

## Enter and View – Visit Report

Name of establishment: Willow House, Victoria Court, Wembley,  
HA9 6EB  
Tel. 0208 902 441

Staff employed: Manager Network Homes: Caroline Emerure  
Email: [Caroline.emerure@networkhomes.org](mailto:Caroline.emerure@networkhomes.org)

Care Provider: London Care: Mr Ataur Rahman  
[Ataur.rahman@londoncare.co.uk](mailto:Ataur.rahman@londoncare.co.uk)

Date of visit: 8<sup>th</sup> February 2019

Healthwatch authorised representatives: Ibrahim Ali [Healthwatch Brent Volunteers & Projects Officer]  
Margaret Oyemade & Nisha [Healthwatch Brent Volunteers]

### Introduction and Methodology

This was an announced Enter and View (E&V) visit undertaken by Healthwatch Brent Staff and Enter & View Volunteers, as part of a planned strategy to look at a range of health and social care services within the London Borough of Brent to obtain a better idea of the quality of care provided. Healthwatch E&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 the service that is observed, to consider how services may be improved and how good practice can be disseminated.

The Healthwatch Brent team visit the service and record their observations along with the feedback from residents, relatives, carers and staff. They compile a report based on observations and interviews with residents, relatives, carers, and staff and making some recommendations. The Report is sent to the registered Manager for comments or corrections and response to the recommendations. The final version is then sent to interested parties, including the Head Office of the managing organisation, the Health Overview and Scrutiny Committee, Adults and Safeguarding Committee, CQC, Brent Council and the public via the Healthwatch website.

**DISCLAIMER:** 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, and those who completed and returned questionnaires relating to the visit.

## General Information

Network Homes owns and manages over 30 older people's schemes in and around London and Hertfordshire. In 1988 they changed their name to Network Housing Group. Over time, the increased range and types of homes provided across the whole housing market resulted in restructuring in 2016, bringing all four main housing associations and the group parent together to become a single organisation, Network Homes.

The online description of Willow House [<http://www.housingcare.org>] is as follows:

An extra care sheltered housing schemes in Brent offers a new way of supporting older people to maintain their independence and is an alternative to residential care for many people.

### Main facts

- Extra care housing
- 40 flats. Built in 2015. Sizes 1 bedroom, 2 bedroom
- Extra Care scheme with on-site care staff (24 hours / 7 days), Visiting management staff (Team Leader), Non-resident management staff and Careline alarm service
- lift, lounge, laundry, garden, conservatory
- New residents accepted from 55 years of age
- Tenure(s): Rent (social landlord)
- Care provider: London Care

## Background

The main goal of sheltered housing is often to support the residents, especially in the rehabilitation process; preventing unnecessary admissions to hospital or mental health institutions. The Enter & View visit aims to cover various aspects of life in the sheltered home, such as psychological & social well-being, care planning, complaints and staff/workforce.

The residents interviewed at Willow House Sheltered Accommodation were from a wide range of backgrounds. The Home was observed to be sensitive to the diverse cultural needs of the residents.

## Care Planning

Interviews were conducted with the registered Manager of London Care, which is responsible for the care provision. After receiving referrals from Social Services, a risk assessment is conducted for each individual so as to see if they match against the recommended criteria. Depending on their needs an arrangement is reached, but sometimes people are not fit to live unassisted. The needs of the residents are carefully compiled within the Care Plan. These are in place only for tenants that require them and are organised by Social Services. The Manager stated that there were no issues when residents are discharged from hospital such as returning home late, dehydration, etc. Residents all have their own GP and could access a dentist, optician, chiropodist and a hearing aid specialist if required.

One Tenant described living in the sheltered accommodation as no different to living at home. Some residents stated that the Care Team could be more consistent. "Carers can be excellent one minute and then not so good on other occasions," was a comment heard from numerous residents. Residents also commented that there should be more regular meetings with the Care Team.

Emergency cords, found in all the rooms and bathrooms, are available and are connected to the Manager's office. If the Manager is out of the office but still on the premises, the alert will be redirected to the Manager's mobile phone. If the manager is away at a training event or similar, the alert will go to the Mobile Warden who will take responsibility.

An out of hour's emergency helpline system is in place. If emergency help is required, a mobile warden can be available within 20 minutes.

### **Manager and Staff**

The Scheme Manager said she had received all the mandatory training courses in Food Hygiene, Mental Health Awareness, Dementia Care, Moving and Handling, Safeguarding, Whistle-blowing Policy and Fire Safety. Agency and Bank staff are not used at the Home. The site Manager is on site 9am to 5pm each day from Monday to Friday. A Mobile Warden works out of hours.

One aim of the visit was to find out if there was clarity on expectations about the role of the scheme based Manager and Staff by the residents. Residents were asked if they thought Staff had the right skills and experience. All responses collected indicated that residents regarded Staff as well trained.

Some residents expressed the need for the Management to be proactive in fostering a 'community atmosphere' - which some believed to be rather lacking.

The ratio of Care Staff to Residents was 7 staff per shift and 2 staff per night. The Care Manager (London Care) stated that there was a good retention of Staff, and that no Agency Staff was used. Core training is given to all staff and is on-going - "if any doubt, for example with medication, we will stop them and ask for training," said the Manager (London Care). Supervision of Staff (London Care) is undertaken every 3 months, with yearly appraisals.

### **Psychological Well-being**

The positive aspects of living in sheltered accommodation found on this visit agreed with the review literature (Roos, et al. 2016) [1]: Residents appreciated privacy, independence, participating in decision, being in a safe & secure environment, and being able to maintain links with family and friends.

Residents mentioned the limited amount of activities at the Home. "Mum goes to the Day Centre for activities. While some residents organise dominoes amongst themselves; but there is a lack of co-ordinated activities," said one resident.

Residents mentioned activities sponsored by Network Homes such as exercise classes, outings in the summer. But residents also felt that they were not involved in organising activities that were inclusive and that there should be more collaboration between residents, Network Homes and London Care.

Residents said they had access to GPs and opticians.

## **Engagement with Relatives/Residents/ Carers**

Residents' satisfaction is monitored every 6 months; with quality assurance surveys undertaken annually by the company [London Care].

Residents stated that they wanted more consistency from their Care Workers - "some were very good and while other not so good," said one residents. Another Residents said, The Care Workers seem to care genuinely, they are proactive and will say how well Dad is doing."

Residents requested more visits from outside organisations such as Art Groups, Choirs, Tea Parties, more Keep Fit and other activities which could help reduce isolation, loneliness, and boredom.

## **Compliments/Complaints/Incidents**

A complaint system and whistle-blowing policy is in place. A Branch Recording System (BRS) is in place and is overseen by the Quality Assurance Team [London Care]

Residents were aware of the complaint system and how to make a compliant.

In general residents were happy with the home; however, two points were raised by several residents -

- The need for co-ordinated activities - some expressed a desire for there to be more activities for residents and closer collaboration between Residents, Network Homes, and London Care.
- The need for more consistency with regards to the performance of Care Workers

## **Recommendations**

### **Recommendations for Network Homes**

- More activities are needed for residents
- The Scheme Manager to develop a more 'community atmosphere' as requested by residents

## **Responses from Network Homes**

### **Recommendations for London Care**

- More activities are needed for the residents
- Residents wanted their carers to provide a more consistent level of service

### **Responses from London Care**

### **References**

1. **Jenny & Imogen Blood, Support Housing for Older People in the UK, Josphe Rowntree Foundation, December 2012. Roos, et al.**