



Healthwatch Lambeth
Enter and View
Hillyard House Visit Report

About Healthwatch Lambeth



**Healthwatch
Lambeth is the
independent health
and social care
champion for local
people.**

We work to ensure your voice counts when it comes to shaping and improving services. We address inequalities in health and care, to help ensure everyone gets the services they need. We are a charity and membership body for Lambeth residents and voluntary organisations.

There are local Healthwatch across the country as well as a national body, Healthwatch England.

About Enter and View Visits

Our Enter and View programme involves visiting publicly funded adult health and social care services in Lambeth to see what is going on and talk to service users, their relatives and carers, as well as staff.

Every local Healthwatch has a legal responsibility to carry out an Enter and View programme. But we are not inspectors. Instead, we focus on what it is like for people receiving care. We provide extra eyes and ears, especially for the most isolated and vulnerable. Our visits are carried out by trained and police checked volunteers.



Visit overview

Service	Hillyard House, 2 Hillyard Road London SW9 0NH Extra care housing facility for 41 tenants providing care and support to a mixed clientele including older people, learning disabled adult and younger disabled people, and residents living with dementia. The shared spaces are non-smoking, although residents can smoke in their flats. Pets are not allowed. There are two guest rooms.
Registered provider	Sanctuary Home Care
Landlord	Sanctuary Housing Association
Date of visit	Friday 16 January 2015 2pm - 4.30pm
Enter and View Team	David Town (lead), Julia Shelley and Catherine Pearson
Service liaison link	Penny Ayela, Manager



Purpose of visit

Increasing extra care housing is a key part of Lambeth Council's strategy for supporting people to continue to live independently in their own home.

During 2014 Healthwatch Lambeth undertook a review of dementia services in the Clapham Park area of SW4¹. Two extra care housing facilities were involved in the review and the visiting team found a wide variation in the experiences of tenants.

Consequently, Healthwatch Lambeth decided to visit all extra care housing facilities in the borough. We are interested in whether this type of service improves and maintains people's independence, safety and quality of life, and in particular, whether these settings decrease social isolation and loneliness.

About extra care housing

Extra care housing is designed to support people who can manage independently with care and support. Self-contained flats with 24 hour on-site support are intended to offer an ideal environment to build up and maintain life skills and confidence. Care services are provided by staff in line with individual care

plans. However, the facility is not a care home as all the residents are tenants with associated rights, whereas residents in care homes are not given tenancies. The care provided is regulated by the Care Quality Commission but the facility itself is not inspected, and residents can choose to make their own care arrangements.

Participants

During our visit, 17 tenants gave feedback in a group discussion facilitated by the Enter and View team. Six of these individuals and one other tenant gave us additional feedback in one-to-one conversations. In addition, questionnaires were distributed to staff and relatives: seven members of staff returned a questionnaire and five were received from family contacts. An in depth interview was also held with the manager.

To aid their observations, the Enter and View team used an adapted range of quality indicators identified by the Alzheimer's Society as useful for families when choosing a care home for someone with dementia² and also the dementia friendly assessment tool included in the patient-led assessments of the care environment (PLACE) visits for hospitals³.

¹ Details of the dementia review are available on our website:
www.healthwatchlambeth.org.uk/enterandview

² Your handy guide to selecting a care home (PDF)
http://www.alzheimers.org.uk/site/scripts/download_info.php?downloadID=1003

Location

Hillyard House is located at the junction of Hillyard Road and Brixton Road. It has good access for buses and is a short bus ride from both Oval and Brixton tubes. Nearby there are some local shops, places of worship and cafes.

External environment

The external environment is pleasant with trees and shrubs in the small strip of garden that surrounds the building. The overall look is attractive. At the rear of the building there is a large enclosed and landscaped communal garden with several seating areas.

Internal environment

Hillyard House is purpose built. The front door is secure and visitors sign in. Office and reception staff are clearly seen from the entrance, which leads into an open area with seating. There were information leaflets on the walls along with photographs of residents engaged in various activities.

The layout allows tenants to sit and watch others pass through the public space. During our visit we noticed a number of tenants coming and going. The hall has direct access to the lifts and the shared lounge. There are

also rooms available for chiropody, hairdressing and activities.

