

'Enter & View' Report

Community Road Mental Health Hostel

50 Community Road,
Greenford, UB6 8XF



Healthwatch Ealing

23rd June 2021

Service Visited:	Community Road
Address:	50 Community Road, Greenford, UB6 8XF
Service Manager:	Lorna Sharma
Date & Time of Visit:	23 rd June 2021, 10 am to 1:30 pm
Status of Visit:	Announced
Healthwatch Ealing "Enter & View" Authorised Representatives:	Fatima Abdi and Radha Reddy
Lead Authorised Representative:	Fatima Abdi
Healthwatch Ealing contact information:	Healthwatch Ealing, 45 St. Mary's Road, Ealing, W5 5RG Tel: 0203 886 0830 Email: info@healthwatchealing.org.uk
CQC rating	N/A
Date of CQC Report:	N/A

Disclaimer

This report is a representative sample of the views of the staff members and one resident that Healthwatch Ealing spoke to within the time frame. This does not represent the views of all the residents and staff members at Community Road. The observations made in this report only relate to the visit carried out on the 23rd June 2021.

At this stage, we have informed the provider that they are welcome to make a response. We are yet to receive a response, however, dialogue is still open and once we do receive a response it shall be included alongside the final report.

Healthwatch Ealing (HWE) has the power to 'Enter & View' services in the borough of Ealing. 'Enter & View' visits are conducted by teams of trained 'Enter & View' Authorised Representatives.

Purpose of the visit

The Health and Social Care Act allows Healthwatch Ealing 'Enter & View' Authorised Representatives to observe service delivery and speak to patients, residents, staff, relatives, friends and carers. The visit can happen if people tell us that there are concerns, but equally, the visits can take place when services have a good reputation. We can, therefore, learn from shared examples of what they are doing well from the perspective of the people who experience the service first-hand.

Enter & View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with the HWE Safeguarding Policy. If at any time an Authorised Representative observes a potential safeguarding concern, they will inform their lead. The lead Authorised Representative will then end the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to the Care Quality Commission (CQC) and Ealing Council's Safeguarding Team.

On this occasion, two Enter & View Authorised Representatives attended the visit. The Authorised Representatives spoke with patients, staff and visitors. Recommendations have been made on how to improve the service and good practice has been highlighted.

In planning these Enter & View visits HWE liaises with the CQC, Clinical Commissioning Group (CCG) and the Local Authority (LA) to create an 'Enter & View' Programme. Several health and social care providers are then selected to be visited.

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Acknowledgements

Thanks to our Enter & View Authorised Representatives: Fatima Abdi and Radha Reddy.

Thanks to the management, staff and the resident at Community Road for facilitating our visit and taking the time to speak with us.

Background

Healthwatch Ealing agreed to conduct a series of three Enter & View visits to Mental Health Hostels in the borough. Healthwatch Ealing chose to visit **Community Road** as part of this series of visits to review how the service was being run, the delivery of service and the quality of care provided to residents.

Healthwatch Ealing's Enter & View visit to the London Borough of Ealing site at 50 Community Road was due to take place last year. However, the government COVID-19 safety guidelines prevented us from conducting our usual; in-person Enter & View visits. Although some Healthwatch organisations chose to conduct 'virtual visits' to service providers during this time, Healthwatch Ealing and Ealing Council made the decision to postpone all forms of Enter & View visitation during the pandemic and resume the programme once the government guidelines permitted and both service providers and their residents were comfortable with a visit from Healthwatch Ealing Enter and View representatives.

Ealing Council

Ealing Council is the local authority for the London Borough of Ealing (LBE). As part of their service delivery, Ealing Council provides Adults Social Care Services for individuals with mental health needs. Specifically, LBE provides:

- Supported living to help individuals transition back into society and provide independence for people with severe and enduring mental health conditions.
- Accommodation-based support services funded by LA and in some cases by the CCG
- 24 hour supervised hostel for patients from LBE

Community Road

Community Road is a mental health hostel that is one of the locations at which LBE delivers their mental health support service. Community Road supports individuals between the ages of 18 and 65 with complex (high/medium) mental health needs. Mental Health Hostels like Community Road are part of the stepped approach to integrating individuals back into society. By providing care and facilitating an appropriate level of independence, Community Road supports individuals to move on from this supervised accommodation, in line with a comprehensive plan that is agreed upon by all agencies involved in an individuals' treatment and care.

Community Road is a purpose-built, high-quality building located in Greenford with 18 bedrooms and provides residence for people living with complex mental health needs. At the time of this visit there were sixteen people living at the service. The service provider at Community Road delivers a person-centred approach to housing, social care and support for residents. This enables the delivery of individual support to adapt to the changing needs of the people during different chapters of their life.

The service also provides support that acknowledges and works with the needs of families and the people they support as well as working to accommodate personal, domestic, practical, and housing related support needs.

Observations

At the start of the Enter & View visit to Community Road, the service manager informed Healthwatch Ealing representatives that Community Road staff now refer to residents as 'people'. Throughout this report, we, therefore, use the term 'people' to respect the change in terminology that has been implemented at this residence.

Transport and Accessibility

Community Road is an accessible residence. Greenford Underground Station and the 92, 95, 105, E6, buses all stop within a 10-minute walking distance from Community Road. There is a car park at the front of the residence with lots of space.

Environment

The front entrance area was a welcoming and well-maintained environment. There was information related to COVID-19 safety precautions on display on the wall on the right-hand side of the front entrance. Upon arrival, Healthwatch Ealing representatives spoke to the manager, and were kindly asked to wash hands and sign the visitors' book, before the visit commenced.

The front entrance leads onto the office and kitchen/dining area which appeared clean and pleasant with a good source of natural light. The ground floor of the residence consists of communal areas including a bathroom, laundry room and kitchen.

oms on the ground floor, five bedrooms on the first floor and eight bedrooms on the second floor. Enter and View authorised representatives viewed one bedroom on the ground and first floor that included a bed, fridge, chest of drawers and a closet. The bedrooms viewed were clean, well-maintained and odour free, with a good source of natural light. However, representatives noted that the rooms were largely absent of personal decorations and belongings. Enter and View representatives were informed that people are allowed to bring their own personal possessions and a Portable Appliance Test (PAT) is carried out for electrical items before people move into the home to ensure that appliances were safe to use by the owner.

The first and second floor consisted of a lounge area like the one on the first floor, bathroom and staff sleeping room. All areas appeared to be clean, tidy, odour free, and well-lit.



Image 1: Information relating to COVID 19 safety precautions

Signage

There was no clear signage outside indicating Community Road but, Enter and View representatives did observe clear signage throughout Community Road including fire safety and male and female toilets with graphics.

Notice board

Enter and View authorised representatives had observed the noticeboard on the first floor to contain a variety of information to read or take away.



