



Enter and View at
Neave Crescent Care Home and
Respite Care
Neave Crescent
Harold Hill RM3 8HN
Thursday 3rd July 2014

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Healthwatch Havering is the operating name of
Havering Healthwatch Limited
A company limited by guarantee
Registered in England and Wales
No. 08416383



What is Healthwatch Havering?

Healthwatch Havering is your new consumer local champion for both health and social care. Our aim is to give local citizens and communities a stronger voice to influence and challenge how health and social care services are provided for all individuals locally.

We are an independent organisation, established by the Health and Social Care Act 2012, and are able to employ our own staff and involve lay people/volunteers so that we can become the influential and effective voice of the public.

Healthwatch Havering is a Company Limited by Guarantee, managed by three part-time directors, including the Chairman and the Company Secretary. There is also a full-time Manager, who co-ordinates all Healthwatch Havering activity.

Why is this important to you and your family and friends?

Following the public enquiry into the failings at Mid-Staffordshire Hospital, the Francis report reinforces the importance of the voices of patients and their relatives within the health and social care system.

Healthwatch England is the national organisation, enabling you on behalf of yourself, your family and your friends to ensure views and concerns about the local health and social services are understood.

Your contribution will be vital in helping to build a picture of where services are doing well and where they need to be improved. This will help and support the Clinical Commissioning Groups and the Local Authority to make sure their services really are designed to meet citizen's needs.

*“You make a living by what you get,
But you make a life by what you give”*

Winston Churchill

What is an Enter and View?

Under Section 221 of the Local Government and Public Involvement in Health Act 2007, Healthwatch Havering has statutory powers to carry out Enter and View visits to publicly funded health and social care services in the borough, such as hospitals, GP practices, care homes and dental surgeries, to observe how a service is being run and make any necessary recommendations for improvement.

These visits can be prompted not only by Healthwatch Havering becoming aware of specific issues about the service or after investigation, but also because a service has a good reputation and we would like to know what it is that makes it special.

Enter & View visits are undertaken by representatives of Healthwatch Havering who have been duly authorised by the Board to carry out visits. Prior to authorisation, representatives receive training in Enter and View, Safeguarding Adults, the Mental Capacity Act and Deprivation of Liberties. They also undergo Disclosure Barring Service checks.

Background and purpose of the visit:

Healthwatch Havering (HH) is aiming to visit all health and social care facilities in the borough. This is a way of ensuring that all services delivered are acceptable and the safety of the resident is not compromised in any way.

About the home:

Neave Crescent is run by Outlook Care, it is a care home for up to ten adults with learning disabilities. There are six beds in a residential unit and four beds in a separate respite unit. It can accommodate up to ten adults with learning disabilities. All rooms are on the ground floor. The home is easily accessible via public transport and there are shops nearby.

The Healthwatch team was accompanied by the Service Manager from

Havering's Community Learning Disability Service as this type of enter and view to an LD home is new to the representatives, and in order to fully employ this tool Healthwatch Havering would benefit from her expertise.

Preparation and carrying out the visit:

Prior to the visit, the team had read and understood the recent CQC reports on the home, The team met and spoke about the aims of the visit and before arriving at the home wrote to the Manager informing them of a given time span of the proposed visit and enclosed a copy of the Healthwatch Havering Enter and View Governance.

The visit:

The HH representatives arrived at 7.30pm, they were not able to gain immediate access due to the staff on duty attending to one of the residents who had sustained a mild injury. This led to the GP being telephoned by a member of staff.

Our Observations

- The entrance hall was pleasantly decorated
- There were no offensive aromas
- The building has wheelchair access
- There is a signing in process
- There were 6 residents in the main unit
- There were 3 in the respite unit
- 4 carers were on duty at the time of the visit
- The communal lounge was bright and airy
- Dinner had been served
- The corridors were brightly decorated and enhanced with England flags displayed to celebrate the World Cup

- The doors of each residents room displayed their photo
- Residents in the main unit have personal effects in their rooms including furniture
- Activities were displayed on a chart on the wall displaying which resident was doing which particular activity each day
- The kitchen was very clean
- Fresh fruit was available
- The food cupboards were well stocked
- There were colour coded boards for preparing food.
- Each resident had extensive picture menus, there is a choice for each day and the shopping is done twice a week.
- The bathroom visited was spacious and clean
- There was a hoist over the bath
- The laundry room was clean and tidy
- The garden is very well maintained with plentiful flowers, vegetables and herbs.
- The residents appeared happy and dressed appropriately for the time of the visit

Talking to the residents and staff

Due to the time of the visit and the manager attending to the injured resident, it was not possible to talk to the staff at great length. The residents who were spoken to were having a cup of tea and seemed very happy and chatty.

The respite area

This was located just down the hallway. The rooms are more functional, with no personalization. There are tiled floors and a hoist system. Most residents in this unit need the use of en-suites which are in place.

There is a separate kitchen, access gained through doors which are waist

high, for safety reasons. All the residents in this unit were in bed.

In Conclusion

As stated, the team was unable to see many residents due to the timing of the visit, but those who were seen appeared comfortable and happy. The home had a pleasant atmosphere and appeared to be well run.

Healthwatch Havering would like to thank all the staff and the manager for the welcome shown to us and the pleasant manner in which we were spoken to.

Disclaimer

This report relates to the visit on Thursday 3rd July and is representative only of those residents, carers and staff who participated. It does not seek to be representative of all service users and/or staff.