

Enter & View Report

Supported for Living Limited Shirley Gardens

43 Shirley Gardens, Ealing,
London, W7 3PT



Healthwatch Ealing

02 June 2021

Service Visited:	Support for Living Limited
Address:	43 Shirley Gardens Ealing London W7 3PT
Service Manager:	Mrs. Fumnilayo Ibrahim
Date & Time of Visit:	02 June 2021, 10 am to 1 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	Good
Date of CQC Report:	21 st July 2017

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.

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

Disclaimer

This report is a representative sample of the views of the staff members that Healthwatch Ealing spoke to within the time frame. This does not represent the views of all the residents and staff members at the Shirley Gardens. The observations made in this report only relate to the visit carried out on the 2nd June 2021.

Acknowledgements

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

Thanks to the management, staff and residents at Shirley Gardens for 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 **Shirley Gardens** 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.

Certitude is an adult health and social care provider that supports people across London living with learning disabilities, autism, mental health support needs. This includes essential support to helping after a period of crisis to rebuild connections in the community. Certitude delivers various services, programmes, workshops and initiatives that are all geared towards supporting people to live the life they want including Connect and Do, Solidarity in Crisis, Fulfilling Lives Lambeth, Southwark and Lewisham, and Treat Me Right!.

Healthwatch Ealing's Enter & View visit to Certitude's mental health care home site at 43 Shirley Gardens 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 representatives.

Support for Living Limited at 43 Shirley Gardens is a registered care home that provides 24-hour accommodation for a total of seven people with mental health needs at any one time. At the time of our visit there were six people living at the residence with a seventh individual due to move into the home in the coming months.

Shirley Gardens is a purpose-built building with 7 bedrooms, a spacious car park and a big garden space. Located in Hanwell, Shirley Gardens is close to amenities including grocery shops, restaurants and other independent stores.

The service offers a person-centred approach to care and support, and responds to the changing needs of people they support during different chapters of their life. The service also provides support that acknowledges and works with the needs of families involved and responds to personal, domestic, practical, and housing related support needs.

The service has experienced staff for:

- Rehabilitating residents into the community
- Signposting residents to the necessary health and social care support services
- Supporting residents with daily activities
- Providing a vocational assessment
- Championing person-centred care planning pathways
- Promoting healthy lifestyles

On this occasion, two 'Enter & View' authorised representatives attended Shirley Gardens. The authorised representatives spoke with patients, staff and visitors to hear about their opinions and experiences of the residence. As part of the visit, Healthwatch Ealing also received responses to our surveys via email from staff who were not able to be interviewed on the day of the visit. The opinions and experiences that are presented in this report outline the key areas of good practice at Shirley Gardens, as well as forming an evidence-based foundation for a clear set of recommendations that the service provider can action to further improve their service.

Observations

Transport and Accessibility

The 207, 607, 427 buses all stop within a 2-minute walking distance from Shirley Gardens. There is also a spacious car park in front of the residence.

The front entrance to Shirley Gardens has wheelchair friendly access. Although there was no clear signage on the building of Shirley Gardens which would indicate it was a residence, it was an easy location to find.

Residence Tour

Upon arrival, Enter and View authorised representatives were met by the Deputy Manager and we were asked to take a lateral flow test before beginning the visit.

Odour and Environment

The front entrance area was a welcoming and warm environment. There was a noticeboard on display on the right-hand side of the corridor as well as the activities board with pictures of the residents by the stairway.

The front entrance leads onto the lounge/dining area which appeared to be a clean and pleasant environment with a good source of natural light and good ventilation. The first floor of Shirley Gardens consists of communal areas, including a bathroom, separate toilets and a kitchen. All areas viewed were well-lit and well-ventilated. The lounge area had a sofa and an armchair with a television, which was in use during our visit. There is also a second lounge area on the second floor. The lounge area had no odour, was well-lit and well-ventilated. We saw that the posters that were on display in the kitchen had lots of information about healthy eating.

There are four bedrooms on the first floor and three bedrooms on the second floor. Our Enter and View authorised representatives did not view the bedrooms in order to maintain the privacy of residents. There is also a staff sleeping room that has a single shower and lockable door. The room was small, however, it was well-lit and had good ventilation.