Image 2: Notice board on the first floor of Community Road

Our Enter & View authorised representatives saw information specifically relating to health and safety including Ealing Council General Health, Safety and Welfare Policy, Personal Safety, Fire Safety Assignment, the Mental Health Act 1983, Floodline 'Information You Can Act On', Riddor explained, emergency procedure, and food allergens. All information displayed on the notice board was up to date.

Care planning

Each person who resides at Community Road has an individual Care Plan that covers their mental health needs, social mobility, medication and other care needs. Management indicated that they work closely with the NHS clinical team to identify the care and support that each person needs. Management informed representatives that each care plan is reviewed and subject to a multi-agency needs assessment twice a year.

Move-on Plans

In addition to people's Care Plans, each person has an allocated Care Coordinator at Community Road and an external Social Worker that work together to produce their move on plan. A step down into more independent living settings is a requirement of the Ealing Clinical Commissioning Group specification which states that the recommended length of stay at a hostel like Community Road is 12-18 months.

Management indicated that the production of these move-on plans for people are led by the Greenford Recovery Review team. Each Move-on plan is subject to review each month by the team. Management informed representatives that within this review process, each person is assessed by the review team to determine whether they are ready to move on, require continued support or require extra support from Community Road or an external service (e.g., a therapeutic service).

Crisis management plan

Each person at Community Road has an individual crisis management/ risk assessment plan as part of their overall care plan. Management stated that this is reviewed by both the Line Manager and Care Coordinator. Regarding procedures and measures taken if an individual is recognised as 'high risk', the first point of call for staff at Community Road is to call the police immediately. If there are people experiencing any triggers, there are crisis numbers available to members of staff, however, it is still within the procedure to also call the police.

Fire safety

HWE representatives were informed by the manager that all members of staff are fire safety trained. There is a fire safety exit door with a clear fire exit sign on each floor and a fire extinguisher on each floor. There is also a fire safety procedure poster displayed on the wall on every floor. All the individuals residing at Community Road can follow the evacuation procedure as they are all mobile and independent. There is a fire evacuation procedure that includes all staff members and people are required to evacuate the building and meet at the meeting point if a fire drill happens.

Medication

Management stated that all medication is stored and locked in a cupboard in the staff office. The standard procedure for medication administration at Community Road involves two members of staff – one to administer the medication and one to record confirmation of this in a medication logbook. When appropriate and as part of an effective care plan, people living at Community Road are allowed to administer their own medication, under observation of the two members of staff. Management stated that prescriptions are ordered by staff, but that where appropriate, people are encouraged to collect their own medication from the Pharmacy.

There is an up-to-date medication file for people residing at Community Road. Staff are asked to sign the records once they have observed people taking their medication. This is approved and updated by the GP with proof in writing.

A member of staff explained to HWE representatives that if there are any issues with medication, the first protocol is to call the person's GP and explain what has happened. Staff are instructed to follow the advice that has been given by their GP. The GP would investigate the reasons for an error in the medication and ensure the home is aware of this. However, we were informed this has never occurred at Community Road.

Feedback/suggestion box

Enter and View authorised representatives did not see a feedback/suggestion box at Community Road.

Interview with management

Healthwatch Ealing authorised representatives met with the Manager of Community Road, Lorna Sharma. Lorna informed our Enter and View representatives that she has been working as the manager at Community Road for 7 years.

Staff structure

Lorna stated that the staff of the service consisted of one manager, one deputy manager, three senior mental health support workers, five mental health support workers and two agency mental health support workers. All staff work in a full-time role capacity. A cleaner is provided by FM Facilities Management and the Community Road site is cleaned by them six days a week.

Staff	Number of staff
Manager	1
Deputy Manager	1
Senior mental health support worker	3
Mental health support workers	5
Agency mental health support worker	2

Table 1: Breakdown of Community Road team by position

Referrals

Lorna stated that Community Road receives referrals from the LBE Placement Team. If they approve the referral, the funding must be provisionally agreed before their details are sent to the team. Lorna mentioned that the number of referrals vary from month to month, however, on average the residence receives two referrals per month.

Resident needs

Enter and View representatives were informed that people are free to choose what time they get up and go to bed. All cultural and religious preferences of people at Community Road are accommodated for and Lorna stated, '*Our people are supported in all areas of cultural faith/religion and celebrations*'.

Communication

During the interview, Lorna highlighted that there are four people who do not speak English. To help accommodate this, there are members of staff who speak other languages. For example, management stated that some of the people at Community Road speak Italian as their first language and that fortunately, some members of staff speak Italian too. An assessment is undertaken by staff to check the level of English of each person and if necessary, management can call upon the support of an interpreter/translation service.

Visiting times

Management informed us that the visiting times for the residence are from 10 am to 9 pm with all visitors requiring formal authorisation before they enter the premises. Visitors are allowed to meet their family or relatives outside their bedroom or within the large external grounds in the residence. Children are not allowed to visit the unit due to the nature of the service and the deputy manager highlighted to us that *'Due to our type of service this is restricted, and meetings are encouraged outside of our unit. We have had older children attend the unit arranged with staff present; they usually go out to socialise.'* Since COVID-19 restrictions have been relaxed, people are allowed to visit family and friends outside of Community Road.

Dietary needs of people

Lorna informed HWE representatives that dietary requirements are not usually relevant to the service as staff do not ordinarily cook for people residing at Community Road. However, the residence does provide meals for people on special occasions such as Christmas, Eid, and Diwali and accommodate all dietary requirements on these occasions.

As the residence does not provide meals for people, there is no menu available. However, staff do provide support for people if they need it. People are allowed to choose where to eat their meals and Lorna mentioned that several people are able to join staff and support in the purchase and preparation of meals if they require the support and choose to do so. Although this kind of support is not provided to each person, staff encourage everyone to make healthy eating choices.

Activities

Enter and View authorised representatives were informed that activities are discussed with people during weekly meetings. However, representatives did not see an activities board displayed at the unit. Lorna informed the Healthwatch Ealing representatives that there are a variety of activities available to people including weekly coffee mornings, cooking sessions, pool and table tennis competitions, bingo, karaoke, film night and games night. Since the easing of restrictions, people and staff had recently gone to the cinema and local funfair.

Lorna explained to HWE representatives that one-to-one meetings are held between individuals and support workers, that peoples' activity choices, preferences and ideas are discussed during this meeting and that, where possible, these are accommodated for by the team.