The first impression is of a shared home environment, which is quiet, calm and quite welcoming. The building is not affected by traffic or other noise. The rooms were clean, well lit and pleasantly furnished, and there were no unpleasant smells. The building was kept very warm. The staff we met were friendly and welcoming.

Access and mobility

The manager told us that 13 tenants use wheel chairs and seven also need a hoist or are otherwise less mobile. There is an electric buggy store on site.

We met two residents who use a wheelchair and one who used a walking frame. The through ways, corridors and toilets were wide enough for walking frames and wheelchairs. Suitably adapted toilets were in easy reach of the communal areas. It was easy to enter and move between the lounge, hall and lifts.

Recommendation 1

Consideration should be given to ways to enhance the hallway to encourage tenants to use the communal space to sit, chat and engage with passers-by.

³ PLACE visits
<http://www.england.nhs.uk/ourwork/qual-clin-lead/place/>

Sanctuary's response

We have recently invested in Hillyard House and prioritised areas in line with budget. This phase of works has not included the hallway. However, this feedback will be shared in the next managers team meeting. We encourage tenants to get involved in weekly activities that take place in the communal areas which are very popular.

Dementia friendly environment

This assessment was only undertaken in the communal areas using the dementia friendly sections from patient-led assessments of the care environment (PLACE) documents.

Floors

As is common within other care environments we have visited, the floors were covered in speckled patterned carpet and not a consistent colour as recommended by the PLACE assessment tool.

Décor

The wall colours contrasted with the floors. The doors were all painted white, which contrasted with the pale wall colour, enabling them to be seen. However, light switches did not contrast with the walls. Toilet seats, flush handles and rails did contrast with the toilet and bathroom walls.

Signage

Signs were lower than the recommended 4ft from the ground, which is eye level for most people. Signs on doors showed the name of the service or room and were, on the whole, consistent throughout the communal area. The toilet doors were identified by name but not by a picture, and were visible from the lounge through the internal windows.

The staff wear Sanctuary uniforms, which made it easier for the residents to identify them.

Recommendation 2

Signs should be raised to 4ft and toilet doors could be identified by a picture graphic as well as words, in line with PLACE guidance.

Sanctuary's response

We will arrange for maintenance to alter this as recommended.

Lounge

The lounge area overlooks the garden and has a door to it. Seating is arranged around coffee tables to facilitate conversation in small groups, and there is a large screen television and cupboard with games, music and activities resources.

We didn't see any book cases, videos or local or national newspapers or magazines. Neither did we see a radio or music player but we were

told there were music facilities in the cupboard under the TV.

The lounge felt homely, clean and bright with natural light. There was a small display listing the activities throughout the week and we noticed that activities take place every day.

Meeting residents

In total, the visiting team spoke with 17 tenants in the main lounge area. Tenants were able to talk both with the visiting team and each other because the chairs were arranged around coffee and eating tables in groups. The tenants who attended the meeting were mainly older people, including two who use a wheel chair and one who used a walking frame.

The Activities Co-coordinator helped many of the tenants to the lounge and made sure everyone was settled, had a hot drink and cake or a biscuit. We noticed that the Co-coordinator asked tenants what they would like to eat and drink and encouraged them to take part. She was present throughout the meeting and was able to confirm and support the tenants in what they were saying.

Everyone was able to take part in the discussion and most did, with one resident asking another who was playing noisily on his mobile phone to turn the volume down so she could hear properly.

While all of the participants in the discussion group were older, we did observe younger people coming and going in the communal areas. We later spoke briefly to a younger man who was passing through the reception and hallway area.

Tenants' flats

Two tenants who did not feel well enough to come down to the lounge had asked the Activities Co-coordinator to invite us to visit their flats, but later they felt too tired and we were not invited by any other residents to view their homes.

Tenants told us that they liked their flats. They watch TV and listen to the radio at home and come down to the lounge to see other people.

One man told us that he felt that Sanctuary staff visited his flat when he was out. He said that this is a violation of his human rights and that they are not allowed to do this. Another man thought that Sanctuary staff switch his lights on when he goes out because his electricity bill is very high.

