

Enter and View – Visit Report

Name of Establishment:	Woodfield House 63 Cool Oak Lane, West Hendon, London NW9 7NB
Staff Met During Visits:	Augustine Sahr Tutu (Manager) and care staff on 6 February 2014 and Senior Support Worker (and assistant to Mr Tutu) on 19 March 2014.
Date of Visit:	6 February 2014 and 19 March 2014
Purpose of Visit:	Two unannounced Enter & View Visits (E&V) were made to follow up recommendations made in E&V Report in December 2013 and Mr Tutu's response to this. We met Mr A Tutu on our first unannounced visit in February to discuss our original recommendations. We were told that a senior support worker had recently assumed responsibility for day-to-day running of Woodfield but was not in that morning. In view of her absence and Mr Tutu being under some time pressure, we told him that we would return to meet the senior support worker in the near future. We did this on 19 March 2014.
Healthwatch Authorised Representatives Involved:	Stewart Block (Team Leader) Christina Meacham Nahida Syed Visited on 6 February 2014; Stewart Block and Allan Jones on 19 March 2014

Introduction and Methodology:

Our original visit in September 2013 was part of a planned strategy in response to concerns Barnet LINK received, prior to Healthwatch, about the treatment of Mental Health patients in various locations in the borough. As a result, E&V decided to visit as many facilities as possible to understand the issues involved and this included visiting locations where no complaints had been made. Each Healthwatch has the statutory powers to enter health and social care premises to observe and assess the nature and quality of services and obtain the views of the people using those services. The principal role of Healthwatch is to consider the standard and provision of services, how they may be improved and how good practice can be disseminated. Subsequent to any visit a report is prepared, agreed for accuracy by the manager of the facility visited, and then made public via the website and made available to interested parties, such as the Health Overview and Scrutiny Committee.

Original Recommendations (from Report in December 2013) and current comments:

1. Woodfield is in a difficult location to find and is situated at a dangerous bend. We recommend that the owners look at some signage and safety measures to improve this. This may be of concern for visitors and emergency service vehicles. In view of the perceived isolation of Woodfield it is important to make it easy for visitors to find and access the house

There is now a large sign on the wall facing the road from the direction of Edgware Road.

Need to ensure that foliage doesn't obscure the sign.

2. Where possible residents should be able to visit the home prior to being placed there to ensure there are comfortable with its location and facilities.

This has been noted by Mr Tutu

3. Compliments as well as complaints should be recorded.

The new CQC booklet "What to expect" is now placed in each room and in public rooms as is a "Compliments & Suggestions" book. The "Complaints Policy" should be more visible in the entrance.

There is no formal system of recording and tracking complaints. The senior support worker said that she would institute this immediately.

We suggest that this book, together with the minutes of staff and residents meetings should be read and signed weekly by Mr Tutu.

4. Although it is a small Home with staff and residents well known to one another, consideration should be given to the wearing of clear name badges by staff.

The senior support worker was wearing a name badge and said that all staff would now wear a badge.

5. The use of staff vehicles for transporting residents needs clarification. This should also cover who plans and organizes outings, who/how they are paid for and any insurance issues concerning use of staff cars for outings.

The Freelander vehicle has been replaced by a newer vehicle which is insured to carry residents.

6. We would like to see the planned programme of outings made more readily available.

Notices of Activities and Visits are on display in public areas. Suggestions for visits are discussed with residents.

7. It would be helpful to ensure that relatives and residents are fully aware of what planning is in place to assist their moving on safely into the community and that there is clear ongoing communication between Barnet Care Co-ordinator, residents and their families

8. Ensure that relatives and residents are clear about the role and responsibilities of the Barnet Care Co-ordinator

In his written response to the first E&V Report Mr Tutu (the owner and Registered Manager said "

Woodfield House has continued to work closely with residents and families in supporting them to be fully aware of the responsibilities of the care coordinators"
He also referred to the support received from the Rehabilitation Team at Springwell Centre in Barnet General Hospital.

The senior support worker confirmed that this is the case and explained how she works with the residents to develop their self-confidence and self-sufficiency to support them moving on and out to their own accommodation

9. Ensure that the Complaints Procedure documentation is clearly available to staff, residents, relatives and carers.

This will be made available – see 3 above

10. Confirmation that any pre-existing resident medical conditions are carefully

recorded and monitored and that all staff are made aware of resident's condition and likely symptoms.

We reviewed Care Plans, noted the resident's signature, and updating. The Care Plans are available for staff as and when required.

11. Ensure that the staff are aware of advocacy services for people with mental health conditions and that these are publicized within the home.

Staff are now made aware of Advocacy Services and a list is displayed.

12. In view of poor mobile 'phone reception we recommend provision of a public fixed line in a location where residents can speak privately.

This is no longer an issue due to improved mobile phone coverage. Fixed line telephone points are available in each room. As yet, no resident has made use of this facility, they prefer to use their mobile 'phones.

13. Key worker name and contact made available to all families.

This list is on display.

14. Clarification on the Meals Policy should be provided making it clear what meals are provided by Woodfield and what meals residents have to prepare themselves, how are they supervised and nutritionally monitored. Also at what times the kitchen may be left available to residents to make food/snacks for themselves.

Daily menus are on display and discussed with residents. Where they are able,

residents are encouraged to do their own cooking or help staff with food preparation. All resident cooking is under supervision. This is part of Woodfield's policy to support residents to become more self sufficient. This also extends to encouraging and supporting them to take responsibility for their own personal hygiene, appearance and laundry.

15. Provision of room or personal alarms be researched so that staff can be made immediately aware of any out-of-hours incidents.

We are concerned that there is still no personal alarm system in resident's rooms. We feel this should be considered as a matter of urgency. We would like to see a working room alarm system.

Further Recommendations from this visit:

1. Ensure that a system of recording and tracking complaints should be implemented. We suggest that these should be signed regularly by the manager.
2. The minutes of the staff and residents meetings should be signed regularly by the manager.
3. Personal alarms should be installed for each of the resident's rooms as soon as possible.

Signed: Allan Jones; Stewart Block

Comments Received from Manager at Woodfield House on the follow-up report:

Many thanks to the Healthwatch Enter and View Team for their continued patience and hard work. We have acted to meet the recommendation of the Team following their last visit:

1. We have improved and implemented a comprehensive system of recording and tracking complaints
2. Staff meetings are held regularly and management will continue to ensure that the minutes are signed either by the Deputy Manager or the Registered Manager
3. We have now secured arrangements with an organisation who will install call bells in the five registered rooms. The work is scheduled to commence on the 28th and to finish on the 29th June 2014. Meanwhile we will continue to uphold and respect the privacy of our residents and at the same time ensure that the individuals remain safe in their respective rooms. I will inform the Team as soon as the call bells are installed.