We were told that the planning of activities is dependent on peoples' interests and there are set dates for ongoing activities. Management stated that there is a planned activities programme at Community Road shown in the table below (Table 2)

Day	Time	Activity
Monday	Afternoon	Current affairs
	Evening	Art
Tuesday	Afternoon	Women/men group
Wednesday	Morning	Coffee morning
	Evening	Games session
Thursday	Morning	Walking group
	Evening	Music session
Friday	Morning	Individual key work session
	Afternoon	Group cooking session
	Evening	Takeaway
Saturday	Evening	Movie night

Table 2: Weekly Activities Programme at Community Road

People are prompted and encouraged to partake in activities and staff sometimes initiate this by providing snacks and games with prizes involved. However, there are people at Community Road with severe mental illness who struggle to socialise and feel triggered by noise. These people are therefore not encouraged to participate in some of the activities. Management stated to us that *‘Sometimes it takes a long time for them to settle, it can take months for them to socialise in groups, but we never give up and have had many surprises over the years where they have joined certain activities.’*

Family and friend’s feedback

Feedback is given by family and friends via more formal face-to-face meetings or just during visits, letter or email. This feedback is reciprocated by staff with Community Road providing relatives with regular updates on people's wellbeing and would inform them immediately if a more serious issue were to arise. It should be noted that consent must be provided by residents for staff to contact their relatives. Representatives were informed by management that some people have refused contact with their family and friends and therefore they have received no feedback from these individuals.

Relationship with staff

Lorna informed HWE representatives that they have a good relationship with staff and that, when any issues do arise, the team resolves this as quickly as possible at staff meetings. Staff are supported by management with work, relationship issues and any personal issues that could be impacting their well-being.

Lorne stated that she ensures a good working relationship with staff through discussions, supervision, listening to staff, observing any changes in behaviour and consistently letting staff know that management is there to support them, whether issues pertain to their work or other, non-related matters.

Staff social gatherings ordinarily take place indoors and outdoors (i.e., restaurants). However, Lorna indicated that this can be difficult to arrange, due to shift hours and other personal commitments for staff. Lorna also mentioned that members of staff are given gifts during the Christmas period to recognise their hard work throughout the year, however, more regular rewards are often difficult to distribute, due to budget restraints.

Safeguarding

Lorna informed Enter and View representatives that all members of staff are aware of how they can raise a safeguarding issue and the safeguarding policy is easily accessible to staff. The manager and deputy manager agreed that there had been one safeguarding issue to date; *'one of our people says they have given money away large amounts or feeling pressured by their family to give money away and don't have any funds left, we would speak with them, check their account and bring our concerns to their Care Coordinator and they would decide if it would be a safeguarding issue.'*

COVID-19

Management informed HWE representatives that staff members at Community Road have been provided with various means of support throughout the pandemic including online mindfulness and wellbeing to support staff with their mental health. Management sends emails to all staff on a regular basis to direct them to the right areas of support. There are also discussions during team meetings, supervisions, and one-one around staff mental well-being. Staff are encouraged to take breaks from work on a regular basis and management mentioned that they remained vigilant in looking out for signs of change in staff members' behaviours that would indicate they needed a break i.e., stress, becoming withdrawn or a drop in their work performance.

Management informed HWE representatives that all staff wear PPE when at work, they are all tested on a regular basis and that, at the time of the visit, most staff had been fully vaccinated and only one resident still required their second COVID-19 vaccination. All staff, people and visitors entering the service must wash or sanitize their hands upon entry. At the time of the visit, Enter and View representatives were told that people are reminded to socially distance and always wear a mask in communal areas unless they are sat down.

The main aspects of day-to-day activities at Community Road that were affected by the lockdown period included shopping and daily exercise. Members of staff and other agencies did the shopping for all people at Community Road and all people remained at the residence. During the

second lockdown, people were able to go outside of the residence as long as they were abiding by the national COVID-19 safety guidelines around PPE and social distancing.

The Deputy Manager stated that the service did face challenges during the pandemic including lack of access to hand sanitisers and masks: *'At the beginning of last year myself and my manager made up quantities of hand sanitiser when it was difficult to access, soon after we received ongoing supplies of PPE there were no further issues in this area.'*

Management also stated that Community Road *'...maintained staffing by using staff from other services within the borough of Ealing. I worked very long hours helping to cover shortages in our unit. It was managed and upper management was very supportive. As required our people and staff were tested, all of our people except one are vaccinated.'*

Interview with staff

Staff member no.1 – Support Worker

HWE received a completed Enter & View staff questionnaire from a Community Road Support Worker via email. The Support Worker has been working at Community Road for several years. They have successfully completed their Higher National Diploma Level 2 in Business Studies and they have worked in the social care sector for many years.

Induction process

The support worker informed Enter and View representatives that there was no specific time period for their induction and that, to their knowledge, the duration of induction periods at Community Road depends on the staff member's capability to retain new information. They mentioned that the induction process covered all the aspects of the job and the policies and procedures of the residence that must be adhered to. They received mandatory training and additional training can be booked individually. Overall, they felt supported during their induction process.

People

The support worker explained that they support the needs of people by conducting assessments, communicating with people regularly throughout the day and supporting people in following their support plans.

The support worker stated that the staff at Community Road motivate people to have a voice through regularly asking for their opinions and encouraging them to provide their feedback on the delivery of service at. The support worker also highlighted that there are both regular one to one meetings and group meetings with people where they are free to provide their input and feedback on how the service is run.

Support from management

The support worker told us that they felt 'very satisfied' with the level of support they receive from management at Community Road. They stated that the manager *'always has the time to listen'*.

Lunch breaks

The support worker stated that they are satisfied with the timing of lunch breaks but also highlighted that *'The job requires flexibility for breaks due to the nature of the service.'*

Staff meetings

The support worker participates in regular staff meetings.

Family and friends

The support worker informed us that they regularly communicate with the family and friends of people who had provided their consent, stating that regular feedback on their relatives' wellbeing is provided to families who are on the confidential waiver form.

Handover procedure

The support worker explained to us that there is an oral handover at the beginning of each shift between staff: 'There is a handover procedure - one in the morning and one in the evening- previous staff members keep incoming staff members informed about what has occurred with residents and implement a shift plan ready to start the next shift'. They noted that there is also paperwork to support the verbal handover and a shift planner involved in the handover procedure.

Safeguarding procedure

Enter and View representatives were informed by the support worker that they are aware of how to raise a safeguarding alert and can easily access the safeguarding information.

People's feedback

The support worker stated that people are aware of how to provide feedback to Community Road. They explained that people are informed and encouraged to give feedback and that there are resident meetings and one to one meetings to discuss any feedback and complaints.

COVID-19

Questions regarding the COVID-19 pandemic received positive responses from the support worker who spoke very highly about the way in which management at Community Road had handled the adaptation to services during the pandemic and resulting lockdown.

Below are some of the comments that the support worker made about how Community Road operated during the COVID-19 pandemic:

How would you rate the implementation of effective infection control measures to prevent the spreading of Covid-19?

'Guidelines are adhered to and PPE is always in supply.'

How would you rate your level of safety during the early stages of the Covid-19 pandemic and do you feel safe currently?

'I feel protected and informed.'

Did you have adequate supplies of PPE and the opportunity for you and residents to be tested earlier in the pandemic and do you currently still have access to testing?

'PPE and testing is available. No concerns.'

How would you rate the support given to continue working during the pandemic in terms of additional training or guidance?

