

Manchester Road - Enter and View Report

Service: Manchester Road (Sheltered Accommodation)

Provider: Genesis Housing Association

Date / Time: 10th March 2015 / 10.00am -13.30pm

Healthwatch Tower Hamlets Members: Stephanie Clark

Healthwatch Tower Hamlets Staff: Shamsur Choudhury

Lead provider contacts for the visit: Paul Evans (Manager)

Address: Jubilee Crescent, Manchester Road, Isle of Dogs, London, E14 3HN

Purpose of visit

1. To talk to residents about the support service provided by Genesis Housing Association. The discussions with residents aimed to gather their feedback on the following:

- residents views on the support service provided
- residents views of staff and how they engage with them (e.g. communication)
- activities residents take part in and how they feel about these activities
- how residents are involved in deciding on support service provisions and activities

2. To gather residents suggestions for improving the support service provided by Genesis Housing Association.

Information on the service

- Manchester Road (formerly known as Jubilee Crescent) is a sheltered accommodation for local people over the age of 60. It has 28 self contained flats; Southern Housing Group is the current social landlord. Genesis Housing Association is the provider for 'support services' to the residents; they were awarded this contract in July 2014.
- Genesis is contracted by LBTH to provide 26 hours of support per week to residents, with Genesis staff providing support to residents for an average of 4 hours per day. Most weekdays they provide support 9-1pm (Tuesday 1-5pm), and on Saturday they provide support 1-4pm. There is no support services offered on Sunday; however Genesis staff do offer to call residents (to see how they are) on Sundays if they make that request.
- Currently one Genesis HA support staff undertakes the majority of the weekly shifts. Another member of staff offers enhanced support if required (they are not based at Manchester Road).
- As most of the residents at Manchester Road are able to live independently, the support services offered by Genesis HA are very low level. This includes things like liaising with resident's doctors or making their appointments; benefits support and advice, liaising with Southern Housing Group (landlord), welfare checks (such as making sure residents are in good health and liaising with health professionals), calling them in the morning to see if they are ok, and providing social activities for them to take part in. Domiciliary care is not provided by Genesis HA support staff.
- New referrals to Manchester Road are made by Southern Housing Group (most new residents are Southern Housing residents that want to downsize) and as part of the new resident induction process Genesis support staff undertakes a 'support service assessment' and also inform residents how they are able to support them.

- Genesis support staff provide one to one support to all residents but they are not able to support residents that have high needs or fall into the higher needs category whilst in residency. If residents are viewed as high needs or lose the ability to be independent (developing dementia, need one to one support) then Genesis staff will liaise with the Adult Social Care Team to help the resident to be placed in the right environment for them (e.g. care home). Currently there are six residents that are deemed to be vulnerable and they need additional supervision and checking. At the time of our visit one of the residents had become very dependent and unable to live independently; Genesis staff are trying to move this person to a more suitable environment that will provide active monitoring and one to one support. In addition, the husband of one resident we met was receiving home care visits enabling the couple to remain in their Manchester Road home.
- Genesis HA have organised the following social activities for the residents since July 2014: a quiz session every Tuesday and a coffee morning session every Thursday. The community centre is also accessible to all residents at anytime (everyone has keys to access it) and there are computers (with internet access) for residents to use at their convenience.
- Genesis staff organise a residents meeting every six weeks, in these meetings residents can discuss things like housing issues, activities that can be organised and discuss any issue they want to raise.
- Staff mentioned that they feel 'isolation' is not a big problem for residents as they are still very active and very independent.

Observation of Enter & View Representatives

- The premises and grounds of Manchester Road seemed clean and well maintained. At the time of our visit Southern Housing Group staff were decorating the external walls of the resident's flats.
- All resident's flats that we visited were homely, decorated and furnished well. All residents appeared happy to be living there.
- The regular support staff from Genesis HA (Kemi) seemed to have good relationships with residents and knew them well.
- There seemed to be a divide in the 'resident community' within Manchester Road, the divide seemed to revolve around new residents (younger in age) and the older residents (ones that lived there longer) and their power struggles (i.e. how they should socialise during Christmas period and who makes the decisions and perceived leaders).
- The communal meeting room is relatively small and did not have sufficient resources such as local signposting information i.e. what's happening where, information on local community organisations, local facilities.