One relative commented: *'Staff come into my son's room without asking or advance warning'* and added *'It took two years for them to do a repair [in the flat].'*

Quality of care

There was a general consensus from tenants that they are satisfied with the services at Hillyard House. One woman told us that she had friends and that she found Hillyard House quite jolly, while another said *'I have become accustomed to it here'*. Someone else told us she likes living here because the public transport is so good, as the bus stops right outside.

Four relatives reported that they were satisfied with care at Hillyard House. Comments included *'They are very good - my sister seems happy.'* However, one relative said *'I need you to really suss the place out. There's no continuity of managers. There are too many young people there... There should be a suggestions box. Healthwatch should visit every month'*.

We asked staff to tell us what they think of the services at Hillyard House. Their responses were mainly positive: *'The services offered are good and the staff really work hard to provide the services'* and *'The service is tailored to help each tenant live an optimal life. It is safe and quite helpful to residents'*.

However two commented: *'They are average but there is room for improvement'* and *'The support workers need motivation to boost their services.'*

During the discussion with residents, tenants commented on the range of differing needs amongst people living at Hillyard House. Others who had lived at the scheme for some time reflected that they remain more physically able, active and independent than many of the new tenants moving in, which has had an impact on the social opportunities on offer.

One area of concern raised by the manager involved the assessment of individual needs for personal care. The manager explained that there were occasions where a tenant's needs changed or deteriorated and as a result the current assessed support was no longer adequate or safe.

She said that there was some extra capacity built into the service that was intended to be used for short-term changes in people's needs. However, when these demands continued for a long time or several tenants needed extra support at the same time, this posed a risk to the tenants' wellbeing.

The manager said that there were often unaccountable delays in the care package reassessment process which has to be approved by a panel. She provided two examples where tenants were affected, one involving Social Services and the other mental health services.

Recommendation 3

Sanctuary should discuss with Lambeth Council Adult Services a way to resolve unnecessary delays to the reassessment of tenants' care needs. Where delays occur, a written record of the reasons and length of the delay should be recorded and made available to the tenant.

Sanctuary's response

We will raise this point in the contract review meeting in April 2015 with Lambeth Council and work together to find ways to improve the speed of the process.

Safety

When asked, all the tenants said that they felt safe living at Hillyard House. However, in two of the staff returns, security was identified as an area in need of improvement (although they gave no indication about how it could be improved). One relative said: *'Recent changes in security are really good although CCTV would help a lot'* and another was concerned that if no staff were around, her relative was free to leave at any time. One family member said: *'Sometimes the back door [of the facility] is open - anyone can come in.'*

Relatives' view of communication with the scheme were largely positive, for example: *'Communication from them is good. In an emergency I always get a call and I'm told about it.'* Another family member confirmed

that she spoke to staff when she collected her mother at weekends and phoned them regularly: *'In an emergency the staff contact me after they have called emergency services.'*

But one relative said, *'They don't tell me when my son is unwell.'*

There was also some concern from relatives that when they rang the scheme, the phone line was often unavailable.

Recommendation 4

It is unclear to us how frequent the problems with incoming calls to Hillyard House are. Sanctuary should seek the views of the relatives and other frequent callers to assess this issue, including checking the capacity of the phone system.

Sanctuary's response

We conduct regular surveys with our tenants and their families. We will gain feedback in the next survey to get a clear idea of what the issues seem to be with the phone system.

Meals

Unlike other extra care schemes in the borough, there is no communal dining room for residents to have the option to buy meals and eat communally, so all meals are prepared in residents' flats. One of the

tenants told us: *'The carer provides a meal for me - the carers do everything'*.

One relative reported that *'More attention needs to be given to checking whether tenants need more groceries delivered and whether food in the fridge is used up, defrosted and cooked'*.

Friendships

The tenants did not talk in any detail about whether or not they had friends at Hillyard House. While the general shared view was that everyone was neighborly, no one confirmed to us that they had made any strong relationships at the scheme. When we arrived in the lounge, we did observe tenants talking with each other.

The tenants told us that they would be uncomfortable visiting another resident's flat unless they were specifically invited. Some said that if someone did knock they would invite them in. One said that she had invited someone to her flat and commented that it can be lonely on your own. She also added that she didn't like to *'make trouble'* and that it is *'not like living in a normal home where you have more privacy but are still in more contact with people you know'*.