'Support from management to keep us safe has been exceptional. We have been kept up to date with guidelines set and additional support if required.'

What support are you able to provide if any to help residents speak/see to their family and friends?

'We encourage residents to socialise and support residents with phone calls to loved ones.'

What do you think have been the biggest challenges to the home during the pandemic and to you as a member of staff?

'Ensuring residents have plenty of food during the shielding process.'

'Ensuring residents stay mentally stimulated whilst shielding.'

How would you rate the overall experience for residents and their families/friends? Please give details?

'Residents and families are able to talk and resolve any issues and concerns.'

What improvements and or changes have you had or would like to see since the pandemic?

'None.'

Staff member no.2- Support Worker

Healthwatch Ealing received a completed Enter & View staff feedback form from a second Community Road Support Worker via email. They have been working in social care for a large part of their professional career with lots of this time spent at Community Road.

Induction process

The support worker stated that they felt supported during her induction process, and it lasted for a week. They explained that they received information on the backgrounds of people residing at Community Road, health and safety training and support in familiarising themselves with fellow staff and people living at Community Road. They also received mandatory training on fire safety, lone working, diversity and equality, GDPR and first aid.

Residents

The support worker said that they support the needs of people residing at Community Road by offering emotional and practical support, mental health support, and budgeting skills. The support worker highlighted that they are able to do this through regular one to one support sessions that involve discussions about their mental health, finances, education, training, community-based activities, and plans for moving on from Community Road.

The support worker stated these regular meetings with individuals are helpful in identifying and assessing how they were feeling as well as collaboratively looking at areas of their care and the support provided to ascertain whether the person has any additional needs. Further still, the support they provided people are based on their choices, wishes and goals; and that they use this self-reflective technique to ensure that they are effectively working with people to help them achieve their own identified goals.

The support worker stated that activities facilitated for people are 'people-led', and that staff play a role in encouraging activities through being available to support people in initiating and participating in a range of different activities.

Support from management

The support worker stated that they felt 'very satisfied' with the level of support from management at Community Road. They stated, *'I feel really valued by my line manager in that she is open to hear the positive with the negative. I feel very supported, valued and respected.'*

Lunch breaks

The support worker rated the timing of lunch break as 'neutral' and indicated that oftentimes they do not have a lunch break.

Staff meetings

The support worker indicated that they participate in regular monthly staff meetings.

Family and friends

The support worker stated that they are in communication with the family and friends of people. They highlighted, *'We work with families with regards in areas that they may feel more comfortable*

to speak to than staff. Also, if the client has signed a waiver, attending reviews and difficult areas their mental health may arise.'

Handover procedure

The support worker explained to us that there is both a verbal and written handover at the beginning of each shift between staff. There is a morning and evening shift procedure in which incoming staff members are informed about what has occurred with residents and the hostel in general and what support is required for each resident (i.e., if a resident is needed to be accompanied during a meeting/appointment) during that shift.

Safeguarding procedure

The support worker stated that they are aware of how to raise a safeguarding alert and that the safeguarding information is easy to access.

People's feedback

People are informed on how to provide feedback to and for Community Road. The support worker explained that people are regularly encouraged to give feedback during one-to-one meetings and provided with anonymous surveys to express their concerns.

COVID-19

Overall, the support worker provided a positive response in relation to COVID-19-related questions.

Below are some of the comments that the support worker made about how Community Road operated during the COVID-19 pandemic:

How would you rate the implementation of effective infection control measures to prevent the spreading of Covid-19?

'We wear PPE, regular training and government information.'

Did you have adequate supplies of PPE and the opportunity for you and residents to be tested earlier in the pandemic and do you currently still have access to testing?

'Yes. Local resources in the borough. All staff have had the vaccines.'

How would you rate your level of safety during the early stages of the Covid-19 pandemic and do you feel safe currently?

'I feel protected and informed.'

How would you rate the support given to continue working during the pandemic in terms of additional training or guidance?

'We are giving regular support and information by management.'

What support are you able to provide if any to help residents speak/see to their family and friends?

'Since lockdown has almost lifted clients see their families and communicate via phone. Also have socially distance meetings.'

What do you think have been the biggest challenges to the home during the pandemic and to you as a member of staff?

'Not being to leave the hostel and not seeing their families.'

How would you rate the overall experience for residents and their families/friends? Please give details.

'I feel protected and informed.'

What improvements and or changes have you had or would like to see since the pandemic?

'N/A'

Staff member no.3 - Support Worker

HWE received a completed Enter & View staff questionnaire from a third Community Road Support Worker via email.

Induction process

The support worker felt supported during their induction process. The support worker stated that their induction consisted of reading two policies and procedures and shadowing colleagues. They also indicated that they received training in health and safety and fire safety.

People

The support worker informed us that staff provide support to people with their day to day and broader lifestyle requirements including registering with a GP, teaching them how to cook, budgeting, applying for benefits and familiarising themselves with the residence/ day to day activities at the residence.

The support worker highlighted that they 'work with them to boost their confidence and support them during one-to-one key sessions.'

People are encouraged to participate in activities held by Community Road. The support worker holds group activities and inform people of these activities by putting up a poster on one of the notice boards in the communal areas, suggesting that people are provided with ample opportunity to become involved.

The support worker also mentioned that there is a resident magazine that gives people the opportunity to voice their opinion on their likes and dislikes regarding residence activities that the staff then take on board and adjust accordingly.

Support from management

The support worker felt 'very satisfied' with the level of support given by management.

Lunch breaks

The support worker stated that he is 'very dissatisfied' with the timing of his lunch break.

Staff meetings

The support worker participates in regular monthly staff meetings.

Family and friends

The support worker stated that staff are in communication with family and friends of people at Community Road. They told us that people have a choice as to whether they want to involve their family and friends in their care. They indicated that they believe the people that do involve their relatives 'enrich' the care and support that they receive.

Handover procedure

The support worker informed us that the methods of handover vary from day to day but that it does take place at set times on each day. They explained *'Handover takes place at set times each day, if something happens which could affect the people living here or my colleagues, a brief handover will happen as soon as possible. This would then be followed by a full, more detailed general handover and emails will be sent to the entire team, where relevant.'*

It is clear to Enter & View representatives from the staff responses that staff use a variety of communication methods during the handover process including verbal communication, emails, posters, and communication books. Whilst the benefits of using multiple methods of communication are clear, this could also pose potential issues with the handover procedure.

Safeguarding procedure

The support worker stated that they are aware of how to raise a safeguarding alert and has easy access to the safeguarding information.

People feedback

The support worker stated that people are informed about how to give feedback to the home. People are encouraged to give feedback to Community Road, and this is often initiated and encouraged by staff during group meetings that take place on a weekly basis.

COVID-19

The support worker was positive about the way in which management at Community Road had dealt with the changes to services during the pandemic.

The following comments made by the support worker about how Community Road operated during the COVID-19 pandemic:

How would you rate the implementation of effective infection control measures to prevent the spreading of Covid-19?

