

Enter and View – Visit Report

Name of Establishment:	16 Capel Road London E7 0JD
Staff Met During Visit:	Register Manager: Nasim Hoque 1 care worker 1 relative 3 residents
Date of Visit:	21 st March 2017
Healthwatch Authorised Representatives Involved:	Nicole Goodridge Dan Tumusiime Smart Abuwa Kate Hennessy Healthwatch Newham
Introduction and Methodology:	<p>This was an announced Enter and View (E&V) visit as part of a planned strategy to assess the quality of supported living homes in the London Borough of Newham. The aim is to consider how services may be improved and how good practice can be disseminated.</p> <p>Healthwatch Newham’s E&V trained volunteers, have a statutory power to enter health and social care premises, announced or unannounced, to assess the nature and quality of a service being provided. They do this by asking for the views of the people using the service and by making their own observations. Relatives, carers and staff are also asked for feedback.</p> <p>A report on our findings is prepared which may include recommendations, if appropriate. This report is sent to interested parties such as the CQC, Newham Council and is made public on our website : www.healthwatchnewham.co.uk</p> <p>DISCLAIMER:</p> <p><i>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.</i></p>
General Information:	16 Capel Road is a supported living home for people recovering from mental health difficulties, who are working towards independent living.

Enter and View – Visit Report

	<p>4 residents were present at the time of our visit, a fifth resident was away.</p>
<p>Care Planning:</p>	<p>The home uses care plans which are reviewed weekly, specifying the residents’ goals and the activities they will be doing to help them achieve these.</p> <p>We were told the goals must be smart, specific, achievable and measurable. Residents are involved in setting their goals and encouraged to take ownership of their care plan in order to achieve them.</p> <p>We were told residents always comply with their care plans, except occasionally regarding medication. The home doesn’t have responsibility for administering medication but if this happens they will encourage a resident to take it. Care plans are viewed as an agreement the resident has with the home and residents have a copy of it.</p> <p>In addition to the home’s care plan, there may be other clinical care plans or Care Planning Approach documents that are reviewed every six months by the resident’s care co-ordinator. These plans also include goals which Capel Road takes into account when they’re making their internal care plans.</p> <p>All the residents confirmed they were involved in drawing up their care plans, even if they were not familiar with the term ‘care plan’, they recognised what we referring to when it was described.</p> <p>They told us having a say in their care plan had felt empowering and had encouraged their sense of agency.</p>
<p>Management of Residents’ Health and Wellbeing:</p>	<p>Physical health isn’t formally monitored by staff, but residents have an annual health check with their GP and keep dental and medical appointments, accompanied by staff if needed.</p> <p>Residents manage their own medication, which is delivered by a pharmacist and stored in residents’ private lockers, located in the office.</p> <p>Although residents are encouraged to cook for themselves, staff teach these skills if needed and offer advice about healthy eating, going so far as to suggest they see a specialist for advice about diet if they become overweight or have a poor diet.</p>

Enter and View – Visit Report

	<p>Exercise is promoted and residents are taken to the gym, play football and encouraged to do any physical activity they like, in order to ensure they stay active.</p> <p>Some residents attend optional employment training to stay stimulated and prepare for their future.</p> <p>Residents are free to worship any faith or none.</p> <p>The manager explained that he likes to reward residents' efforts and progress and one recent example was escorting a resident on a short holiday abroad as a treat.</p>
<p>Staff:</p>	<p>The care home is generously staffed with 4 workers for 5 residents, during the day and one worker at night.</p> <p>The residents told us staff were: 'kind', 'they listen to me', 'they're friendly', 'respectful', 'helpful' and that they held regular meetings with them.</p> <p>One resident said he'd been in many homes over many years, but this was the best.</p> <p>From our own observations we saw workers were caring and compassionate, for example, when we asked what the worst aspect of their job was, one worker replied "If a resident relapses you feel really sorry for them".</p> <p>Workers were warm and positive and had a collaborative and respectful manner with residents.</p> <p>They were also generous with their praise and allowed residents to contribute something of themselves in an appropriate way e.g. one worker expressed appreciation for the encouragement a resident gives her when they go running together. She said she couldn't have done a marathon without the resident's support. The two laughed about this and appeared to understand and value the reciprocity this illustrated.</p> <p>Workers were modest and reflective; when one worker was asked if there was anything they would improve about the home, they struggled to think of anything but said "There must be something because there's always room for improvements" and recalled the online first aid course wasn't particularly good and so perhaps attending a course would be better.</p> <p>One relative came in specially to speak to us as they were keen to tell us how pleased they were with the care their relative</p>