The second floor consisted of a lounge area and computer room for both staff and residents. Both areas appeared to be clean and were pleasant environments, free from odour and well-ventilated.

Overall, the physical aspects of the home were good - areas viewed were clean and well-maintained with a pleasant odour. There was plenty of natural light in all areas viewed with good ventilation and clear signage.

Healthwatch representatives also highlighted that during the visit, they observed the Deputy Manager interacting with members of staff and residents in a friendly nature, treating them with dignity and respect. These types of interactions were also observed between other members of staff and residents. During these interactions, the friendly and respectful attitude was reciprocated by the residents, and this contributed to a friendly and welcoming environment.

Signage

Representatives observed clear and concise signage including fire safety guidance, male and female toilets with graphics and activities board with pictures of the residents. All signs appeared easy to read for residents.

Notice board

A notice board was on display in the corridor near the front entrance of the residence.



Image 1: Notice board in the corridor of Shirley Gardens

Our Enter & View authorised representatives saw information specifically relating to mental health services provided by the NHS North West London CCG, CAPE, and the Solace Centre, and the Five Principles of the Mental Health Capacity Act 2005. It also contained information on Safeguarding Adults, 'How to Act on your concerns', 'ABUSE SEE IT, HEAR IT, STOP IT'. However, we did notice that the NHS North West London CCG information displayed on the noticeboard was old and that all the information presented on the board was monolingual.

Care Planning

Each resident at Shirley Gardens has a care plan. This plan is co-produced between members of staff and the resident themselves and is signed by the resident upon completion to indicate that they agree with the plan set out for them. The care plans include a focus on areas that the resident feels they need to be supported in as well as some guidance for members of staff as to what aspects of their daily routine residents need help with. Although some residents have been living at Shirley Gardens for over a decade, each resident has a 'move-on' plan in place as part of their overall care plan.

Risk Management

Residents at Shirley Gardens each have an individual person-centred risk management plan. These plans are in place to minimise the risk of a mental health relapse. Resident's individual plan identifies the triggers that might lead to a relapse and, subsequently, the actions that should be taken by management and members of staff to reduce exposure to these triggers. There is also a 'crisis intervention plan' in place for members of staff to consult, should an individual's health begin to deteriorate.

Fire safety

Our Enter and View authorised representatives were informed that all staff are trained in fire safety. There is a fire safety procedure displayed on every floor and fire exits are clearly indicated. All residents can follow the evacuation procedure as they are all mobile and independent. There are two plans for fire evacuations - one that is applicable if a fire takes place during the day and one for if a fire takes place during the night. The Deputy Manager informed the Healthwatch Enter & View team that practice fire drills take place every 3 months, with the last fire drill taking place on 31st March.

Medication

The Deputy Manager explained that members of staff oversee medicine management for residents. Medication is stored in a cabinet with separate boxes for each resident. There is a medication file in place for each resident and records are maintained and updated every four weeks. Daily health and safety checks are carried out in the residence and there is also a weekly audit to ensure that medical records are accurate and correct.

The Pro re nata (PRN) policy is signed annually, by a GP and PRN medication guidelines are adhered to by staff.

The Deputy Manager told us that a medication administration procedure is followed by all staff including sleep-in staff. It involves two members of staff; one who checks the medication record files for each resident to make sure that the medication being administered is correct and one who administers the medication. This process takes place in the morning. Both staff sign the record to confirm that the medication administered is correct. Staff also follow a procedure for logging in new medication and a return book for returned medication. There is an incident system in place in which staff can log incidents, such as a missed or spoiled dose.

Shirley Gardens is also annually audited by Boots Pharmacy.

Management told us there have been no issues with medication administration, however, there is a risk evaluation procedure in place if an incident does occur.

Feedback/ suggestion box

Enter and View authorised representatives did not see a feedback/suggestion box at Shirley Gardens.

Interviews with management

One of Healthwatch Ealing's authorised Enter and View representatives met with the Manager of Shirley Gardens, Fumni Ibrahim. Fumni informed the HWE representative that she has been working at Shirley Gardens for over 6 years as the manager.