Some residents said that they tried to maintain links with their previous home communities as well as taking up the opportunities to be part of Hillyard House.

One relative commented that while her mother does have friends *'she can be quite sharp with them - she's quite a blunt speaker!'*

Other comments from relatives were: *'No really close friends. Most of my mother's close friends have died'* and *'As my mother has dementia, it's difficult to know if they are friends or just people she says hello to'*.

One tenant said that Saturday and Sunday are lonely because she needs an escort if she goes out to the day center during the week and there isn't anyone available at weekends.

Tenants confirmed that they have an opportunity to attend meetings to discuss the running of the service at Hillyard House and to make suggestions for improvements. This was confirmed in the staff feedback: *'[The scheme] involves their residents in decision making'*. Another said that surveys are given to tenants to find out if they are happy with the services. One relative also confirmed that her relative had an opportunity to have a say.

Activities

The Activities Co-coordinator is employed by Sanctuary and works through out the week including weekends on a rota basis to cover the days which means that we have a variety of activities each day. All the tenants taking part in the discussion with us were appreciative of having a full time Co-

ordinator. They remembered that there had been someone else from Lambeth Council in the role part-time previously. A relative commented, *'Now that there is an activities person full time it is much better for my mother'*.

The Activities Co-coordinator explained that she timetables regular activities during the week but often tenants only attend sessions once or twice, even though the programme includes many of the tenants' ideas.

We asked the tenants why people didn't attend regularly. One person said that she did not know that there was an exercise class. Another said *'Quite often, I get a bit bored and don't go through with it'*.

One tenant had prepared a list of the activities she would like to do: crochet and knitting. While this was actively supported by a number of other tenants, the Coordinator confirmed that it had been on offer previously but after a few weeks the interest had died down.

The Co-coordinator said she would continue to work on the activities programme and the tenants said they would carry on giving their ideas. The debate was very lively and the Co-coordinator responded kindly to all contributions.

Residents said they would also like board games to play such as ludo, chess, dominos,

cards and draughts. They said they would like to have more music to liven the building up. The activities Co-coordinator told us that there is a music player in the cupboard beneath the television and several tenants knew how to get it out. A tenant said that normally the television is on when she comes down to the lounge and she watches whatever is on.

Recommendation 5

Alternatives to the TV should be provided in the lounge, such as books, magazines, newspapers, games and a radio, to offer choice and encourage tenants to use the lounge when activities aren't being run.

Sanctuary's response

Copies of the Metro paper are available daily. We will arrange for them to be put in the lounge as well as by the front door. There is a library on the first floor that tenants use regularly. We encourage our residents to take part in weekly activities which include: mobile church, coffee mornings, themed meals.

The tenants also told us about other social events, such as the Christmas party, which they are asked to make a financial contribution to. One woman told us *'I don't mind putting something towards a social activity or a party'*. Others thought that this was wrong - they thought they should have free parties and that

it was important for them to have a choice about whether they contribute or not.

The tenants said that they use the garden and in the summer they have barbeques and parties outside. They were not clear about what other social events were being planned in the near future. One resident said she would certainly like *'more community events as it gets boring at times'*.

All six staff members who responded to our survey agreed that the activities were good: *'It makes the residents independent and more sociable with each other'* and *'The service users are looking forward to [activities] always.'*

One family member said that her relative attended all the activities when she was on the premises. But another said: *'Despite the best efforts of the staff, the residents seem reluctant'* - a sentiment echoed by a member of staff who described the activities as excellent but *'It's up to the clients to try and attend.'*

The tenants told us they have access to computers at Hillyard House and had been given help to use them. One tenant said that she found it very helpful to keep up with the news from her country of birth. But there was a general view that residents would not consider using the computers for shopping.

One tenant said that she had difficulties in using a keyboard and mentioned that she had done a college course where she was able to use a large computer but was disappointed that there wasn't a similar facility at Hillyard House. We asked if anyone had used a tablet, because these are supposed to be easier for older people but no one had.

After our visit, the Regional Manager informed us that there is a tablet as well as two PCs at the scheme that tenants are welcome to use as and when they like. The Regional Manager said they are easily accessible and training sessions are offered for tenants twice a week on both the tablet and computers. The Regional Manager also told us that the activity coordinator is happy to help tenants if they need support to use the computers or the tablet on a one to one basis.