'We followed the government and organisational policies to the best of our abilities.'

How would you rate the implementation of effective infection control measures to prevent the spreading of Covid-19?

'For a one-month period we were allowed to use a taxi to get to and from work if public transport had to be used. But this only lasted a month.'

Did you have adequate supplies of PPE and the opportunity for you and residents to be tested earlier in the pandemic and do you currently still have access to testing?

'I am aware I can go get tested if I want to.'

How would you rate the support given to continue working during the pandemic in terms of additional training or guidance?

'I had a manager who was off sick with COVID, and we were coping with something that was changing on a daily basis, one of the most stressful times of my life.'

What support are you able to provide if any to help residents speak/see to their family and friends?

'It is my job and if support is needed then I will do what I can to ensure this is done.'

What do you think have been the biggest challenges to the home during the pandemic and to you as a member of staff?

'Restricting the individual residents from going out, yet they could see us going in and out of the building.'

What improvements and or changes have you had or would like to see since the pandemic?

'We were all under a lot of pressure whether front line workers or work from home, more recognition for the front-line workers.'

Staff member no.4- Support Worker

HWE received the completed questionnaire from a fourth Support Worker via email. The Support Worker has been working at Community Road over the last 16 years. They have an educational background in BA Hons Social Work, Advanced GNVQ in Health and Social Care Intermediate GNVQ in Health and Social Care.

Induction process

The Support Worker stated that their induction process went smoothly and felt supported. The induction process consisted of *'health and safety, lay out of the building, introductions to staff members, and shadowing colleagues.'* They received training in first aid, risk assessment, challenging behaviour, fire safety training, effective communication, and Asbestos training.

People

The Support Worker explained that each person has a care plan tailored to their needs. Each person expresses to staff how they would like to be supported and areas they feel they need support in via the key work sessions. This includes emotional and practical support, mental health support, and general support. The support worker also stated that, *'Support is also offered in the form of activities. A person may be bothered by voices or feeling low. By offering an activity i.e., cooking session or walking session, this can help to distract them from the voices they are hearing or help to lift their mood.'*

The support worker informed us that people's progress is monitored through observations, key work sessions and general feedback from other members of staff to the person's allocated care coordinator. There are weekly people meetings, where people are encouraged to express their concerns or views around daily activities at the unit and ways of improving the service offered.

Support from management

The support worker felt 'very satisfied' with the level of support given by management, stating *'The managers always make time to talk to staff and see how they can offer support. They also offer regular supervision. If needed the management is readily available.'*

Lunch breaks

The support worker stated that they are 'very satisfied' with the timing of his lunch break.

Staff meetings

The support worker participates in regular monthly staff meetings.

Family and friends

The support worker told Healthwatch Ealing that staff do involve and communicate with family and friends at Community Road, stating *'Currently I work with an individual who chooses to have family involvement whilst he is living here. He has also signed a confidentiality disclaimer giving us permission to talk to his family about any concerns.'*

Handover procedure

The support worker explained to us that there is a verbal handover between members of staff during shift change times. There is an occurrence sheet that involves staff logging daily activities of people, a diary and a logbook that outlines any information that is required to be handed over and discussed verbally, such as upcoming appointments for people or any incidents that have happened that incoming staff should be aware of.

Safeguarding procedure

The support worker stated that they are aware of how to raise a safeguarding alert and has easy access to the safeguarding information.

COVID-19

Our Enter and View representatives received positive comments from the support working about the changes to the residence during the COVID-19 pandemic.

Here are the following comments made by the support worker about the COVID-19 pandemic:

How would you rate the implementation of effective infection control measures to prevent the spreading of Covid-19?

'I was not here during the beginning of covid 19 however when I returned to work, I found that we had all our PPE and procedure in place followed by the vaccine.'

Did you have adequate supplies of PPE and the opportunity for you and residents to be tested earlier in the pandemic and do you currently still have access to testing?

'Plenty of PPE and access to testing kits on site as well as able to have access to a test site. Both for residents and staff.'

How would you rate the support given to continue working during the pandemic in terms of additional training or guidance?

'I was not here during the beginning of covid 19 however when I returned to work, I found that we had all our PPE and procedure in place followed by the vaccine.'

What support are you able to provide if any to help residents speak/see to their family and

friends?

'Initially during lockdown where residents couldn't go out. Staff supported to buy data so that they could Zoom, WhatsApp and stay in contact with their family and friends. As lockdown has eased some residents are now supported to visit their family for overnight stays.'

'Residents are encouraged to continue to wear face masks, keep to the 2-meter social distance rule and to wash/sanitise hands. All residents minus one have been vaccinated as with all staff.'

What do you think have been the biggest challenges to the home during the pandemic and to you as a member of staff?

'Stress, fear of the unknown having to remain positive with science changing every day.'

How would you rate the overall experience for residents and their families/friends?

'I don't know about the overall experience however it was a difficult time, and we did our best. Now there appears to be light at the end of the tunnel.'

What improvements and or changes have you had or would like to see since the pandemic?

'Recognition for frontline workers.'

Interview with People residing at Community Road

Our Enter & View representatives were only able to receive feedback from one person at Community Road during this visit.

Residence

The person stated that they had been living at Community Road since 2019. They stated that during this time, they have been very happy with their living situation, they had not experienced any issues and that they feel appreciated by all staff. They also felt that all communal spaces were kept tidy and free of clutter.

The person felt very satisfied with the level of safety and security at the residence. They highlighted that Community Road ensures visitors to sign the visitor book when as soon as they enter the residence.

Enter and View representatives were told that they are aware of how to make a complaint and that the complaints procedure is easily accessible online. The person informed us they haven't made a formal complaint before but had previously to staff to include more outings and trips and introducing weekly group meals as this will provide opportunity for socialising between people.

Staff

The person informed the Enter and View representatives that they felt all members of staff at Community Road listened to their wishes and concerns. The resident felt satisfied with the level of support provided by staff and that they treat them with dignity and respect, stating '*Good manager, helpful and supportive*'. They also provided an example of the support that staff provide, highlighting that staff and people go to the supermarket together to do food shopping and that during the outing the staff help with the food budgeting. The person told us that they participate in activities and staff encourage people to partake in activities.

COVID-19

The person informed Enter and View representatives that they were kept informed about any COVID-19 related changes to the day to day running of Community Road. The resident also added that staff were '*active in explaining about what was going on, the rules and made it comfortable for all people*'. The person indicated that there were major changes to the day to day running of the residence such as not being able to visit other people, having to complete shopping online, wearing masks and use of PPE kits. However, the person reiterated that staff ensured that people were informed of these changes to their living situation.

The person felt very satisfied with the level of infection control measures implemented at Community Road to prevent the spread of the COVID-19. The person informed representatives that they had telephone contact with a family member and that they were able to see family outside of their home or communal areas after lockdown restrictions had eased. Overall, the person felt sufficiently supported by staff at Community Road, during the pandemic.