Referrals

Fumni informed us that the residence does not receive many referrals and that there are residents who have been living at Shirley Gardens for 15-20 years. However, they do have a move-on plan in place.

Management told us that they work closely with social services and Ealing CCG (now North West London CCG) for referrals and moving patients on from the residence.

Resident needs

Fumni informed us that she encourages independence and gives residents the choice over what time they get up or go to bed. Fumni stated that, *'residents are free to get up and go to bed when they like. We do not have control over their sleeping time. However, we do encourage our residents to go to sleep at a decent time.'*

Fumni told us that she accommodates all cultural and religious needs of residents. She told us that Shirley Gardens celebrates all festivals including Diwali, Christmas, Eid, Halloween and more for residents.

Communication

Fumni told us she has experienced no issues with communicating with the residents.

Visiting times

Fumni stated that there are no fixed visiting times at the residence. However, she does not encourage visitors to come late unless it is urgent. Fumni also informed us that children are allowed to visit the home if accompanied by an adult.

Dietary needs of residents

Fumni informed us that she plans the menu on a weekly basis and encourages residents to eat a healthy diet both in general and through this weekly menu. Residents are free to prepare their own breakfast and lunch, however, some residents choose to go out and buy their own lunch. She stated that residents make their own choices regarding their meal choices, that they do not require any support and are actively encouraging residents to go grocery shopping with members of staff. At Shirley Gardens, timings of breakfast and lunch are flexible. However, most residents have breakfast between 8:00 am to 10:30 am and lunch is between 12:00 pm and 1:00 pm. Members of staff are on hand during these times to provide any support that is needed in the preparation of breakfast or lunch.

We were told that staff cook the dinner for residents each day and residents are encouraged to support with the preparation and cooking of meals. Management informed us that evening meals are cooked between 4pm and 5pm. Some residents eat later if they wish, with residents free to use the microwave to heat up the prepared meal.

Annual health checks are carried out to identify any issues relating to diet and any resulting health concerns for residents. Subsequently liaison with the relevant healthcare professionals about residents' diet takes place as needed. Fumni noted that one resident is a vegetarian, and that they can easily accommodate dietary preferences, including vegetarianism.

Fumni highlighted that the staff at Shirley Gardens '*encourage our residents to cook and always involve them with the menu planning. We support them with cooking.*'



Image 2: Menu and Nutrition Board at Shirley Gardens

Activities

Prior to the COVID-19 pandemic, management informed us that there were a variety of activities taking place. This included one to one activities included shopping, meals out, museum trips, cinema, trips to Kew gardens and plane spotting. There were also group activities including BBQ, trips to the coast, group meals for special occasions (e.g. Christmas dinner), art classes, and music therapy.

We were informed by Fummi that activities were placed on hold due to the COVID-19 pandemic. However, during the lockdown period, the manager told us that she has encouraged residents to go for walks and maintain regular exercise.

During our visit, Enter and View authorised representatives saw an activities board. Management told us there are a variety of activities available to residents including cooking, dancing, arts & crafts and a variety of indoor and outdoor games at the residence. Management highlighted that, residents are encouraged to plan activities with members of staff and that participation is optional but encouraged, depending on the preference of the resident.



Image 3: Shirley Gardens activities board

Relationship with staff

Fumni told the HWE representative that she has a good relationship with her staff and that when any issues do arise, a meeting between the members of staff is organised to discuss and resolve the issue.

Fumni also mentioned that, ordinarily there are regular social gatherings for staff in place. However, due to the pandemic, this has reduced the number of times that they can meet for social gatherings. Fumni stated that although the pandemic has impacted this social aspect of their work, 'during team meetings, we treat ourselves to drinks, takeaways, etc.'

Safeguarding

Fumni informed the HWE representative that staff are all aware of how they can raise a safeguarding alert and that there is information on this topic that is easily accessible to staff. Management told us there have been no safeguarding concerns raised by staff or residents.

COVID-19

Fumni stated that they have successfully managed their rota to minimise stress on staff, reduced the number of visits that have taken place during the pandemic and followed government guidelines. Fumni informed the HWE representative that she fell ill during the beginning of the year, however, there was a comprehensive support plan in place for staff to manage without her during this period. In particular, the Deputy Manager of Shirley Gardens worked with other members of staff during this period to ensure that all roles and responsibilities were delegated to a

staff member. Fumni also mentioned that Shirley Gardens receives support from Public Health England including Personal Protective Equipment (PPE), testing, cleaning and sanitisation equipment, and isolation advice for staff and residents, to help keep staff and residents safe.

