



Enter & View Visit
29th January 2014

Darcy House

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Introduction

Healthwatch Barking and Dagenham is the local independent consumer champion for health and social care. We aim to give our citizens and communities a stronger voice to influence and challenge how health and social care services are provided for people in the borough.

Enter & View is carried out under Section 186 of the Health & Social Care Act 2012. It imposes duties on certain health and social care providers to allow authorised representatives of local Healthwatch organisations to enter premises and carry out observations for the purposes of Healthwatch activity.

Authorised representatives observe and gather information through the experiences of service users, their relatives/friends and staff to collect evidence of the quality and standard of the services being provided.

To do this we:

- Enable people to share their views and experiences and to understand that their contribution will help build a picture of where services are doing well and where they can be improved.
- Give authoritative, evidenced based feedback to organisations responsible for delivering and commissioning services.
- Are able to alert Healthwatch England or the Care Quality Commission, where appropriate, to concerns about specific service providers of health or social care.

Healthwatch Barking and Dagenham would like to thank the care manager and the staff at Darcy House for their assistance during the visit.

Details of the Visit:

Premises Visited:

Darcy House
Jack Jones Way
Dagenham

Date and Time:

29TH January 2014 - 10.30am to 1.00pm

Enter & View Authorised Representatives:

Manisha Modhvia - Lead Officer
Val Shaw - Volunteer
Frances Carroll - Volunteer

Purpose of the Visit:

Representatives from Healthwatch Barking and Dagenham wanted to speak with residents from the borough that were using the services at Darcy House to gather and record their views on 6 areas of enquiry. These were:

- Nutrition
- Personal Hygiene
- Social Activities and Hobbies
- Family Contact
- Clothing

Representatives also wanted to speak with the care manager and other members of staff, to collect their views about the service being provided.

The Organisation and Service Provider

Darcy House is an Extra Care housing scheme owned by Hanover Housing Association, developed in partnership with London Borough of Barking and Dagenham (LBBD) with on site care services provided by TLC commissioned by LBBD.

The extra care scheme is staffed 24 hours in shifts: 7.00am to 1 pm, 2 staff are on duty. From 7.30am to 4.30pm there are two members of staff who are on duty, 1 support worker and the care manager. There is a buzzer system available in all the flats and bungalows.

There is a site manager who is on duty from 9 -5, employed by Hanover Housing.

49 residents are currently resident at Darcy House.
31 of these receive care.

Summary of Darcy House

- The facility has 52 flats, bungalows. 31 1-bedroom apartments, 5 2-bedroom apartments, 10 1-bedroom bungalows, 6 2-bedroom bungalows.
- On site care is available 24 hours a day.
- Help and assistance is available for residents when they need or ask for it
- Extra Care scheme with on-site care staff (24 hours / 7 days), non-resident management staff and community alarm service, Lift, lounge, dining room, laundry, guest facilities, garden, activities room, shop, hairdressing salon, library, assisted bathing facility
- Rent (landlord) Hanover Housing
- One hot meal provided per day which included in the rent.
- Care provider: TLC
- All residents are from Barking and Dagenham.
- Caterings services are commissioned by Hanover to Elior.

Additional Information:

This visit was an unannounced visit. At the time of undertaking the visit, Healthwatch were unaware that the catering is provided by Elior through a contract with Hanover which is part of the tenancy conditions of living at Darcy House.

Information, Observations and Residents' Experiences

Nutrition

Healthwatch representatives enquired about a number of points relating to the quality and standard of food and drink provided for residents and the support given for this when needed. As part of the rent, one cooked hot meal is provided. **(At the time of undertaking the visit, Healthwatch were unaware that the catering is provided by Elior through a contract with Hanover which is part of the tenancy conditions of living at Darcy House.**

Generally, patients found the quality of food to be satisfactory.

- All 12 residents felt that there was a good choice of food. They received a choice of food from the menu. However 3 of those residents felt that sometimes there should be something different every now and again.
- Out of the 12, 3 residents felt that the portions were not sufficient for them however at the same time they mentioned that they are sure if they asked for more and there was food left they would get some.
- In terms of weather the food was warm enough at meal times, 6 residents felt that the food was not warm enough when it got to them if they were last to be served and the other 6 residents felt the food was warm enough.
- All 12 residents said that family are allowed to bring them food, however at the same time, some do not have any family.
- All 12 said that they are offered an alternative if they do not like the food.
- All 12 of the residents said they can have drinks as often as they want as it's an independent setting and they have their own kitchens in the flats.
- Comments from residents included the following:

"I enjoy the food, plenty of it, sufficient portions and right temperature."

"I cook some food in my microwave and my daughter does my shopping".

" I cook for myself and my daughter also buys me food that cook in the microwave"

"Food is not always warm, especially if your at the end of the queue"

"Nicely cooked" "Generous portions" "I do enjoy the food"

"A few times a year it would be nice to have a change in the menu"

"Food is sometimes cold if you are last"

Clothing

Healthwatch were interested to find out if residents are taken out to choose and buy their own clothes. Responses from the residents were:

Responses varied from residents but overall they seemed quite happy with the amount of clothes they had and how and where they brought the clothes.

