

CARE HOME REPORT

Welcome Care Home





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Enter and View Report:

**Welcome Care Home
28 Fordel Road London,
SE6 1XP**

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 letting those running services and the government know what people want from care.

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 anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

3. Strategic Drivers

Healthwatch Lewisham gathers information and views of service users, those who are effected 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.

In March 2017 Healthwatch Lewisham visited Welcome Care Home to speak with residents, family members and staff about their experience of the residential care home. During our visit we spoke with ten of the fourteen residents (71.4%), received three completed family questionnaires and two staff questionnaires. The majority of residents who engaged with Healthwatch 70% had some memory issues. Residents told us that were content and they were observed by the AR's during the afternoon activity in the lounge at the rear of the home.



4. Methodology

This was an announced Enter and View visit.

A member of the Healthwatch team contacted Welcome Care Home prior to the review taking place to discuss the purpose of the visit. Cathy Mandaza the General Manager was happy for us to visit and a member of their team gave our representatives a tour of the home before the Enter & View visit took place.

A poster, setting out the details of the visit was sent to the home together with a friends and family questionnaire. Cathy Mandaza confirmed that the poster would be displayed and a copy of the poster that was displayed in the activities lounge is show to the right.



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 and address of premises visited	Welcome Care Home, 26-28 Fordel Road, London SE6 1XP
Name of Service provider	Welcome Care Homes Limited
Nature of service	Residential Care
Registered Manager	Miss Constance Catherine Mandaza
Date and time of visit	27 th March 2017 2-4pm
Authorised Representatives	Peter Todd, Barbara Wall



6. Providers Comments Pre-visit

At Welcome we have fourteen residents and 23 staff. We provide our residents with a hairdressing service, entertainment and activities every day. The home is situated close to local shops and has good transport links. The home is wheelchair friendly and has a garden for the use of residents.

We are happy to publicise the visit using your poster and will let families know that you are coming.

7. The Visit

On the day of the visit.

Upon arrival, the Authorised Representatives were met by a member of the Welcome Care Home. The AR's were told that a number of residents have dementia and the home specialise in supporting residents who have this condition. We were given a tour of the building and shown all floors. The residents were sitting in the rear lounge with music being played, some discussion was taking place between the residents.

During the visit we spoke with ten residents and took notes on their responses through our resident questionnaire forms. In addition four staff questionnaires were received providing valuable feedback. We also received three completed family or friends questionnaires.

The Premises

The building is not purpose built. The AR's observed that the building had good signage (including fire exits) and corridors although narrow were clear and unobstructed. In the event of an incident residents are supported by the staff who would help them to safety. There is wheelchair access to the premises. There is a fire alarm but we did not observe a separate flashing light to notify the hard of hearing.

The overall impression of Welcome Care Home was that the home décor was tired and in some parts of the home there was a smell of urine.



The Garden

The garden area was small but adequate. There is garden seating available and natural shade in the garden area. Staff told us that they hold special events in the garden during the summer months, families and friends are invited to join the residents.

Activities

During the visit the AR's observed a music session taking place in the backroom lounge. It is appreciated that a majority of the residents have dementia and could not choose the music for themselves but the songs played were all very modern. Three residents commented that they like to sing and five said that they enjoyed the bingo. A few residents were knitting and chatting amongst themselves.

Over half of the residents sat at observed what was happening but took no actual part in the music or discussions. When the AR's engaged with the residents there were no adverse comments received or preferences given as to what they would like to be added to the activities programme. Only a couple of residents said that they would like more opportunities to go out.

8. Resident Feedback

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 Appendix A at the back of his report).

Comments from residents on their experience of Welcome Care Home.

The (AR's) were told by the residents who engaged with us that they were happy living at Welcome Care Home. Some quotes taken included:-

“I would rather be in my own home but my care needs prevent me from being able to live independently”. “My care support here is good”. Mrs Q.



“The home is convenient for my family to visit and they always get a cup of tea when they are here”. Mrs O.

“My room is small but cosy”. “I have been able to bring my sentimental possessions with me and I keep them safe in my room”. Mrs J.

Comments from residents on their social engagement with other people.

During our visit all of the residents (fourteen) were in the lounge area together, but they were not socialising as a group. There were small groups of residents who were periodically engaging with each other. Residents said:-

“My family often come during the afternoon and they engage with other residents as well as me”. “I have a couple of close friends here who I usually speak with”. Mrs K

“I speak to other residents but they seem to ignore me which makes me sad, I have told the staff about this”. Mrs F was unable to tell the AR what action had been taken”. Mrs F

“I don’t like the other residents and keep myself to myself”. “Nobody here has the same interests as me, I like to talk about the military”. Mr S

Comments from residents on the staff and personal care received.