Fumni explained that residents were told not to leave the home except for essential reasons (e.g., food shopping or exercise). She also mentioned that residents listened to staff and complied with the rules that were provided to them, regarding leaving the premises. The manager expressed to us that they have always ensured there was enough stock of food and PPE at the residence to prevent any shortages.

During our visit, the Enter and View representatives noted the residence was clean. Fumni told us that the members of staff ensured that COVID-19 safety precautions, such as cleanliness and personal hygiene were implemented throughout the pandemic.

Fumni informed us that the residence did not face any challenges with PPE, testing kits for staff and residents and maintaining staffing level during the pandemic. However, Fumni highlighted that *'A lesson we all learned throughout the pandemic was to stay stocked up on essentials at all times.'*

Interviews with staff

Staff member no.1 – Support Worker

One of HWE's Enter & View representatives interviewed a Support Worker who has been working at Shirley Gardens since 2017. He has an educational background in IT.

Induction process

The support worker stated that his induction process went smoothly, and he felt supported. He had received mandatory training including mental health capacity, adult safeguarding, food & hygiene, infection control, equality & diversity, and first aid.

Residents

The support worker said that he encourages residents to have a voice through respecting each residents' choices and wishes. He expressed to us that because of this, residents *'always feel open to their voice and rights'*.

Staff encourage residents to take part in activities and provide feedback/ input in the activities programme. He stated to us that staff ask residents about their hobbies and interests and involve

residents in planning group activities. Examples of activities include day trips, BBQ meals, parties, etc.

He also highlighted residents are supported with, and have no issues in, accessing community health and social care services.

Support from management

The support worker stated that he felt very satisfied with the level of support from management at Shirley Gardens. He explained to us that management is approachable and friendly. He stated, *'management work closely with me'*.

Lunch breaks

The support worker highlighted that he is very satisfied with the timing of lunch breaks.

Staff meetings

The support worker highlighted that he participates in regular monthly staff meetings.

Family and Friends

Our 'Enter and View' authorised representative were told that there are four residents who contact their families regularly. There are two residents who go to visit their families independently more than once a week - one resident goes and visits their father once a week and remains in contact via phone and another resident has a family who visits them twice weekly, and the resident goes to visit their family every Sunday. One resident has no family contact and another resident's family lives in Spain and calls the resident on special occasions such as their Birthday.

Handover procedure

The support worker explained to us that handover varies between registered care and living in a shared home. He stated *"Living in a shared home with a colleague...Colleagues do handover at the end of the working day. Registered care homes are different when their shift ends, they do the handover"*.

Safeguarding procedure

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

Resident feedback

The support worker stated that as far as he is aware, residents are informed about how to give feedback to the home and that Shirley Gardens actively encourages feedback from residents. He explained that residents are aware of how to make a complaint if they feel that it is necessary and the procedure that their complaint must go through.

The Support Worker informed our HWE representative that staff provide a feedback sheet to residents and record the comments from residents on a regular basis. He also added, *'During our key work sessions, we gather feedback from residents and ask them how they feel about things.'*

COVID- 19

Overall, questions regarding COVID-19 pandemic received positive responses and the support worker spoke very highly about the way in which management at Shirley Gardens 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 Shirley Gardens operated during the COVID-19 pandemic:

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

'Staff are diligent and maintain policies and procedures'

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, given supplies PPE regularly. Everything delivered from the NHS'

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

'Staff were given COVID-19 training, given informative messages and guidelines from managers. We passed on this information to residents.'

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

'Residents are given support to speak to their families, however, they are independent.'

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

'One of the biggest challenges was residents falling sick and infected. Resident got infected and we told them to self-isolate. We did shopping for them'.

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

'Family and friends of residents are nice and polite. Residents usually go out and see their families. No issues at all'.

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

'Changes and improvements I would like to see is to make testing mandatory for visitors and regular cleaning and sanitisation. To follow guidelines and adhere to resident safety measures and policies.'