Conclusion

Overall, the Enter and View visit to Community Road was positive. It is a clean and well-maintained environment, with adequate facilities. The service is run by experienced, engaging and friendly staff with management and several members of staff work there for 7 years or more. Overall, members of staff were happy with their experience of working at Community Road and felt very supported by management. Staff did provide varied levels of detail in their responses to the questions regarding their induction and training and development but appeared to be well-versed on safeguarding training, health and safety, first aid, fire safety and communicating effectively with people.

Unfortunately, Healthwatch Ealing were only able to hear from one person living at Community Road. Whilst this does pose a limitation, the individual was very positive of their experience of living at the residence, spoke highly of management and staff and felt happy with the activities that they have participated in. However, the resident did indicate that the level of social engagement with other people could be improved by weekly group meals and more outdoor trips when permitted.

Areas of both good practice and areas for improvement are highlighted below.

Good practice

- Community Road is a clean, well-maintained and welcoming environment
- The service reported that all residents had a comprehensive support plan and risk assessment/ crisis management plan in place
- Enter and View representatives were impressed with how highly staff and people spoke about management. We were told that management is supportive and approachable and encourages development of the team.
- Management keeps an open-door policy for all staff.
- Community Road work to accommodate the needs, preferences, likes and dislikes of people living at the residence. This includes activities, food preferences and ways of working with staff.
- Community Road work to accommodate the needs of people who don't speak English as a first language.
- There was lots of relevant information displayed on the noticeboard at Community Road. This included mental health and health safety.
- Staff and people are aware of how to give feedback and encourage to do so with the one person interviewed indicating that there are regular meetings that give people the opportunity to feedback or discuss any concerns.
- Healthwatch Ealing were impressed with the range of daily activities available to people and the level of planning and organising these activities including karaoke, movie night, table tennis, pool table, bingo, coffee mornings and more.
- All staff participate in regular staff meetings which give them the opportunity to feedback and highlight any concerns which are then dealt with swiftly and effectively by management.

Recommendations

Recommendation Area 1. Follow up with more people living at Community Road

Despite government COVID-19 restrictions easing, Enter and View representatives only received feedback from staff and people via email. As a result of this adapted method of visitation, the team were only able to collect feedback from one person living at Community Road. This creates limitations to the findings of this report and requires follow-up work to gather the experiences of other people living at Community Road.

1.a. In collaboration Healthwatch Ealing and Community Road should organise a follow up visit once the COVID-19 restrictions are completely removed and people living at Community Road are comfortable with an in-person visit. This would provide further evidence that can be used to highlight best practice and identify any further areas for development.

Recommendation Area 2. Standardisation of handover procedure

From the collection of responses received from members of staff regarding the handover procedure, Enter and View representatives were unclear on the core procedures that take place in tandem with the more informal verbal discussions that occur at the time of shift change.

2.a. Community Road management should ensure that there is a standardised procedure for staff handovers that includes written communications in one collective document. This in theory would serve in providing staff with a single point of reference for handover information that reinforces any verbal communication that occurs.

Recommendation Area 3. Group activities

During the interview with the people, our HWE reps were told that it would be ideal to have weekly group meals and trips with other people living at Community Road

3.a. Review the current COVID-19 restrictions to understand what activities are feasible for people

3.b. Continue to keep lines of communication with residents open regarding their suggestions for activities they would like to participate in. Now that COVID-19 restrictions are beginning to ease this could include the regular outings and weekly group meals that the resident who was interviewed had suggested, if appropriate.

Recommendation Area 4. Feedback

There is no feedback or suggestion box at Community Road.

4.a. Review the feedback system in place and ensure that there is a feedback box available for people and visitors.

Recommendation Area 5. Move-on plans

Healthwatch Ealing representatives noted that the move-on plans for people were primarily led by the Recovery Review Team that operate out of Greenford rather than being led by Community Road staff who see and work with these individuals on a daily basis.

5.a. Community Road must ensure that they are active in the production and progression of each individual move on plans to help those to achieve a step down in support and accommodation as efficiently as possible.

5.b. Where possible Community Road could assist in the coordination between external agencies to feed in the day-to-day developments of people living at their residence to supplement the more global progression made by the person, that the social care staff and other health professionals are aware of.

Recommendation Area 6. Staff Training

During the feedback process, staff at Community Road referenced a wide length of time for their induction period, ranging from 1 week to 6 months. In addition, the number of completed training and development opportunities varied from staff member to staff member. As previously stated, the feedback collection method may have contributed to this variation in staff answers. However, to ensure both clarity and a high level of standardised care throughout the work force at Community Road, Healthwatch Ealing recommend that:

6.a. The standard length of induction and mandatory trainings required for new members of staff is reviewed and documented

6.b. Additional training and development opportunities for members of staff at Community Road are made easily accessible and are regularly distributed and encouraged

6.c. Members of staff that are able to attend such training and development sessions are given the opportunity and space to share their learnings with the other members of staff.

Recommendation Area 7. COVID-19

At the time of visitation, management indicated that, most staff had been fully vaccinated and only one resident was yet to receive their second COVID-19 vaccination. In addition, the Deputy Manager stated that the service did face challenges during the pandemic including lack of access to hand sanitisers and masks.

7.a. Ensure that all members of staff and people living at Community Road who are willing and able to receive both doses of the COVID-19 vaccination have received them

7.b. Ensuring that Community Road has been allocated the required amount of PPE by LBE, in case a similar lockdown scenario happens again.

Recommendation Area 8. Staff Break Time

Two of the staff that provided their feedback indicated that they weren't entirely satisfied with their lunch break.

8.a. Ensure that staff wellbeing remains a priority and that staff do not feel overwhelmed by providing them with adequate lunch breaks and a procedure which maintains staff presence within the residence, whilst other members of staff take their break. This could help to prevent staff from feeling overwhelmed or simply benefit their productivity for the rest of their shift.

Recommendation Area 9. Personal Decoration and Belongings

Healthwatch Ealing representatives noted that the peoples' rooms were largely absent of personal decorations and belongings.

9.a. *Review the policies in place for personal belongings and room decorations.*

9.b. *Within the parameters of these policies, Community Road staff should encourage people to make their rooms a more inviting and warmer environment with personal belongings and decoration.*

APPENDIX

Appendix I – Tour and observation checklist (plain text format)

Accessibility (on arrival and externally to the provider unit being visited)

What are the current accessibility arrangements like?

Where is the unit/home located?

What is parking like for resident's families, visitors, staff?

Are there designated disabled parking bays?

What access availability in place for those who may have severe mental health conditions?

Signage

Is the external signage clear?

Is internal signage clear?

Other

What reasonable changes are needed and could be made if resources were available?

Environment

Is the environment clean, comfortable and safe?

Are there any visible obstructions that could cause a hazard?

What are the communal areas like, Is there appropriate furniture available?

