

CARE HOME REPORT

Waterfield Supported Homes



March 2018

INDEX

| | |
|-------------------------------------|----|
| 1. Introduction | 2 |
| 2. What is Enter and View? | 2 |
| 3. Strategic Drivers | 3 |
| 4. Methodology | 3 |
| 5. Disclaimer..... | 4 |
| 6. Pre-visit Information | 4 |
| 7. The Visit..... | 4 |
| On the day of the visit. | 4 |
| The Premises | 5 |
| The Garden | 6 |
| Activities | 6 |
| The Food | 7 |
| Staff..... | 8 |
| 9. Summary of Recommendations | 8 |
| 10. Acknowledgements..... | 8 |
| 11. Feedback from Waterfield | 9 |
| Appendix A | 10 |
| Appendix B..... | 11 |
| Appendix C..... | 12 |
| 12. Getting your feedback..... | 13 |

Enter and View Report:

Waterfield Supported Homes

55 Broadfield Road, Catford SE6 1NJ

1. Introduction

What is Healthwatch Lewisham?

We are the independent champion for people who use health and social care services. 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 help make care better for people.

In summary - Healthwatch Lewisham is here to:

- Help people find out about local care
- Listen to what people think of services
- Help improve the quality of services by making sure that the views of the public are taken into account by those running services and the government.

2. 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 or is told about a potential safeguarding issue this will be reported to the Healthwatch lead representative who will inform the service manager and follow the appropriate safeguarding procedure.

3. Strategic Drivers

Healthwatch Lewisham gathers information and views of service users and those who are affected by a service such as family members. In order to have quality/high level services for residents we will seek to establish best practices and areas for improvements to enhance service provision. These are formally reported back to the service provider. The needs of customers receiving a service is an important part of the Healthwatch Lewisham engagement programme.

On the 26th February 2018 Healthwatch Lewisham visited Waterfield to speak with residents, family members and staff about their experience of the residential care home.

4. Methodology

This was an announced Enter and View visit.

A member of the Healthwatch team contacted Waterfield prior to the review taking place to discuss the purpose of the visit with the Home Manager, Christiana Ezeilo. She was happy for us to visit and said that she would let the staff, residents and visitors know that we were coming.

A poster, setting out the details of the visit was displayed within the home prior to our visit.



5. Disclaimer

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 residents, only an account of what was observed and contributed at the time.

Details of the visit:

| | |
|----------------------------------|---|
| Name/address of premises visited | Waterfield, 55 Broadfield Road, Catford SE6 1NJ |
| Name of Service provider | Waterfield Supported Homes Ltd |
| Nature of service | Residential Care Home with Nursing |
| Registered Manager | Christiana Ezeilo |
| Date and time of visit | 26 th February 2018 |
| Authorised Representatives | Carolyn Denne and Peter Todd |

6. Pre-visit Information

Waterfield Supported Homes have three premises in the local area and the Healthwatch visit centred on care and support provided at 55 Broadfield Road. Waterfield offers a comfortable home for people who require care and support on either a permanent or temporary basis. The home provides accommodation to five residents who all have their own personal bedrooms.

The facilities at Waterfield include:

- Personal care support
- Support services include booking GP appointments, requesting prescriptions and arranging dental appointments for residents.
- Activities, including external visits

7. The Visit

On the day of the visit.

Upon arrival, the Authorised Representatives (ARs) were met by a member of staff who checked our identification and the purpose of the visit. We arrived early, so the member of staff called the Duty Manager. Christina (The Manager) was supporting a client at one of the other homes and we therefore met with the deputy manager. The Authorised Representatives were shown the ground floor communal areas including lounge, kitchen, extension and dining area.

During our visit we spoke with two out of the five residents who are living at the home and engaged with three members of staff who completed our staff questionnaire. We were told that two of the three residents who did not engage have memory issues and did not want to take part: the other resident was out.

The Premises

The overall impression of Waterfield was that the outside of the care home was well maintained and in keeping with the local houses. The front door was locked and secure. The entrance passageway was clean but plainly decorated and a little dull. Although the passageway was narrow there were no obstructions that would make it difficult to enter or leave the building. The greeting on arrival was very good and the staff made us welcome.