Staff member no.2 - Deputy Manager

HWE received a completed questionnaire from the Deputy Manager via email. The Deputy Manager has been working at Shirley Gardens for five years. She has successfully completed her NVQ Level 2 in Health & Social Care and her Diploma for Level 3 and 5 in Health & Social Care.

Induction process

The Deputy Manager informed us that her induction process lasted for three months. She received all mandatory training and attended management courses that were led and managed by Certitude. The mandatory training included medication, safeguarding, first aid, fire awareness, health and safety, infection control, food hygiene, moving and handling, data protection and person-centred approach to care. Training is updated once or twice a year.

She added that she felt satisfied with the level of support given to her during the induction process.

Residents

The Deputy Manager informed us that she manages a total of five members of staff and ensures that they have the relevant tools and training to be able to support Shirley Garden's residents.

Our HWE representatives were told that there are monthly one-to-one key working sessions between the resident and their allocated key worker. All support records are completed with residents including support plans, decision-making reviews, health action plans, Covid monitoring and guidelines to monitor the residents' progress. All these documents are subjected to change if

changes do occur (i.e. additional mental support is needed). She noted that there is a system that logs all personal and support information for each resident.

There is a formal complaints procedure in place and residents are encouraged to make a complaint, if they wish to do so. She also stated that Shirley Gardens has *'a person-centred approach when it comes to completing support plans. We promote independence and choice through our monthly key working sessions.'*

The Deputy Manager told us that during one-to-one key working sessions and house meetings, residents are encouraged to give ideas on what activities should be available at Shirley Gardens. An action plan is created based on residents' ideas in order to promote activities of their choice.

Our HWE representative noted that residents do not face any issues accessing community health or social care services. She told us that if there are ever any issues around this, this would be communicated during house / staff meetings.

Staff have a close working relationship with Avenue House Mental Health Team and a Community Psychiatric Nurse (CPN) visits the residence on a regular basis. All the staff liaise with medical professionals with regards to the wellbeing of residents. This includes the GP, opticians, dentist, and podiatrist.

Lunch breaks

The Deputy Manager expressed that she felt satisfied with the timing of lunch breaks. She told us, *'We have small breaks throughout the day, and this is satisfactory'*.

Support from management

The Deputy Manager felt satisfied by the level of support given by management. She stated, *'My Manager is very approachable and flexible, and she supports individual initiative and encourages development of her team'*.

Staff meetings

The Deputy Manager participates in regular monthly staff meetings.

Family and Friends

The Deputy Manager stated that the service remains in contact with family and friends of residents, stating *'We are in contact with families, and we have a good relationship with families.'*

In addition, the Deputy Manager highlighted that families of residents are also able to provide feedback to Shirley Gardens if they wish to do so.

Handover procedure

Shirley Gardens has an online system called Buzz. The Deputy Manager told us that staff log all the support they provide for the residents on Buzz including daily logs, support plans, risk assessments and medical action plans. She explained to us that staff on shift log what support they give each resident so that each individual has at least two daily logs. Also, the handover is verbally given to the staff coming on shift as well as the keys to the safe and medication cabinet, office etc.

Safeguarding procedure

The Deputy Manager informed us that she is aware of how to raise a safeguarding alert and has easy access to the safeguarding information.

Resident feedback

The Deputy Manager highlighted residents are aware of how to give feedback and that they welcome any feedback. She stated that there is a resident survey available for all.

Residents are allocated a key worker who they can confide in as well as all members of staff being friendly and approachable.

COVID 19

Overall, questions regarding COVID-19 pandemic received positive responses and the Deputy Manager spoke very highly about how the manager dealt with changes to the service during the pandemic.

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

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

'We have a very good and stringent infection control measures in our service, it is effective and staff find it easy to follow, we have ample PPE and have regular testing'.

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

'PPE was a bit of an issue during the early stages. We had a lot of support and guidance from head-office and we could go to our net system for updated information, and frequently asked questions'.

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 have gotten better as time went by, now we have ample PPE and testing kits compared to the early stages.'

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

'We had ample support from the team allocated to covid -19 called the covid hub, we had updates and FAQ and had peer support if we needed extra support.'