Noticeboard

What is displayed on the walls? Look out for staff/residents' notice boards, any residents' activities on display? Is the information relevant and up to date?

Security and Fire Safety

Did the front door have a key coded pad to enter?

Do all floors have a lift? Does the lift operate with a key code?

How are the doors to the garden kept secure and safe for resident's use?

When was the last Fire Drill?

Is there a regular fire alarm test? How often is this carried out?

Are all staff trained in Fire Safety?

What is the evacuation procedure in case of a fire?

Medication

Does each floor have its own medication trolley? How is medication stored?

Is there a Lockable/safely accessible fridge to store medication in, how often is the fridge checked?

Who dispenses and checks resident's medication? How is prescribed medication recorded?

Is there a PRN policy in place?

What safety process do you have in place if there are any accidents or issues with medication?

Are medications recorded in a resident's care plan? Are relatives kept informed and updated regarding any medications taken by their relative?

Accommodation

Do residents have a single bedroom?

Are there any shared bedrooms? If so why?

Can residents bring their own furniture, electrical items? Wi-Fi?

Are personal electrical items tested for safety (Portable Appliance Testing PAT)?

How do you enable residents to personalise their rooms?

How are residents addressed i.e. what name do they use/recognise?

Appendix II – Questions for management (plain text format)

Enter & View Management Questionnaire

Name of Service: _____

Date and time of this survey: _____

About Healthwatch Ealing

Healthwatch Ealing is the consumer champion tasked with statutory responsibility for collecting the views of residents about local health and social care services, with the aim of improving those services where necessary

What is the purpose of this survey?

Healthwatch Ealing is the local champion for local people of Ealing and is conducting a survey with residents, staff and management of your service. The purpose of the survey is to gain an understanding of the management of your service, especially during Covid-19. We thank you for your help and cooperation. The feedback provided will be analysed and a report produced highlighting the key themes and trends and outlining recommendations for improvement to the difficulties faced by the management of care homes in Ealing.

Please complete this survey if you are a Manager.

You can contact Healthwatch Ealing on 0203 886 0830 if you have any questions regarding this survey.

Confidentiality statement

Your responses will be kept confidential and will not be attributed towards you.

We thank you for your help.

Q1. Can you give us an overview of your service and staff structure? Please include number of staff, full time and part time, or contract staff.

Q2. How are residents referred into your service? Approximately how many referrals do you receive per month?

Q3. a) Can prospective residents make a visit prior to acceptance at the home?

Yes

No

b) Can residents choose when they get up or go to bed?

Yes

No

c) How are residents' cultural or religious needs met?

Q4. How do you meet the needs of residents who do not speak English as their first language? Do you have any staff members within your team who:

- a) speak different languages
- b) support residents with translation whom English is not their first language (where appropriate)?

Q5. What are the visiting times?

Q6. Where and how do visitors meet their relatives? Before and after the pandemic?

Q7. Are children able to visit their residents?

Yes No

Q8. Are there any time restrictions to when visitors can see their relatives and is there a number limitation?

Yes No

Q9. How does your home meet the dietary requirements of the residents?

- Q10. a) What are the current safety precautions in place at the facility?
b) What is the safety procedure in case of any issues around safety?
c) What approaches have you adopted to lessen any safety risk?
d) How often are safety concerns raised?

Q11. How often is the menu changed?

Q12. Can residents choose where to eat their meals?

Yes No

Q13. What help is offered to residents who may need support?

Q14. Are some residents encouraged to be involved in menu planning and cooking? If so, how?

Q15. a) Are social activities initiated by staff? (E.g. does staff ask or encourage people to do what they want to do during their leisure time?)

b) How do you find out about your residents' historic preferences, likes and dislikes and how does this information inform your planning?

c) How do you plan activities for the week/month ahead?

d) Is there a planned programme of activities?

Yes No

e) What do you do to encourage your residents to engage in activities?

f) How do you provide stimulation to those residents who often (may refuse) say 'no' to most activity suggestions?

g) How do you overcome barriers such as physical access e.g. confined to their room?

Q16. a) Are family/friends encouraged to give feedback?

Yes No

b) If Yes, how are views are collected, how is the feedback circulated to family/residents?

c) Are there any family/friends who attend staff meetings?

Yes No

Q17. a) As management do you believe you have good relationship/rapport with your staff?

b) What steps have you taken to establish a good relationship with your staff?

c) Are there any social gatherings or rewards programmes in place for staff?

Yes No

Q18. a) Are staff aware on how to make safeguarding alert?

Yes No

b) Is safeguarding information available to staff?

Yes No

c) How often are safeguarding concerns raised?

Yes No

Q19. Given the pressures on staff during this period, what support have they received to maintain their physical and mental health?

Yes No

Q20. Are you aware if there are funding issues that affect the way you provide the service for residents?

Q21. What approaches have you adopted to shift duties that leave staff at lesser risk of contracting coronavirus?

Q22. Were there any changes to resident services as a result of the lockdown? For example, activities offered to residents; the ability to access communal areas during lockdown?

Q23 What, if any, challenges have you faced in relation to accessing PPE supplies; testing of residents and staff; separation of those residents with the virus and those who were unaffected; maintaining staffing levels.

Q24. Have you implemented COVID-19 safety precautions as a service (i.e. cleanliness and hygiene?)

Yes

No

Q25. What lessons or improvements have been identified since and after the pandemic and lock down measures?

Q26. Do you have any other comments you would like to share with us?

We thank you for your time today.

Please email your form to:

info@healthwatchealing.org.uk

Appendix III - Questions for staff (plain text format)

Enter & View Staff Questionnaire

Name of Service: _____

Date and time of this survey: _____

About Healthwatch Ealing

Healthwatch Ealing is the consumer champion tasked with statutory responsibility for collecting the views of residents about local health and social care services, with the aim of improving those services where necessary

What is the purpose of this survey?

Healthwatch Ealing is the consumer champion tasked with statutory responsibility for collecting the views of residents about local health and social care services, with the aim of improving those services where necessary.

Healthwatch Ealing is conducting a survey with residents of the *Insert name of hostel here*. The purpose of the survey is to gain an understanding of your views and experiences especially during Covid-19.

The feedback provided will be analysed and a report produced highlighting the key themes and trends and outlining recommendations for improvement to the difficulties faced by the residents of *Insert name of Hostel here*.

Please complete this survey *Insert name of Hostel here*. You have the choice of completing this survey on paper, or if you prefer, we can arrange a zoom call for you to discuss these questions with a member of our team. You can do this by emailing us at info@healthwatchealing.org.uk

You can contact Healthwatch Ealing on 0203 886 0830 if you have any questions regarding this survey.

Your responses will be kept confidential and will not be attributed towards you.
We thank you for your help.

- Q1. a) How long have you been working for this service?
b) How do you feel about your job?
c) What is your background (e.g. educational qualifications)
- Q2. a) How long was your induction process and what did it cover?

b) Did you feel supported during your induction?

