham.co.uk</p>		<p>By email Email: info@healthwatchlewisham.co.uk</p>		<p>Face to Face</p>
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