



Enter and View Report
Sutherland Court

October 2015

Enter and View Report



Details of visit
Service address:
Service Provider:
Date
Time
Authorised
Representatives:
Contact details:

Sutherland Court
Thesiger Road, Penge, London,
SE20 7NN
Hanover Trust & Sanctuary Care
Monday 19th October 2015
14.00 - 16.30

P. Todd, S. Ghosh and B.
Bloomfield

020 8315 1927

Acknowledgements

Healthwatch Bromley and Lewisham would like to thank the service provider, service users and staff for their contribution to the Enter and View programme.

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch Authorised Representatives to observe service delivery and talk to service users, their families and carers

on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.



Purpose of the visit

Healthwatch Bromley and Lewisham visited Sutherland Court on Monday 19th October 2015. The aim of the visit was to engage with residents of the home to understand their experience and give service users the chance to voice their opinions regarding the care they receive and the environment in which they live.

Strategic drivers

Healthwatch Bromley and Lewisham identified the Extra Care Facilities in the borough for visits as these will be re-rendered in 2016. There are six facilities in the borough and as a result of our community engagement, we have been made aware of some concerns over the pricing structure, the lack of activities and engagement within the home.

Methodology

The home was informed of our visit a month in advance and our initial questions were answered by the manager. Three trained Healthwatch Bromley and Lewisham Authorised Representatives (ARs) participated in this piece of work, observing the home informally, interacting in a casual manner with residents. They wore ID at all times and used an observational tool kit and checklist to chart their findings. The Healthwatch Bromley and Lewisham team interviewed residents in the communal areas and did not enter resident's rooms.

The Healthwatch team ensured that the respect and dignity of all residents was respected at all times during the visit.

At the start of the visit the Enter & View lead met with the manager before speaking to the staff and residents, to agree our approach. Residents were asked for feedback and were advised that they had the option to decline our request.

It should be noted that there are two providers used as part of this service delivery. Hanover Trust provide the accommodation, meals and facilities, while the care services/ packages are provided by Sanctuary Care.

The Visit

The Authorised Representatives engaged with 13 residents during the visit and this included two who are in the early stages of dementia. During the visit the Healthwatch team observed the environment of the home, staff and their interaction with the residents. In addition we completed questionnaires taking the views of the residents. Two members of staff also completed a questionnaire. There is a range of abilities and some residents who were more able were helping others residents with whom they had made friends.

Staff

During the two hour visit we observed one member of staff interacting with the residents when she offered them a cup of tea and a biscuit. Pleasant and polite, she only spoke to the group as a whole and did not have individual conversations.

Feedback from the residents was that staff were either kind or helpful but also commented that they rarely saw any staff during the day whilst they were in the lounge, other than when they pressed their buzzer for help.

Activities

There was no activity timetable displayed and no evidence of anything taking place. Authorised Representatives were shown an activities folder of past events, but there was no weekly/daily programme in place. Residents were sitting in either armchairs or wheel chairs around the lounge, a few were engaging with each other in conversation. Several

sitting on their own with no one next to them and no staff attempted to engage them in conversation or any activities.

During the visit one member of staff ask if the residents would like to hear some music and she then put on music at an appropriate volume.

There was a display board which had photos that showed some form of activity but not really identifiable. The Healthwatch team were advised that they do have a regular weekly knitting sessions which are held in a room upstairs.

No newspapers or magazines were available in the lounge area.

Food

Menus were clearly displayed on the wall and appeared to offer a reasonable selection of food. Soup featured every weekday as a starter with no alternative offered.

The menu in the lounge tea area had a price list for food available for both residents and visitors, including breakfast, snacks and lunches.

Tea was available throughout the day from the kitchenette in the lounge and Authorised Representatives were told that this cost £10 per week for as many cups as you wanted. Residents (if they were able) could make their own tea in the kitchenette area. A member of staff made it for everyone at about 3pm, but we were given to understand that this did not always happen.

Pricing Policy

Care is paid for through a purchased care package and the Manager confirmed that there were no other charges apart from the printed tariff for food. During the visit the Healthwatch Authorised Representative did not get any feedback either positive or negative about care plans.

Food for residents is paid for within the rental charge and this applies even if you don't eat meals in the dining room. The charge is £190.00 per week and we were unable to get a breakdown of the charges, apart from those printed on a tariff sheet.