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

'Residents had a choice they could skype or use telephone to call family. Some have their own mobiles and we ensured they were topped up and fully charged.'

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

'I think the fear of contracting the virus and implementing the guidelines around infection control. As a staff member I was worried about my family and also not being able to see them face to face due to restrictions, this was also challenging for our residents.'

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

'I think the pandemic was challenging for everyone, the restrictions and guidelines and being apart from loved ones.'

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

'Changes and improvements I would like to see is easing of lockdown safely, people to be more vigilant, and Government to act quicker on closing borders for those countries who have high cases.'

Interview with Resident

One of our Enter & View representatives approached a resident for feedback.

General feedback

The resident told our Enter & View representative that they had been living at Shirley Gardens since 2007. They stated that during this time, they have been very happy with their living situation, they have not experienced any issues and that they feel appreciated by all staff.

The resident informed HWE that they felt all members of staff at Shirley Gardens listened to their wishes and concerns. The resident felt satisfied with the level of support provided by staff. For example, '*they help with making porridge and soup*'. The resident also told HWE that the staff treats them with dignity and respect.

The resident told HWE that they participate in activities regularly including shopping, day trips and indoor activities.

COVID-19

The resident stated that they were kept informed about any COVID-19 related changes to the day to day running of Shirley Gardens. The resident also added that they were given a flu jab and the COVID-19 vaccine.

The resident felt very satisfied with the level of infection control measures implemented at Shirley Gardens to prevent the spread of the virus. They also told us that they '*followed all the guidelines and instructions provided by the care home manager*'.

Our 'Enter and View' representative was told by the resident they had telephone contact with a family member and that they were able to see family outside of their home after lockdown restrictions had eased.

Overall, the resident felt very satisfied with the level of care from staff during the pandemic.

Residence

Overall, the resident felt very satisfied with residence and has experienced no issues at all.

Feedback and Complaints

The resident informed HWE that they are aware of how to make a complaint and that the complaints procedure is easily accessible to all. The resident also expressed they have shared feedback with the residence before.

Conclusion

Overall, Shirley Gardens is a well-run service. It's clean and very well maintained and during HWE's visit, Enter and View representatives witnessed staff being friendly and attentive towards residents, treating them with dignity and respect.

Staff were open about their experiences at Shirley Gardens. The staff we did speak with were positive about the service but, felt some improvements could be made about how the service operates during COVID-19 pandemic.

We interviewed one resident who spoke highly about the service, the management and staff.

Good practice

- Shirley Gardens is a clean, well-maintained and welcoming environment
- Management was observed treating both staff and residents with respect and dignity. During our management interview, a resident came and spoke to Fumni about leaving the residence; Fumni communicated with the resident sensitively and constructively.
- Enter and View representatives were impressed with how highly staff and residents 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.
- Staff were satisfied with the timing of their lunch break.
- During the interview with staff, they both said residents are aware of how to give feedback and encourage residents to provide feedback. For example, residents are given a feedback survey to complete about their support and overall satisfaction about the service.
- Menu is catered to all residents' dietary needs and management encourage residents to cook their own meals, however, assistance is given when needed. For example, residents are given choice on what they eat and incorporated in the weekly menu.
- A comprehensive care plan is in place for each resident at Shirley Gardens. This includes risk management plans, medication plans, day to day care plans that are agreed upon by staff and residents and 'move-on' plans.
- The attention and care that is given to the administration of residents' medication is maintained at a high standard, including the incorporation of administration into the handover procedure and the use of the online resident logging system, 'Buzz'.
- Staff are aware of the operational procedures that should be followed in the event of a fire, a safeguarding concern and complaints/feedback from residents or their family members.
- Shirley Gardens has strong links with external healthcare professionals including visiting nurses, Ealing Council and Primary Care clinicians.
- HWE representatives were impressed during the visit with how management had appeared to have handled the COVID-19 pandemic, taking into consideration the well-being of staff. This included managing the rota to minimise stress on staff.

Recommendations

Recommendation Area 1. Notice boards

During the visit, Enter and View Authorised Representative observed old information on the noticeboard.