How would you rate the level of support given during your induction?

Yes No

c) What training have you completed? And do you receive an on-going training?

Q3. How would you rate the timing of your lunch break?

Very satisfied - Satisfied - Neutral - Dissatisfied - Very Dissatisfied

Please give more information

Questions about residents

Q4. How do you support the needs of residents?

Q5. How do you monitor the residents' progress?

Q6. How do you empower residents to have a voice?

Q7. How do you encourage residents to become more involved and give input? (e.g. activities)

Q8. How would you rate the level of support given by management?

Very satisfied - Satisfied - Neutral - Dissatisfied - Very Dissatisfied

Please give Details

Q9. Do you participate in regular staff meetings? (e.g. monthly)

Yes No

Q10. Are you aware of any possible funding issues that affect the way you provide the service for residents?

Yes

No

Q11. Do the residents face issues accessing community health and social care services?

Yes

No

Please give details

Q12. As a service do you have any involvement with the residents with family/friends/relatives?

Yes

No

Could you provide any examples?

Q13. Are you aware of the process of how to raise a safeguarding alert?

Yes

No

Q14. Do you have access to clear safeguarding information at work?

Yes

No

Q15. Can you tell us about the handover procedure between shifts?

Please give details

Q16. What means of communication is used by staff during the handover process?

Please give details

Q17. How do you engage with residents to give feedback?

Please give details

Q18. Are residents aware of how to provide feedback to the home?

Yes

No

If Yes, how?

Questions about COVID-19

Q19. How would you rate the implementation of effective infection control measures to prevent the spreading of Covid-19?

Very satisfied - Satisfied - Neutral - Dissatisfied - Very Dissatisfied

Please give more information

Q20. How would you rate your level of safety during the early stages of the Covid-19 pandemic and do you feel safe currently?

Very satisfied - Satisfied - Neutral - Dissatisfied - Very Dissatisfied

Please give more information

Q21. Did you have adequate supplies of PPE and the opportunity for you and residents to be tested earlier in the pandemic and do you currently still have access to testing?

Please give details

Q22. How would you rate the support given to continue working during the pandemic in terms of additional training or guidance?

Very satisfied - Satisfied - Neutral - Dissatisfied - Very Dissatisfied

Please give more information

Q23. What support are you able to provide if any to help residents speak/see to their family and friends?

Please give details

Q24. What do you think have been the biggest challenges to the home during the pandemic and to you as a member of staff?

Please give details

Q25. How would you rate the overall experience for residents and their families/friends?

Very satisfied - Satisfied - Neutral - Dissatisfied - Very Dissatisfied

Please give more information

Q28. What improvements and or changes you have or would like to see since the pandemic?

Please give details

Q29. Do you have any additional comments?

We thank you for your time today.
 Please email your form to:
info@healthwatchealing.org.uk
 or send by post to FreepostYVHSC

Appendix IV - Questions for residents (plain text format)

Enter & View Resident Questionnaire

Name of Service: _____

Date and time of this survey: _____

About Healthwatch Ealing

Healthwatch Ealing is the consumer champion tasked with statutory responsibility for collecting the views of residents about local health and social care services, with the aim of improving those services where necessary.

What is the purpose of this survey?

Healthwatch Ealing is conducting a survey with residents of the *Insert name of hostel here*. The purpose of the survey is to gain an understanding of your views and experiences especially during Covid-19.

The feedback provided will be analysed and a report produced highlighting the key themes and trends and outlining recommendations for improvement to the difficulties faced by the residents of *Insert name of hostel here*.

Please complete this survey *Insert name of Hostel here*. You have the choice of completing this survey on paper, or if you prefer, we can arrange a zoom call for you to discuss these questions with a member of our team. You can do this by emailing us at info@healthwatchealing.org.uk

Your responses will be kept confidential and will not be attributed towards you.
 We thank you for your help.

This questionnaire is for residency of *Insert name of hostel here*.

General Questions

Q1. Thinking about the following aspects, please select how you feel about this residency. The scale is from Very Satisfied to very dissatisfied.

Please tick (☐)	Attributes	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable

	Access by public transport						
	Parking facilities						
	Getting in and moving around the building						
	Cleanliness						
	Helpfulness of staff						
	Visiting arrangements						
	Support from staff regarding your health						
	Gardens/ Outside Space						
	Current room temperature						

Background

Q2. How long have you been living in this residency? Please state.

Please give more information.

Q3. Are you happy with the residency?

Yes - No

If No, please give more information

Questions about members of Staff

Q4. Do you feel listened to by staff when you express your wishes or concerns?

Q5. How would you rate the level of support given by staff?

Very satisfied - Satisfied - Neutral - Dissatisfied - Very Dissatisfied

Please share some examples with us.

Q6. Do the staff treat you with dignity and respect?

Q7. Do you feel that staff take into consideration your personal and individual needs and wishes?

Q8. Do you have an allocated key worker? How often do you meet with them?

Q9. Do you have any other comments about the staff you would like to share with us?

Questions about activities

Q10. Do you take part in activities? If not, how do staff encourage you to take part in activities?

Q11. Do you think there are enough activities within the home? If not, what can be done to improve them?

Questions about COVID-19

Q12. How well have you been kept informed by the residency about the any changes within the home as a result of the Covid-19 virus?

Q13. Do you feel the residency have put in place the right amount of effective infection control measures to prevent the spread of the virus spread? If so, what were they?

How would you rate the level of effective infection control measures to prevent the spread of the virus spread?

Very satisfied - Satisfied - Neutral - Dissatisfied - Very Dissatisfied

Q14. Did your support change during the pandemic? If so, how did it change?

Q15. Were you able to have any type of contact with your family and friends during lockdown and the following months or recently? Face to face or via telephone / video calls?

Q16. If you did see your family or friends, where did you see them - in your room, communal indoor area or outside? What safety measures were put in place e.g. did you visitor keep their distance; sanitise hands, wear protective masks/apron/ gloves?

Q17. If you were not able to speak to or see your family and friends, do you know why that was?

Q18. Did you fall unwell since the start of the pandemic?
If so, how would you rate the level of appropriate and timely care and support from care staff and health professionals?

Q19. Were there any changes to your activities in the home during the pandemic?
If so, what were they?

Q20. Are there any other comments you would like to make about the residency or you have received during recent months?

General questions about the residency

Q21. Are there any further comments that you would like to make about the residency and care that you have received during recent months?

Q22. Are the communal spaces kept tidy and free of clutter?

Q23. Do you have any suggestions on how to improve the home service?

Questions about Feedback and complaints procedure

Q24. Are you aware of the process to make a complaint?

Q25. Have you shared your feedback or grievance with the residency before?

Yes - No

If YES, were you satisfied that your complaint was managed properly?

Q26. Is information about to make a complaint easily available?

Yes - No

Q27. Do you have any additional comments?