Comments from residents:

“Family choose my clothes and I am happy with this, I have plenty of clothes”

“I choose my own clothes when I shop with my daughter”

“I buy my own clothes”

“I have enough clothes”

Social activities

- When residents were asked “are there any social activities/entertainment provided for you to take part in” all 12 residents responded saying that there was social activities and entertainment.
- Bingo and quiz provided once or twice a week and roughly three weekly there are singers and comedians but usually out of all the residents there are only 10-12 in attendance.
- When asked if their preferences are taken into account, 6 residents said yes, 1 said no and the other 5 did not reply.
- One resident does not leave her room and so doesn't engage in any social activities. Staff do come in to talk to her and she doesn't go out at all and doesn't want to.
- Comments from residents:

“Not enough entertainment”

“Bingo and quiz nights are available once or twice a week”

“There is bingo, quiz's and sometimes entertainment”

No outings are arranged for residents but there is the availability of taxi service or dial a ride but without escort support

Personal hygiene

Resident's needs varied. Some residents had carers more than once a day others did not.

- One resident has a carer who helps with shower each morning and has help at night. Caring is fine, although there was a one off when a carer came in and insisted that the resident be put to bed at 8 o'clock, which she resisted and it hasn't happened again. There is a choice of male or female carer and choice of having wash or shower every day.
- Another resident uses continence items but changes them herself and her daughter buys them. Bedding is changed weekly as the resident has a private arrangement for cleaner to come in and do housework.
- There was concern raised over bathrooms. When showers/baths are not working, residents said they could be waiting more than a week for this situation to be sorted and are not always told when it was going to be fixed. One resident told us that no alternative had been offered so she was having to have daily washes rather than shower.
- One resident has a cleaner and person to do her shopping twice a week but she does quite a bit of housework herself, including changing her sheets.
- All 12 residents said that they can choose if they have a female or male carer.
- All 12 residents said that the carers treat them with dignity.
- Comments from residents:
 - "Carers help me wash my feet because my health I cannot reach"*
 - "Carers are really helpful"*
 - "Carers always help me, when I ask"*
 - "Every morning the carers come to help me shower"*
 - "Help is offered if I need it"*
 - "Carers come every morning to help me shower and give me breakfast"*

Family contact:

- 4 of the residents said they have contact with their family. The other 8 said that did not have family around.
- Comments from residents :

“ My two sons and a daughter, visit weekly so I have visitors 3 times a week and they have their own job to let themselves in. They could bring in their pets but don’t and they do take me out occasionally. My family carry out all the financial tasks that need to be done.”

“ I have visits from my family, particularly my daughter quite and my daughter does the shopping and looks after all bills etc. My son visits me from Devon when he can and stays in the guest room on site. Family have the freedom to come and go”

“I do not have any family, but I am happy here and all the people are really friendly.

“My family are not around but I have some friends here and that’s enough for me”

“I am happy without any family”

Interaction with staff

- Overall residents were happy with the interaction they had with staff. However 8 residents mentioned that when they have buzzed for the care staff it can take a while for them to attend to them, and they felt they are waiting a long while.
- Comments from the residents are below:

“ I can’t complain they are lovely”

“Lovely staff, they help with the care I need every day and if need anything else then they still help.”

“ All the staff are really good”

“Best place I have been”

“After using the buzzer it can take while before anyone comes”

“No one tells me how long it will take for the carer to come to me”

“I can be waiting a long time before anyone comes to attend to me”

Comments for Consideration:

Overall from the visit and from what residents told us, it has come across that Darcy House is a comfortable place where individuals are receiving a good standard of care.

The residents seem to be generally happy with the services that are being provided and are very much aware that this is an independent living setting and they are happy to be independent but with the staff there if they need to call upon them.

Areas for consideration raised by Healthwatch representatives:

- Half of the residents said that the afternoon meal is not always warm enough, especially if they are at the end of the queue. Healthwatch recommended that Hanover Housing work with their catering company to ensure that when food is provided it is warm enough for all residents.
- Some residents mentioned that portions of food are sometimes not enough. Although they also said that more would be offered if they asked. It may be a good idea for staff to ask residents if they would like more food.
- Where showers/baths are not fixed within two days, an alternative needs to be provided, is there a communal shower/bath which can be used? If so residents need to know that these are available to use when their one is not working. Also residents need to be told how long they will need to wait for their shower/bath to be repaired.
- Residents mentioned that once they have used the buzzer to call, the carers can take quite a while before anyone comes to them. TLC need to consider having an average response time and advise residents of what this is to ensure that residents are not waiting longer than they should.

Response from TLC Care Services

- Outings are arranged for those that are interested and willing to pay for it, and we do arrange for support or escort if required, again at a cost. This is usually a choice service users have to take themselves when ever such outings are arranged; they have been taken to places such as London Eye, South End and even taken to other schemes in the borough to meet new faces.
- The buzzer has a walky-talky system, although there are 3 handsets, it can only be answered one at a time, calls come in and queue up. In some cases it might be ringing to the service users in their flat or area of calling, but would not reach the care staffs on the handset due to the site being off site. In such cases the call will go to the out of hour Hanover on call, and they can reach us on the office number or our out of hour On-call number.
- On some occasions care staffs are busy with other service users and they are not able to leave on time due to care needs or emergency, when they can only explain to the service users calling. Staffs can only respond to calls according to how it come through to the handset, e.g. five calls are waiting, the last person will wait quite a while, and because there are constant and persistent callers the queue obviously get longer and the waiting time even longer; and care staffs at times are not able to give precisely the time they can get to service users, especially in the cases of emergency or double handed care.
- TLC had recently in March taken the action to minimise the concern over the buzzer issue by providing additional care staff in the morning because this is usually when the demand is really high (7.30 - 13.30 now making it 5 care staffs in the morning). However this is not a total remedy therefore the service users are being advice on how the Tunstall system works.