Visits

All the tenants said they would like to go on trips, especially to the seaside in the summer. They thought it would be good to join together with other people outside the scheme to go on these trips. The Activities Coordinator also confirmed that trips were frequent requested by some tenants.

The more longstanding and active tenants said that in the past there had been greater opportunities for outings as more people in the scheme were fit and healthy and able to

use transport more easily. Everyone in the discussion recognized that transport was the main barrier and the Co-coordinator observed that places on wheel chair accessible buses were very expensive and releasing carers to accompany residents was also difficult.

This was also mentioned in staff survey returns, with staff calling for more outings for residents, more staff time to support them, and a suggestion that the acquisition of a minibus for the scheme or a more flexible dial-a-ride service would be valuable.

Recommendation 6

Consideration should be given to the potential to run joint outings with other schemes nearby, particularly for more mobile tenants who don't require wheel chair accessible transport.

Sanctuary's response

The teams will liaise with each other and local partners to explore this option for tenants who have expressed an interest in this.

As many of the residents were unable to venture out, we asked if they received visits from friends or family. About half the group said that they have visits. This was confirmed by the manager who told us that out of 41 tenants, 25 have contact with their families.

One woman told us *'My daughter might come here on a Saturday but you can't rely on her'*.

One tenant told us he goes most days to Norbury to see his mother and his friends.

Some residents said they attend religious services in the communities where they used to live but said that sometimes they went to more local congregations. Residents told us about a Pentecostal church that showed Christian films with sandwiches and biscuits.

The Activities Coordinator said that a local church group held services in the scheme on Sundays. Another tenant was collected by members of her church to take to her to services. A couple of tenants said they were interested in finding out about local churches and services.

Recommendation 7

Information should be made available to tenants about local community facilities and faith groups. Where tenants have difficulties attending a faith service, with their consent, they should be assisted to make contact with the faith group to find out about alternative arrangements.

Sanctuary's response

This list is already in progress and will be shared with tenants shortly.

Staff

There was a general view from the tenants that the staff were helpful, although we did not explore this question in more depth and the younger resident we met in the hallway told our visitors *'The care is not always kind.'*

However, the staff's interactions with residents were observed to be positive and there appeared to be a good understanding of the residents' individual needs and personalities. Residents were addressed respectfully.

All of the staff who returned our survey said that they felt they knew the tenants well, for example: *'I do know most of the clients who have direct care from the scheme... I take my time to communicate effectively with each one of them.'*

One staff member commented: *'I like my job because caring is a passion to me. I enjoy assisting clients in achieving a fulfilled life.'* Another said: *'Every day is very different. I get to work with all types of clients at Hillyard House - elderly, young, old etc. So you don't know what is next.'*

Responses received from relatives were generally positive, *'I like the staff and feel they are available to help my mother, even outside her allocated time slots.'*

however, two family members expressed concerns: *'Sometimes the carers do not take notice of details I would, such as looking for her false teeth, making sure her TV is on the channels she enjoys, cleaning her reading glasses.'*

The other comment focused on staff skills: *'Lots of residents get poorly and they need properly trained nursing staff. The carers don't know how to make a bed properly. An NVQ isn't good enough - you need three months' practical training, not just PC learning.'*

We asked staff about the training they received and all seven listed a range of courses they had undertaken, from health and safety, to medicines management and manual handling.

Other local health and other services

Not all the residents we spoke to were able to fully understand our questions or communicate with coherent responses. Therefore, opportunity to gain their views about other community services was very limited.

Some of the more able tenants said that they were still registered with and visited the GPs they had prior to moving into the Hillyard House. The Manager told us that most tenants

are registered with Myatt's Fields and Akerman Health Centre.

In their survey responses, staff told us: *'The tenants are encouraged to register at the GP, dentist and pharmacies as soon as they come on board. The services are quite helpful as they offer good services to all our residents - prompt booking and walk-ins, dropping off prescribed medication etc'.*

An optician visits the home every six months to see tenants and the hair dresser comes in twice a week - tenants pay a reduced fee. The Manager told us that overall, she is happy with the primary care services available to the tenants.