The décor was of an acceptable standard, the home was clean and the temperature was appropriate for the residents. There are spaces within the building that are dark and this was particularly noticeable in the main lounge, however the extension area was very bright so residents do have a choice.


The cloakroom on the ground floor is dated and contains a loose tap and a poorly positioned light switch. We also found that there was a poor lock fitting on the door. Improvements to support the privacy and dignity of people using this space would be welcomed.

The information board was situated in the lounge, tucked away in a corner, which did not provide easy access for family member/visitor or residents. The activities programme did not look as if it had been updated for a while.

The 'black leather' chairs in the lounge and extension area appeared tired and dated but, more importantly, were soft and low to the ground. Residents with poor mobility or movement may find it difficult to use the chairs without assistance.



Healthwatch received the following comment on the premises:-

 A resident commented - “I feel safe here and have everything that I need, when I am in the home I spend most of my time in the lounge”.

Recommendations

1. The lounge chairs may not be appropriate for the residents. The home should consider replacing them with more appropriate furniture.
2. The cloakroom on the ground floor needs some attention in particular the light switch which is not easy to locate, the poor lock on the door and the loose tap in the basin.

The Garden

The garden area was small and it was raining at the time of our visit so the ARs did not venture into the garden. Access to the garden was through the dining/extension area and appeared fully accessible (see picture below). There was a summer house in the garden which residents could use in the summer for shade or to keep out of the wind if it was breezy.



Activities

One activities programme was displayed and this was resident specific, while this document was very detailed, it was not dated, so the Authorised Representatives were unable to determine when it was produced.

The deputy manager told us that a monthly meeting is scheduled with residents where they get the chance to influence things (including activities) that happen in the home. We were also told that individual plans are discussed on a 1:1 support basis.


Residents told us that there are lots of opportunities to go out.

Neither of the residents that the Authorised Representatives spoke to said that they socialise with other residents. The social interaction is with the staff and their visitors or when they go out.

Residents told us that:-

 “I play draughts, dominos and other games with the staff which I enjoy”.

 “I exercise on my own in my room in the morning and I like the company in the home”.

 “I enjoy going out and regularly visit the Sydenham Garden and Deptford Mission projects”.

A members of staff told us:-

 “That the activities provided for residents are tailored to their needs or as agreed by them”.

It was not possible during this visit to test out the how residents spent their time during the day, compared to their jointly agreed person-centred plans.

Recommendations

- 3. We recommend that the Waterfield Supported Homes staff actively encourage all residents to participate in day to day activities to support their independence and be part of the care home community.**

The Food

Residents were happy with the choice of food available and we received no complaints about the food. During the visit one person received a take away order from a member of staff. The ARs understand that this resident needs to maintain exercise levels. In supporting her choice to have a take-away, staff might also consider advising her on healthy lifestyle and encourage her to collect her meal personally.


Residents who are able have the option to make their own hot/cold drinks.

Staff

The staff told us that they felt supported by the management team and that they had all received appropriate training. A member of staff told us that **“The service is run smoothly and client feedback is considered every month, after the client’s in house meeting”**. A second staff member said **“I feel that the home is well managed”**.

In addition they felt that there was a good training programme in place and they all said that they would recommend the home to friends and family.

Residents told us

 **“I get plenty of support for my disabilities and it is important to me that my bedroom is on the ground floor”**.

There is a suggestion box in the lounge for residents and family members to make comments. All of the residents had a good appearance in terms of their clothing, hair and fingernails.

9. Summary of Recommendations

1. The lounge chairs may not be appropriate for the residents. The home should consider replacing them with more appropriate furniture.
2. The cloakroom on the ground floor needs some attention in particular the light switch which is not easy to locate, the poor lock on the door and the loose tap in the basin.
4. We recommend that the Waterfield Supported Homes staff actively encourage all residents to participate in day to day activities to support their independence and be part of the care home community.

10. Acknowledgements

Healthwatch Lewisham would like to thank Waterfield, including their residents and staff, for their valuable contribution and for participating in this survey. In addition the support of the Healthwatch Authorised Representative who conducted the review.