General comments

- The home scored well in terms of general appearance, temperature, cleanliness and odour.
- Our visit was printed on the reverse side of the breakfast and lunchtime menus to inform residents and family members of our visit but these were not easily visible.
- An increased effort to provide stimulation is recommended.
- The general observation was that the residents were relaxed and comfortable in their environment, even those with dementia looked contented.
- The main theme that came up was loneliness. Even those who had relatives or friends that visited said they could feel lonely, although they felt safe and happy with their surroundings.

Recommendations for Action

1. **Pricing policy** - The pricing policy is unclear and needs to be displayed to avoid confusion. Refer to pricing policy above. While care packages were in place these were not reviewed as part of the inspection. However, it is not clear what happens if a client needs care support outside the remit of their care package. A resident did advise that a charge is made for afternoon tea and this needs clarification.

2. **Activities & Engagement** - During the visit the Healthwatch Bromley & Lewisham team did not observe any activities taking place. It is recommended that a few games, packs of cards, jigsaw puzzles etc. are available in the lounge area to provide some stimulation. In addition the provision of newspapers and magazines could encourage discussions between residents.

The lounge area would benefit from having pictures of the local area from the past.

3. **Personal hygiene/appearance** - The hygiene and cleanliness of a few of the residents was not good, we observed some with dirty unkempt hair, dirty fingernails, needing cutting and food stained clothes. However, we are aware that residents have legal rights. It was noticeable that residents who were well dressed

and tidy, did not interact with those who were unkempt. Where possible this issue needs to be addressed.

4. **Support for residents with dementia** - Some of the residents (particularly those with early onset dementia) did not appear to have the necessary expert support to provide them with the stimulation that is required. We were made aware that some staff have received dementia training but it is not the main purpose of this facility.

5. **Activities notice board** - There were a couple of notice boards seen but these contained information for staff and so legal/safety information. We did not see a notice board on the ground floor covering activities or engagement opportunities, which would be beneficial.

Appendix A



Tariff

effective 1st April 2015

	Resident	Visitor
Breakfast		
Full breakfast (1 bacon, 2 sausages 1 egg, beans, grilled tomato and slice of toast) plus tea, coffee or juice	£ 2.31	£ 3.70
Poached Egg on Toast (1 egg on a slice of toast)	£ 0.85	£ 1.20
Sausage Sandwich (2 sausages)	£ 1.50	£ 2.00
Bacon Sandwich (2rashers of bacon)	£ 1.70	£ 2.20
Egg Sandwich (2 eggs)	£ 1.40	£ 1.80
Bacon & Egg Sandwich (2 rashers of bacon and 1 egg)	£ 1.80	£ 2.50
Toast, Butter and Preserve (2 slices plus 2 preserves)	£ 0.75	£ 1.00
Cereal / Porridge	£ 1.20	£ 1.50
Tea / Coffee	£ 0.35	£ 0.80
Lunch		
Three Course	£ 2.31	£ 5.25
Main Meal Only (including Omelette / Plated Salad)	NA	£ 4.20
Dessert	£ 1.05	£ 1.40
Sandwich (1 filling)	£ 1.60	£ 2.10
Sandwich (extra filling)	£ 0.50	£ 0.80
Milk Pint	£ 0.55	£ 0.65



Sutherland Court Response

Response from Dolores Cumbo, Senior Estate Manager, Sutherland Court

1. There is a weekly activity time table posted on the 'residents' notice board which is located opposite the lifts on the ground floor and in the laundry room - residents are aware this notice board is used for their notices. Daily notices are placed in the talkers at the dinner tables at lunch time to let residents know what is happening that day. They would have already been removed before your visit at 2pm ready for filling again the next day.
2. An activity is held every day although some residents forget that they have joined in. There was not an activity held the day of your visit as the lounge was being used for residents meeting you and your staff.
3. Weekly activities include bingo, knitting, arts & crafts, indoor bowls, exercise, reminiscence, and regular entertainment is held such as singers, dancers, bands, etc.
4. The contribution from residents towards beverages and entertainment is £10 per month not week.
5. A member of staff makes tea for residents 2 or 3 times a day every day but again some resident forget.
6. A lunchtime meal is provided every day and is a condition of tenancy - £190 per month not week. In addition to what is printed on the menu residents can choose alternatives. The tariff sheet is for visitors not residents as their meals are already paid for. They would be charged extra if extra meals are required such a breakfast or tea and this is organised through the caterer directly