

## Enter and View – Visit Report

<b>Name of Establishment:</b>	<b>Clarendon House</b> 27 Clarendon Gardens Wembley HA9 7QW
<b>Staff Met During Visit:</b>	Nikolas Kritikos
<b>Date of Visit:</b>	<b>Monday 18<sup>th</sup> May 2015</b>
<b>Healthwatch Authorised Representatives Involved:</b>	Ian Niven Stacey Lewis
<b>Introduction and Methodology:</b>	<p>This was an a announced Enter and View (E&amp;V) visit undertaken by Healthwatch Brent's E&amp;V Volunteers and Coordinator, as part of a planned strategy to look at a range of care and nursing homes within the London Borough of Brent to obtain a better idea of the quality of care provided. Healthwatch E&amp;V representatives have statutory powers to enter Health and Social Care premises, announced or unannounced, to observe and assess the nature and quality of services and obtain the views of the people using those services. The aim is to report on the service that is observed, to consider how services may be improved and how good practice can be disseminated.</p> <p>The team of trained volunteers visit the service and record their observations along with the feedback from residents, relatives, carers and staff. They compile a report reflecting these, and make some recommendations. The Report is sent to the Manager of the facility visited for validation/correction of facts, and for their response to the recommendations. The final version is then sent to interested parties, including the owner Nikolas Kritikos, CQC, Brent Council's older peoples placement team and the public via the Healthwatch Brent website.</p> <p><b>DISCLAIMER:</b></p> <p><i><b>This report relates only to the service viewed on the date of the visit, and is representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.</b></i></p>
<b>General Information:</b>	<p><b>Person in charge:</b> Nikolas Kritikos (Registered Manager)  <b>Local Authority / Social Services:</b> London Borough of Brent Council  <b>Type of Service:</b> Care Home only (Residential Care) – Privately Owned , 6 residents  <b>Registered Care Categories:</b> Dementia • Mental Health Condition • Old Age  <b>Specialist Care Categories:</b> Alzheimer's  <b>Admission Information:</b> Ages 60+.  <b>Single Rooms:</b> 6  <b>Rooms with ensuite WC:</b> 6  <b>Weekly Charges Guide:</b> Personal Care Single from £550</p>

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	<p><b>Facilities &amp; Services:</b> Respite Care • Physiotherapy • Independent Living Training • Own GP if required • Own Furniture if required • Pets by arrangement • Smoking not permitted • Close to Local shops • Near Public Transport • Minibus or other transport • Stairlift • Gardens for residents • Phone Point in own room/Mobile • Television point in own room • Residents Internet Access</p> <p>Healthwatch Brent (HWB) organised an Enter and View Visit for Monday 18<sup>th</sup> May, notifying the care home of our arrival in accordance to our Enter and View policy and procedure.</p> <p>A few days before the visit, HWB contacted the home out of courtesy to check that they were ready for our visit the following Monday.</p> <p>The registered manager expressed that having spoken to residents, he was not comfortable allowing HWB into the home. He explained that it was his duty to protect the vulnerable people in his care, saying that residents expressed they were scared at the prospect if it.</p> <p>Having never heard of HWB before our contact with him, and unhappy with our explanation, he contacted the CQC to gain more information. Happy with the confirmation that he did not have to partake in the visit, he further declined entry to the home.</p> <p>In order to build stronger links with the community and explain our work further, HWB organised a meeting with the registered manager when the Enter and View visit would have taken place.</p> <p>Prior to our meeting, we had no concerns regarding the home as the latest CQC report raised no issues.</p> <p>We were greeted by a very friendly member of staff who led us the registered managers office on the first floor. We explained the work we do championing health and social care, our dealings with the CQC etc. and our vigorous recruitment and training process for Enter and View volunteers.</p> <p>Regardless of this, the Care Manger expressed that whilst he admired the work HWB were doing, her did not feel comfortable letting them have access to his home, and residents.</p> <p>The registered manager dedication to protecting his residents was evident by his manner in which he expressed himself throughout the meeting.</p> <p>We had no concerns upon leaving the home.</p>
<b>Care Planning:</b>	NA
<b>Management of Residents' Health and Wellbeing:</b>	NA

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<b>Staff:</b>	NA
<b>Staff Training:</b>	NA
<b>Activities:</b>	NA
<b>Food:</b>	NA
<b>Engagement with Relatives/Residents/ Carers:</b>	NA
<b>Compliments/Complaints/Incidents</b>	NA
<b>Conclusions:</b>	The meeting was concluded that although we would not be allowed into the home in the future, the Care Manger had a clearer idea of the work we were doing.
<b>Recommendations:</b>	
<b>Name:</b>	Stacey Lewis
<b>Date:</b>	
<b>Owner's comments</b>	<p>I appreciate the work which you are doing in delivering a one stop website on information within the health and social care sector in Brent. On this occasion I have taken the decision not to part take in this experience as you are not a regulated by the CQC or the local authority but instead an independent organisation developing a brand.</p> <p>I hold the safety of my residents paramount in every decision that I make. I do my best to adhere to the requirements of the regulating authorities in my level of care and service to the residents and their families. We are under the supervision of the relevant authorities and currently meet all the standards required. Therefore, on this occasion have opted not to get involved in this exercise. However, if it is something that becomes of interest to the families of my residents or a requirement of the CQC I would then be more than happy to engage in your interview events.</p> <p>I wish you all the best in the development of your organisation and the information gathering.</p>