1.a. Review the information promoted on the notice board, regarding mental health and wellbeing services. Update any internal or external information to ensure that residents are kept up to date and informed about what support and care is available to them

Provider response:

1.a. Noticeboard information are updated, internal and external information are all reviewed and replaced with up-to-date information for the people we support.

Recommendation Area 2. Move-on plans

Management told our Enter and View representatives that there have been residents living at Shirley Gardens for more than 10 years, despite having a move-on plan in place. However, Enter and View representatives felt the move on plan hasn't been utilised between all parties. As indicated by Ealing Council, the service specification for residence such as Shirley Gardens states that places for residents are for a limited period, ordinarily 2 years.

2.a. Reassess the move on plans for residents who have been living at Shirley Gardens for longer than two years.

2.b. Ensure plans are agreed upon and understood by all parties including the resident, members of staff and any family and friends involved in the resident's care.

2.c. Ensure that there is regular communication between these parties regarding individual's move on plans to regularly monitor progress and adjust if the circumstance calls for it.

2.d. Review the procedures and protocols in place for creating a move on plan for residents arriving at Shirley Gardens to ensure that they are comprehensive and, where possible, effective in supporting residents to move on from the residence after approximately 2 years.

Provider response:

2.a. Move-plan will be discussed during key work session with the people we support, we will continue to highlight the plan at various CPAs.

2.b. Perhaps on-going explanation on the move-on plan with individual might enable the understanding and probably the importance of the move-on process.

2.c. There will be regular discussion with the people we support and the duty care coordinator.

2.d. More focus discussion on the move-on plan if a new resident is moving in.

Recommendation Area 3. Activities

Enter and View authorised representatives observed that there was no activities planner displayed on the board.

3.a. Review the activities planner and ensure there is a clear and adequate activities planner displayed on the wall for residents.

Provider response:

3.a. The team will ensure that there is adequate activities planner displayed on the wall for the people we support, we have come up with a plan during the team meeting to further encourage the people we support to decide on any activities of their choice and staff will continue to support with various tasks.

Recommendation Area 4. Feedback

Enter and View authorised representatives noticed that there is no feedback or suggestion box at Shirley Gardens.

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

Provider response:

4.a. We have compliments and complaint note at the entrance, this is also use as a feedback note, and the people we support, and family have access to the notes.

Recommendation Area 5. Family and Friends

Enter and View representatives were unsure about the policy on contact with family and friends due to differing views amongst the members of staff that they spoke to.

5.a. Given the changes over the last year and a half around visitation, there may be value in producing clear information which outlines the parameters for visits and friends & family involvement as we move into new phases of the COVID-19 lockdown. This could include, making sure that visitors are tested and double vaccinated before their visit takes place. This will ensure that there is concise information available that can be clearly understood by staff, residents and visitors on visitation policy which reflects the current context.

Provider response:

5.a. With the changes over the last year, all visitors have to do the Lateral flow test before coming into the staff, there is a template in place for record monitoring and a clear information that is supported with the organization guidelines and policy.

Recommendation Area 6. Meal times

The Deputy Manager told our Enter and View representatives that residents' dinner time is between 4 pm to 5 pm. However, we were concerned as this is not suitable mealtime for adults.

6.a. Review the current dinner mealtime. Obtain feedback from residents regarding this matter and explore the option of moving the dinner time to later in the evening.

Provider response:

6.a. The Deputy Manager stated the mealtime (dinner) between 4pm -5pm, however within the service we provide, the people we support have right to the kitchen to eat at their own time. (They have choice to eat anytime).

We support and encourage the people we support to make healthy meal choice and eat reasonably for other physical health issues for example high cholesterol/diabetes.

During resident meeting we will continue to include diet/nutrition in the agenda, where we can talk and have the opinion of the people we support around healthy eating, choice of time to eat and other nutrition related issue.

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?

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

Q21. What Yes No 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@healthwatchhealing.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 participate 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?

Appendix IV – Resident Feedback/Satisfaction Survey (plain text format)

Customer Survey - 43 Shirley gardens

Please take a few minutes to tell us what you think about the support you receive from the support workers and manager of your local Certitude team. Your opinion matters and your views will help us to do more of what works well for you and improve the things that could be better. Please tick the boxes below to show how much you agree or disagree with each statement. Thank you.