Residents were happy with the care that they were receiving from the staff but two residents mentioned that there were a couple of members of staff who did not have a caring nature or time to help them. Residents commented:-

“I think that there are a few staff who do not like their job as they are abrupt and rude”. They don’t smile or give the impression that they want to help me”. Mrs C

“Staff don’t always respond quickly when I need help”. “I raised this with my carer and daughter who took this up with the manager of the home”. Mrs W

“My regular carer is very good and tells me about her work and training courses that she has done, a very pleasant girl”. Mrs N



“I get confused and the staff help me”. Mrs D

Comments from residents on the activities programme.

Residents did not comment either negatively or positively about the activities provided. However, two residents did say that they would like the opportunity to go out more.

Other resident comments

- Two residents said that there had been some mix-ups when clothing was laundered, clothing going missing, people wearing others clothes, shoes put in the washing machine. Staff said that they were aware of the problem which has now been resolved following an investigation.

9. Friends/Family Feedback

Three questionnaire were received from families and friends giving their experience of Welcome Care Home. The questionnaires confirmed that family members/friends were happy with the level of care that was given by the Welcome Care Home staff and that they felt it was a safe environment for their relative/friend to live. All were aware of the procedure to influence change but they did this on behalf of the resident.

10. Staff Comments

During our visit the staff were observed interacting with residents with residents at the afternoon music event. Staff responded well to resident requests but they were not observed being proactive.

Comments made by staff on their questionnaires included:-

“As a team we work well together and support each other particularly during busy periods of the day”.

“I receive training regularly and I am aware of the importance of Patient Centred Care, which I use during my work”.

“I get regular updates from my manager which are very helpful”.



“I like to be with people, so my job as a carer is ideal for me”. “I don’t enjoy doing the paperwork but I get help with this”.

11. Summary of Survey

1. The quality of care at Welcome Care Home

The residents and family members stated that they were happy with the care levels provided by the staff at Welcome Care Home. The décor is in need of updating in places and there are some unpleasant odours in the main passageway and lounge areas.

2. Resident needs, are they met?

Residents were content that their needs were being met. Some residents mentioned that staff did not always attend to their needs promptly enough.

3. Activities programme

During the visit the (AR’s) did not observe a structured activity taking place. There was no planned programme seen by the AR’s during the visit but these do take place as residents made reference to activities in their feedback.

4. Outings

Some residents would like the opportunity to go out and would appreciate monthly outings.

12. Recommendations

1. The home is in need of redecoration in the passageways and both lounge areas.
2. The home does have some unpleasant odours in the main passageway and lounge areas which need to be addressed.



3. As part of the staff training programme it would be beneficial if staff were reminded about customer service values/standards and relationships with residents.
4. The activities programme needs to be promoted and more visible, taking into account the comments made by residents within this report
5. There are some residents who would like the opportunity to go out on planned trips.

13. Acknowledgements

Healthwatch Lewisham would like to thank Welcome Care Home, including their residents and staff, for their valuable contribution and for participating in this survey. In addition the support of the Healthwatch (AR's) who conducted the review.



14. Feedback from Welcome Care Home



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	Constance Mandaza
Date sent	22 nd 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	See below
Response (If there is a nil response please provide an explanation for this within the statutory 20 days)	No response was received from Welcome Care Home
Response from	
Name	Constance Mandaza
Position	Manager

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



Appendix A Enter and View Visit to Welcome Care Home, March 2017

Resident Questionnaire

1. Do you think that living here is an enjoyable experience?
2. Do you feel Welcome Care Home is a comfortable and secure living environment?
3. Does Welcome Care Home 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 teams of clothing, hair, fingernails etc.

Good / Acceptable / Poor



Appendix B

Enter and View Visit to Care Home Facility, Welcome Care Home Healthwatch visit March 2017

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 Bromley. All responses will be anonymised.

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



Appendix C

Enter and View Visit to Welcome Care Home Healthwatch visit March 2017

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 Bromley. All responses will be anonymised.

About Welcome Care Home

1. How do you feel generally about *Welcome Care Home* services and the care your relatives receive?
2. Does your relative have friends at *Welcome Care Home*? Yes / No / Unsure
3. Do you think your relative is safe at *Welcome Care Home*? Yes / No / Unsure
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
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 *Welcome Care Home* or elsewhere?
Yes / No / Unsure Please comment:
7. Does your relative have a say in how *Welcome Care Home* is run?
Yes / No / Unsure Please comment:
8. Are you encouraged by the staff team to get involved in activities at *Welcome Care Home*?
Yes / No / Sometimes Please comment:
9. How often do you visit your relative at *Welcome Care Home*?

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 *Welcome Care Home*, has your relative been admitted to hospital?
Yes / No / Unsure
14. Any other comments:



This report was produced by:

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December 2017



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