Enter and View – Visit Report

	<p>received, describing it as the best they'd had in over 30 years of using mental health services.</p> <p>They told us, "Workers go the extra mile." and "They are very kind and considerate, sensitive and supportive." They gave an example, describing how the home supported their relative to try something that he wanted to do, even though they had reason to think it might not be successful.</p> <p>The workers' efforts and openness to the resident's wishes, showed respect and helped build trust and a good rapport, even though the trial of what the resident wanted to have didn't go well.</p> <p>The Manager said he was very committed to delivering the best support to the residents and staff alike. He told us he does not switch off even when he's off duty and remains on call for staff, residents or relatives can contact him anytime and feel supported.</p> <p>One worker confirmed staff have a very good relationship with the manager who they said is very knowledgeable on policies and procedures. Residents we spoke to also spoke highly of him and all the workers.</p>
<p>Staff Training:</p>	<p>All support workers have the 'Care Certificate', a training provided by London Borough of Newham that teaches a set of national standards in health & social care to be applied in everyday practice.</p> <p>One worker said this training had been helpful and they'd also received additional mandatory training for adult safeguarding plus an online health & safety course. The training had added to this worker's knowledge of how to do the job and had given them confidence.</p> <p>The manager has designed an information portal for staff to recap on information they have covered during training they received. He also uses his personal time to provide further ad hoc training on diet, health and safety and well-being.</p>
<p>Activities:</p>	<p>Residents shop for groceries on a regular basis with workers going along if they need this.</p> <p>Other activities of daily living such as laundry and cleaning bedrooms etc are also residents' responsibility but may require support from staff sometimes.</p>

Enter and View – Visit Report

<p>Engagement with Relatives/Residents/ Carers:</p>	<p>One relative said they weren't involved in their relative's care plan but this was because their relative didn't want her to be, which she respected.</p> <p>Residents told us friends and family were free to visit during the allocated time and if they didn't want certain visitors the home would make sure this didn't happen.</p>
<p>Compliments/Complaints/ Incidents</p>	<p>Residents said they knew the procedure for reporting a complaint and the form to use. However one resident said this wasn't necessary, because they're encouraged to speak up if there's a problem and it gets it sorted out quickly that way.</p> <p>London Borough of Newham templates are used to record accident or incidents, including safeguarding matters.</p> <p>Residents' personal information is kept securely either as a paper copy in the locked office and/or online electronically.</p> <p>The home has a Health and Safety policy which we saw on the wall in the staff office.</p>
<p>Conclusions:</p>	<p>This service has many strengths indeed. It is located in a very pleasant house, in a very good neighbourhood which enjoys excellent community amenities. The house has been well maintained and provides a safe and pleasant environment in which residents can feel comfortable.</p> <p>More than this however, we were extremely impressed by the pro-active and highly caring staff we met on the visit and believe, this is the home's greatest strength.</p> <p>We heard evidence from residents plus a relative, of the kindness, respect and integrity workers exercise in the course of their work. We noted the positive atmosphere at the home and heard examples of the skilled methods that are used to motivate residents plus how ambitious workers are for residents.</p>
<p>Recommendations:</p>	<p><u>Minor recommendations</u> :</p> <p>Consider having plants in garden and involve residents in gardening</p> <p>Consider an improved Health & Safety course</p> <p>Consider having more soft furnishing to make the lounge more homely.</p>

Enter and View – Visit Report

	<p><u>Response from Manager:</u> In regards to your recommendations. I will certainly take them on board in respect to the training and garden. Regarding the ornaments in the lounge, one of the reasons we haven't intentionally made an 'emphasis' on making the lounge more 'homely', is to avoid individuals becoming too reliant on Phoenix Homes and it's environment. From the initial assessment stage when I meet a prospective new customer, I try and manage their expectations in regards to length of stay/ explain how long someone might typically stay in this kind of support provision.</p> <p><u>Recommendation for Newham Council :</u> We recommend the Home shares its ethos and approach to supported living with other Newham providers, perhaps in the form of a presentation, so that the very good practice and high standards we have observed, can be disseminated.</p> <p><u>Response from Manager:</u> The Manager would be happy to do this.</p>
Signed:	Julie Pal CEO Community Barnet
Date:	5.7.17