11. Feedback from Waterfield Supported Homes



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 | Christiana Ezeilo |
| Date sent | 5 th March 2018 |
| Details of report | This report covers Enter & View visits made by Healthwatch Lewisham to Waterfield. It incorporates resident, staff and management feedback on the service provided to residents by this care facility. |
| Date of response provided | 06/03/2018 |
| Response (If there is a nil response please provide an explanation for this within the statutory 20 days) | <p>Waterfield Supported Homes wishes to acknowledge with thanks your comments as constructive criticisms. In this regard, we have attended immediately to the minor repair work identified in the report. Bearing in mind that our environment is a mental health facility, the chances of structural / physical damages to property are high, we are committed to ensuring the safety of our clients.</p> <p>We are constantly improving our services and offer a variety of options to our residents. There is a mixture of chairs for our residents and they choose either low or high seats with recliners in the extended lounge.</p> |
| Response from | |
| Name | CHRISTIANA EZEILO |
| Position | Home Manager |

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

**Enter and View Visit to Waterfield,
26th February 2018**

Resident Questionnaire

1. Do you think that living here is an enjoyable experience?
2. Do you feel Waterfield is a comfortable and secure living environment?
3. Does Waterfield 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

Enter and View Visit to Care Home Facility, Waterfield Healthwatch visit 26th February 2018

Staff Questionnaire

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

1. Please describe your role at Waterfield.
2. How long have you been working at Waterfield? 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 Waterfield?
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 Waterfield to your own friends and family? Please say why.

Enter and View Visit to Waterfield Healthwatch visit - 26th February 2018

Family Questionnaire

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

About Waterfield

1. How do you feel generally about *Waterfield* services and the care your relatives receive?
2. Does your relative have friends at *Waterfield*? Yes / No / Unsure
Please comment:
3. Do you think your relative is safe at *Waterfield*? Yes / No / Unsure
Please give your reasons below:
4. Do you feel that you are kept informed regarding concerns about your relative e.g. falls, ill-health and future care plans? Yes / No / Sometimes
Please comment:
5. Do you know what the arrangements are for your relative in an emergency?
Yes / No / Unsure Please comment:
6. Does your relative take part in any social activities at *Waterfield* or elsewhere?
Yes / No / Unsure Please comment:
7. Does your relative have a say in how *Waterfield* is run?
Yes / No / Unsure Please comment:
8. Are **you** encouraged by the staff team to get involved in activities at *Waterfield*?
Yes / No / Sometimes Please comment:
9. How often do you visit your relative at *Waterfield*?

Other services

10. Are you satisfied with the level of support your relative receives from other local health and care services e.g. GPs, dentists and pharmacies? Yes / No / Unsure
Please comment:

Your relative's health

11. Does your relative have dementia? Yes / No / Unsure
12. Does your relative have any other long-term conditions? Yes / No / Unsure
If yes, please list them here:
13. Since moving to *Waterfield*, has your relative been admitted to hospital?
Yes / No / Unsure



If yes, please can we telephone you to ask more about your relative's experience of coming home from hospital? Your phone number:

14. Any other comments:

12. 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 Waterfield Supported Homes</p> |  |
|      | <p>By telephone 020 8690 5012</p> <p>By post Healthwatch Lewisham, Old Town Hall, Catford Road, London, SE6 4RU</p> <p>Through the internet www.healthwatchlewisham.co.uk</p> <p>By email info@healthwatchlewisham.co.uk</p> <p>Face to Face</p> |

This report was produced by:

Healthwatch Lewisham

Old Town Hall

Catford Road

London, SE6 4RU

Telephone: 020 8690 5012

March 2018



Healthwatch Lewisham is delivered by Community Waves Ltd. Community Waves is a Registered Charity (1159132) and a Company Limited by Guarantee (9044348). Registered Address Community Waves, Community House, South Street, Bromley, BR1 1RH. Community Waves is a voluntary and community organisation that builds bridges between local people and decision makers by using effective engagement and involvement to impact on community wellbeing and development.