Resident Comments/Feedback

Resident 1 (this resident could not say much on the service provided by Genesis HA support service as she said she has not had much interaction with the support staff)

I have been here nearly 17 years, in the past we had a residential manager that lived on the premises...they got rid of that person. The residential manager was here all the time, not just a few hours, the residential manager used to organise activities and parties and this place had a community feel, we were like a family ...I would say the new structures (referring to the support service) has not improved our quality of life...we feel isolated...we would feel more comfortable if someone lived here...me and my husband would feel a lot more safer if someone lived here...currently not everyone's needs are being met, some people who are vocal get there way and dividing this community...management need to be more firm on this and not just listen to some groups and individuals. I also think there needs to be more

activities in the mornings and evenings. The internal pull cord for emergencies is not very good, last time I called it they took 20 minutes to answer it and they also answer it from outside London (and we pay for that!!)...I have changed it to the Tower Hamlets system...that's a lot better and I feel safer using that, our social worker helped us to change that.

Female/early 80's/ White British (lives with her husband)

Resident 2 & 3 (Both of these residents were socialising together in one flat)

Resident 2: *It's lovely here, you have your independence and residents are sociable...we like the support staff...I accidentally pulled the emergency cord once at 4am and they called back within two minutes...I thought that was good, quick response. We can't fault Genesis, they are very reliable (the Southern Housing staff never come in), the support staff are more friendly and a lot more engaging, the old provider did not provide any activities, Genesis staff have organised coffee mornings and the quiz (which we love). It's nice to get to know the same people, since Genesis have been here we have had consistency of staff, with the old provider there was always different people working here. I like the fact they always call in the mornings to make sure I am ok and to check if I have any issues or if I need any support.*

Resident 3: *Maybe there could be more things to do here in the evenings, they could do more parties. It would also be good to know what is happening locally, it would be useful if they can provide us details of local activities, it would also be nice to go on day trips or to go on theatre trips once in a while.*

Male & Female/ both early 70's/ both White British

Resident 4

I have been living here 16 years, I think they could provide more activities here, in the past we did Tai Chi, massage...that stopped about 5-6 years ago. The support staff look after us well, they are friendly and make sure we are alright. I would prefer if they were here more often, maybe they could be here three full days to make sure we are alright...in the past we had a full time warden that lived here, she was a very good carer and she was always there for us and also knew us well ...you felt safe knowing she was here...I don't feel safe as I use to feel before.

I am not happy with Southern Housing, I have had damp on the wall for about a year and it's taken them a year to get back to us.

Resident 5

This resident has lived at Manchester Road for over 12 years; he volunteered about the flats "I love them, they're just the right size." He also pointed out that staff support had been better in the past, there used to be staff on site five days a week, 9 to 5pm, under previous managements. He mentioned 'more recently, there has been "a high staff turnover" (before Genesis HA took over) and by the time you get to know them, they leave. He also said that 'they should increase the hours of work for the current support staff, four hours a day is not enough, they should be checking up on residents with higher needs more regularly and also one person can't check on everyone, it seems hours of work have been cut down but residents service charges have remained the same. In respect to the Genesis HA support staff he said 'When the new support staff are here they do a pretty good job'.

He also has some concern about the pull cord system. Previously emergency calls from the internal intercom went to a place in Newham and "a man on a motorbike would arrive within 5 minutes" to see if residents are ok (if required). Now, out of 9-5 office hours, calls go to a

call centre on the Isle of Wight. He said 'at the weekends it can be an issue getting a quicker response from the call centre, but generally I have confidence in them as they respond quickly'. He had also been supplied with a pendant alarm, but this had been replaced by an alarm system linked to a landline or a SIM card, which he had been advised Southern Housing should pay for. But he found the new alarm system too complicated, so sent it back.