01. If I want to make a choice or decision about my support, I get the information I need from the team to do so.

Yes - Always

Yes – Mostly

Yes - Sometimes

No

02. If I want help to be in touch with family or friends, I get enough support from the team to do that. Yes - Always

Yes – Mostly

Yes - Sometimes

No

03. I get enough support from the team to join in with my communities as much as I would like.

Yes - Always

Yes – Mostly

Yes - Sometimes

No

04. I get to decide and plan how the team supports me.

Yes - Always

Yes – Mostly

Yes - Sometimes

No

05. I am involved in choosing who supports me.

Yes - Always

Yes – Mostly

Yes - Sometimes

No

06. I get the support that I need to do the things that are important to me.

Yes - Always

Yes – Mostly

Yes - Sometimes

No

07. I get the support I need to feel safe, if I need it.

Yes - Always

Yes – Mostly

Yes - Sometimes

No

08. If I want to try new interests or activities, the team support me to do so safely.

Yes - Always

Yes – Mostly

Yes - Sometimes

No

09. If I need help managing my money, I get enough support from the team.

Yes - Always

Yes – Mostly

Yes - Sometimes

No

10. In my home:

I feel comfortable living in my home

Yes - Always

Yes – Mostly

Yes - Sometimes

No

I get on well with the people I share my home with

Yes - Always

Yes – Mostly

Yes - Sometimes

No

I get the support I need to keep my home the way I like it

Yes - Always

Yes – Mostly

Yes - Sometimes

No

11. The team that supports me:

Listen to me

Yes - Always

Yes – Mostly

Yes - Sometimes

No

Treat me well

Yes - Always

Yes – Mostly

Yes - Sometimes

No

Are friendly

Yes - Always

Yes – Mostly

Yes - Sometimes

No

Know me well

Yes - Always

Yes – Mostly

Yes - Sometimes

No

12. If I want to make a complaint or compliment, I get the support I need from the team to do so.

Yes - Always

Yes – Mostly

Yes - Sometimes

No

13. I get the support I need to feel healthy and well.

Yes - Always

Yes – Mostly

Yes - Sometimes

No

14. If I am unhappy, I can tell someone in the team who will listen.

Yes - Always

Yes – Mostly

Yes - Sometimes

No

15. I get the support I need to make choices and decisions about my life.

Yes - Always

Yes – Mostly

Yes - Sometimes

No

16. I am happy with the support I receive.

Yes - Always

Yes – Mostly

Yes - Sometimes

No

17. If I knew someone who needed support, I would recommend the team that supports me.

Yes - Always

Yes – Mostly

Yes - Sometimes

No

18. This is what works well about the support I get from the team.

19. This is how the team could support me better in future.

20. Other comments.

Would you be happy to take part in next year's survey?

- Yes
- No

Additional Info

How are you (or your family member) currently supported within Certitude?

- Supported living
- Respite support
- Registered care
- Employment support
- Personalised support (individual budget)

- Beyond Prison
- Outreach or floating support
- Other (please specify below)
- Day opportunities / Resource Centre

Are you (or your family member) supported by?

- Mental Health Services
- Learning Disabilities Services

What borough do you live in / receive support?

Please specify:

The following questions are optional - the information remains anonymous but helps us for monitoring purposes:

Are you?

- Under 25
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or over

Are you?

- Male
- Female

Are you?

- Bisexual
- Gay man
- Heterosexual
- Lesbian
- Prefer not to say

Which of the following best describes your ethnic origin?

- White – Irish
- Asian or Asian British – Pakistani

- White – British
- Asian or Asian British – Bangladeshi
- White – Other
- Asian or Asian British – Other
- Mixed – White & Black Caribbean
- Black or Black British – Caribbean
- Mixed – White & Black African
- Black or Black British – African
- Mixed – White & Asian
- Black or Black British – Other
- Mixed – Other
- Chinese
- Asian or Asian British – Indian
- Other

Please describe your religion (if any) using the categories below:

- Baha'i
- Islam
- Sikhism
- Buddhism
- Jainism
- Zoroastrianism (Parsi)
- Christianity
- Judaism
- Prefer not to state
- Hinduism
- Rastafarianism