One relative told us *'Unless I contact a dentist regarding her replacement false teeth, they would not be replaced. The pharmacy is excellent. I believe the GP attends when requested'.* Another said *'The chemist gives a very good service. They deliver her medicines'.*

The Manager told us that the care staff knew the tenants and were able to make a good judgment about the need for urgent or hospital care.

The Manager said that they had recently had a problem with the hospital discharge of a tenant with epilepsy who had been returned to the scheme at 4pm. The tenant was clearly

not well and the Manager had returned the tenant to hospital in the ambulance, where they had remained for a week.

We asked the tenants if they had stayed in hospital recently or had attended hospital for any clinic appointments. We were told that there were problems with hospital transport but that they are lucky because they can catch the 159 bus to St Thomas' Hospital.

The Activities Co-coordinator escorts tenants to hospital if she has time but each hospital visit takes up most of a day. One relative told us: *'My relative has to go to hospital for several visits and she really needs someone to accompany her. But often this isn't done - there aren't enough staff on duty. One time she was 'lost' at the hospital for 8 hours with no food or drink and left waiting in a corridor. If she had someone with her that wouldn't have happened'.*

Conclusion

The visiting team found that tenants and most of their relatives believe that people living at Hillyard House are safe and appear satisfied with the care they receive.

Hillyard House appears to be well managed, with the built environment and the care we observed generally of good quality. The Activities Co-ordinator demonstrated kindness and an understanding of the residents.

However, we are concerned that the overall delivery of care services to tenants can be impacted by unaccountable delays in needs assessment processes. Where residents' needs change, there does not appear to be any accountability to service users, their families or the care provider on how long they have to wait before a decision is made about a resident's changed circumstances. There does not appear to be any monitoring or oversight of these delays and why they have taken place.

To follow up this issue, we will seek clarification from Lambeth Council Adult Services on the reassessment process and what is a reasonable time any Lambeth resident can expect to wait for a decision and the beginning of the new service.

We will also ask the Council to consider the introduction of a system to inform service users and/or their carers of the reasons for any delays.

We will send a copy of this report to the Over and Scrutiny Committee and the Health and Wellbeing Board, to see whether they would consider monitoring delays of reassessment on need.

The Healthwatch Lambeth Enter and View visiting team would like to thank the staff of Hillyard House for their patience, courtesy and openness during our visit. The period of time we spent with the staff and residents allowed us an opportunity to observe, albeit briefly, the work of the staff and the daily experiences of residents, particularly the older tenants. We are mindful though, that we did not hear from younger tenants beyond our brief chat with one younger person. In coming months, we would be keen to arrange another brief visit to the scheme to talk particularly with younger residents about their perceptions of life at Hillyard House.

Extra Care Housing Report

Healthwatch Lambeth will provide an overarching report to Lambeth Council summarising what we have found to work well in the borough's extra care schemes and what works less well. This report will draw on the feedback of residents from all five of Lambeth's extra care facilities that we have visited through our Enter and View programme.

The report will be published late spring 2015 and will be available from our website:

www.healthwatchlambeth.org.uk



Recommendations

For ease of reference the recommendations appearing in the body of the report are repeated below:

Recommendation 1

Consideration should be given to ways to enhance the hallway to encourage tenants to use the communal space to sit, chat and engage with passers-by.

Recommendation 2

Signs should be raised to 4ft and toilet doors could be identified by a picture graphic as well as words, in line with PLACE guidance.

Recommendation 3

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Recommendation 4

It is unclear to us how frequent the problems with incoming telephone calls to Hillyard House are. Sanctuary should seek the views of the relatives and other frequent callers to assess this issue, including checking the capacity of the phone system.

Recommendation 5

Alternatives to the TV should be provided in the lounge, such as books, magazines, newspapers, games and a radio, to offer

choice and encourage tenants to use the lounge when activities aren't being run.

Recommendation 6

Consideration should be given to the potential to run joint outings with other schemes nearby, particularly for more mobile tenants who don't require wheelchair accessible transport.

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Information should be made available to tenants about local community facilities and faith groups. Where tenants have difficulties attending a faith service, with their consent, they should be assisted to make contact with the faith group to find out about alternative arrangements.



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