He told us that a couple of the ground floor flats have recently been broken into, whilst the residents were at home. However, he feels secure enough owing to the double-glazed windows and excellent door locks which were fitted a few years ago.

He had a concern to ensure that the records held by Genesis HA support staff on him were correctly updated (i.e. some of the information they recorded was not correct) and asked support staff (present with Healthwatch representative at the time of the visit) if he can check their system in their office to make sure everything is correct. He also highlighted that he did not have a telephone number for Genesis HA local office (general enquires and out of hours enquires) and he did not have the telephone number for the people that manage the emergency pull cord system, he feels that having these contact details is very important for all residents and that these numbers should be supplied by Genesis HA support staff and Southern Housing Group to all residents.

Regarding communal life and on-site activities, he doesn't feel the need for anything more. He does not like his current next door neighbours, but is happy with the small circle of friends he sees outside. He has come to the view that it is "a waste of time going to the residents' meetings", as people bring up the same questions that remain unresolved, mainly to do with maintenance issues, for example gates left open.

Male/ 72/ White British

Resident 6

This resident has lived at Manchester Road for over 17 years. She said 'living at Jubilee Crescent "works very well for me" and she appreciates that "the girls" (support worker) call her every morning. "You do feel secure with the new windows and doors." She feels this in spite of having been broken into (since these were fitted), at 5.30pm last summer (2014), whilst at home. She felt this was an opportunistic break in, as the man ran off as soon as she screamed, without taking anything. He had broken in through the open kitchen window. Police arrived soon afterwards.

She said she has experienced problems with the pull cord intercom system, upon activating the system she has found that the resulting beep doesn't always stop after the call is answered. The last time she pulled it, she said 'the beeping continued for two highly stressful days'. She thinks this is because the call centre worker does not switch off the beep before ending the call.

She said she knows everyone and has friends in Jubilee Crescent. The residents send Christmas cards to each other, and "I'm used to lots of people" though also explains that she doesn't like the quiz as she's "not a mixer". But she appreciates the staff as "very sociable and very friendly". She is "a great reader" and regularly visits the library which is only a five minute walk away. Another of her friends also goes there.

Female, over 70, White British

Resident 7

This resident commented that she likes living at Jubilee Crescent, enjoys the freedom, and appreciates the support staff; she said "the staff do their best, you can't push people to do things if they don't want to." she enjoys her flat and patio garden: "I do sit on the patio"...and knits.

Female, over 70, White British

Feedback Summary (based on patient feedback and representative observations)

- The majority of residents we spoke to commented positively about Genesis HA support workers, residents mentioned that they feel the current support staff are reliable (apparently Southern Housing staff based at Manchester Road are not very reliable), friendly, sociable, engaging and they also do their best to always to check up on them to make sure they are alright.
- Residents also mentioned that they appreciate the continuity of staff provided by Genesis HA. Under the previous providers apparently there was high turnover of staff and by the time residents got to know them and developed relationships with them they left.
- Residents have also mentioned that Genesis support staff are making efforts to organise social activities for them. Apparently this was not happening with the previous provider. Residents seem to appreciate the coffee mornings and the quiz taking place currently.
- The need to increase social activities was mentioned by several residents, they feel that there should be more social and health related activities (Thai Chi, Massage, exercise) organised and there should also be more specific activities for them to take part in during the evenings e.g. parties. A few other residents mentioned that they would also like to go on day trips and theatre trips. A few residents mentioned that it would be useful for them to know what social activities are happening locally, and they would like the support staff to provide such information to them on a regular basis.
- Most of the residents expressed concern that the number of hours of support they are receiving (26 hours per week) currently is insufficient to support them and to ensure that their welfare is maintained (especially the more venerable residents). Representatives got the feeling that a lot of residents are feeling insecure and not very safe as a result of this situation. A lot of residents mentioned that in the past they had a live in warden, and this made them feel safe and secure and that this person would also organise evening activities and parties for them. This is what one resident said in relation to not feeling safe... *'in the past we had a full time warden that lived here, you felt safe knowing she was here...I don't feel safe as I use to feel before'*.
- A few patients also expressed concern at the emergency pull cord system (internal intercom), (1) they said the call centre does not always respond quickly enough (especially weekends and another resident changed provider due to this) and (2) as the call centre is not based locally (unlike in the past) if you need help urgently residents are unsure how they would respond to them quickly. Another concern seemed to be residents being unsure whether or not the call centre has the correct updated information on them to help them in an emergency. Another resident also mentioned that the beeping on the emergency call system does not stop sometimes and on her last occasion of activating the system she was left to bear with the beeping noise for two whole days.

Recommendations (based on patient feedback and observations)

- Residents feel that the support hours currently offered to them is insufficient (some of them have mentioned that this is making them feel unsafe), we would therefore recommend LBTH Adult Care Commissioning Team look into this further. We would also recommend that the current working hours for the support workers could be dispersed across the week to include late afternoon and evening sessions. Including some late afternoon and evening sessions in the work schedule will ensure staff presence and this might make some residents feel more comfortable and safe. Also this might offer resident's opportunities to participate in additional organised activities, as some residents have suggested that they would like to participate in later afternoon or evening activities.
- We would recommend that Genesis HA support workers try to increase the number of social activities on offer during the week or over a monthly basis, they could include increasing more health related activities i.e. exercise.
- We would also recommend that Genesis HA support staff research the availability of local social (and health) activities provided by different groups/organisations in order to increase their signposting knowledge and make this information available to residents on a regular basis. They could promote these new opportunities by posting to residents; putting information/ signposting leaflet in the community centre, informing residents at residents meeting.
- We would also recommend that support staff establish partnerships with local groups (such as Age UK, Magic Me) to discuss if they can offer any additional activities to the residents of Manchester Road or other ways in which residents can get involved (i.e. attending a Linkage Plus Centre) .

Questions for Management

- How do the support staff promote the contact details (address/ telephone numbers) for the local/national Genesis Housing Association office? (i.e. just in case residents want to contact someone in emergency, for complaints, etc)
- How does the support staff/manager ensure that resident's personal care records are updated and the information is verified to be correct?
- In a scenario of when the emergency pull cord buzzer does not stop buzzing (refer to resident 6), what should the resident do in this instance and whose responsibility is it to come and resolve the issue for them?
- Have Genesis HA support staff/managers raised residents concern about the Emergency pull cord 'call centre' issues (i.e. not responding quickly)? And what has been done to ensure that they listen to the feedback provided?

Important Information for Management

- We expect management to provide an '**Action Plan and Response**' on the raised issues under the '**Recommendations and Suggestions**' and '**Questions for Management**' headings. **(Please refer to pages 8-10 for provider response to recommendations and questions)**
- Copies of this report will be circulated to the LBTH Adult Social Care Commissioning Team, the CQC and will also be available to the public on Healthwatch Tower Hamlets website.

Healthwatch Tower Hamlets representatives and staff would like to thank Paul Evans (Manager) for making all the necessary arrangements in organising the visit and for helping us during our visit.

DISCLAIMER:

- The observations made in this report relate only to the visits carried out at the Manchester Road on the 10th March 2015, which lasted for a total of three and half hours.
- This report is not representative of all the residents at Manchester Road; it only represents the views of those who were able to contribute within the restricted time available.

Provider response to the questions in the report

Q1. How do the support staff promote the contact details (address/ telephone numbers) for the local/national Genesis Housing Association office? (i.e. just in case residents want to contact someone in emergency, for complaints, etc)

- Genesis support team provide support within the specified contact hours. In any emergency customers would pull the cord and discuss with the Telecare services provided by Southern Housing. Regular communication with the Telecare service ensures that they have the contact details of Genesis staff.
- Customers were given details of Genesis Housing at the commencement of contact in July 2014. A new customer hand book is currently being produced for all care and support customers and should be ready for distribution in July / August 2015

Q2. How does the support staff/manager ensure that resident's personal care records are updated and the information is verified to be correct?

- Genesis are not responsible for care records as we are the support provider, we however responsible for customer details
- A detailed review was taken place in July 2014 when Genesis took over the service as the previous provider was unable to provide this information.
- Customers contact details are reviewed every 6 months this review is included in the support plan review. If there are any changes in support need this review would be take place earlier
- Any important information such has change is health needs or hospital admission are also forwarded to the Telecare service.

Q3. In a scenario of when the emergency pull cord buzzer does not stop buzzing (refer to resident 6), what should the resident do in this instance and whose responsibility is it to come and resolve the issue for them?

- In regarding to this example I believe the buzzer was a defective smoke alarm in the void area of the basement of the flat. The Telecare service and customer should be contacting Southern Housing emergency out of hours repairs service. Genesis staff would report any repair to Southern Housing if brought to our attention. Genesis would also monitor and ensure the repair is carried out.

Q4. Have Genesis HA support staff/managers raised residents concern about the Emergency pull cord 'call centre' issues (i.e. not responding quickly)? And what has been done to ensure that they listen to the feedback provided

- Feed back has been given to Southern Housing and Telecare service about the pull cord issue. Amendments have been made since this report and at present I have not received any cause for concerns.

Provider Action Plan for Recommendations in the report

Recommendation	Action	Time frame
<p>Residents feel that the support hours currently offered to them is insufficient (some of them have mentioned that this is making them feel unsafe), we would therefore recommend LBTH Adult Care Commissioning Team look into this further. We would also recommend that the current working hours for the support workers could be dispersed across the week to include late afternoon and evening sessions. Including some late afternoon and evening sessions in the work schedule will ensure staff presence and this might make some residents feel more comfortable and safe. Also this might offer resident's opportunities to participate in additional organised activities, as some residents have suggested that they would like to participate in later afternoon or evening activities.</p>	<p>The current support hours are set by LBTH as per contract. Our current hours are 0900-1230 Mon, Wed, Thursday & Friday Tuesday 0900-1700 0900-1200 on Saturday. Any change or variation in contract would need consultation with customers, staff, landlord and LBTH.</p> <p>In regard to customers feeling unsafe in their home</p> <ul style="list-style-type: none"> • The support team will make links with local community safety team to request their attendance at customer meetings. • All customers to be reminded of personal safety and the importance of using the telecare pull cord until in flats. • Support Team to link in with Genesis volunteer co-ordinator to identify suitable volunteers to deliver any identified needs 	<p>August 2015</p> <p>June 2015</p> <p>July 2015</p>
<p>We would recommend that Genesis HA support workers try to increase the number of social activities on offer during the week or over a monthly basis, they could include increasing more health related activities i.e. exercise.</p>	<p>Genesis Support team are currently offering 2 social activities a week, which are facilitated by the support staff.</p> <ul style="list-style-type: none"> • Support staff to draw up a activities calendar for customers. This calendar includes health, social, IT and cultural activities in the scheme itself and in the local area. • Support team to reengage links with Age link plus next work and age 	<p>July 2015</p> <p>July 2015</p>

	concern to enquire if any activities can be offered to customers in communal area of Manchester road	
We would also recommend that Genesis HA support staff research the availability of local social (and health) activities provided by different groups/organisations in order to increase their signposting knowledge and make this information available to residents on a regular basis. They could promote these new opportunities by posting to residents; putting information/ signposting leaflet in the community centre, informing residents at residents meeting	As above	July 2015
We would also recommend that support staff establish partnerships with local groups (such as Age UK, Magic Me) to discuss if they can offer any additional activities to the residents of Manchester Road or other ways in which residents can get involved (i.e. attending a Linkage Plus Centre)	<p>The support team are currently involved with Age UK on a one to one basis with customers.</p> <p>Volunteers from Age UK were linked into delivering services to the customers at Manchester road but customers were not keen to engage</p> <ul style="list-style-type: none"> • Customers be consulted on further activities they may require • Contact to be made with Age UK and Magic me to see if they could run/fund any activities identified by customers 	<ul style="list-style-type: none"> • July 2015 • August 2015