

Enter and View Report

Oatleigh Care Ltd.

212 Anerley Rd, London SE20 8TJ



Healthwatch Bromley

23rd September 2021

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Visit Information

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| Service visited: | Oatleigh Care Ltd. |
| Address: | 212 Anerley Road, Anerley, London SE20 8TJ |
| Care Home Manager: | Juliana Menezes |
| Date and time of visit: | Virtual Visit on 11 th August 2021 from 10:00 – 15:00 |
| Status of visit: | Announced |
| Healthwatch Bromley Enter and View Authorised Representatives: | Marzena Zoladz, Namrata Bansal, Aastha Kamboj, Manika Singh, Gerda Loosemore-Reppen |
| Lead Authorised Representative: | Namrata Bansal |
| Healthwatch Bromley contact details: | Healthwatch Bromley, Community House, South Street, Bromley, BR1 1RH Tel: 020 3886 0752 Email: info@healthwatchbromley.co.uk |

Healthwatch Bromley (HWB) has the power to ‘Enter and View’ services in the London Borough of Bromley. Enter and View visits are conducted by teams of trained Authorised Representatives.

Purpose of the visit

The Health and Social Care Act allows HWB Enter and View Authorised Representatives (ARs) to observe service delivery and speak to patients, residents, staff, relatives, friends and carers. Visits may happen in response to concerns expressed to HWB, but also where services have a good reputation. We can therefore learn from examples of organisations doing well and those needing to improve, from the perspective of the people who experience the service first hand.

Enter and View visits are not intended to identify specific safeguarding issues. If safeguarding concerns arise during a visit, they are reported in accordance with HWB Safeguarding Policy. If at any time an AR observes a potential safeguarding concern, s/he will inform the lead AR, who will then end the visit. If any member of staff in the observed organisation wishes to raise a safeguarding issue, they will be directed to the Care Quality Commission (CQC) and Bromley Council's Safeguarding Team.

HWB Enter and View programme has been designed based on local intelligence and feedback, supplemented by feedback from the public, and liaison with local partners and stakeholders including London Borough of Bromley and the HWB local Committee.

Healthwatch Bromley virtually visited the Oatleigh Care Home at the request of the London Borough of Bromley. The Care Quality Commission rated the home

as 'Good' in December 2017. They reviewed the care home again on 7 October 2021 and they did not find any new evidence to reassess their previous ratings.

Virtual Enter and View

Due to the government restrictions in place during the pandemic, some care homes only allow Enter and View visits to take place virtually. This is to ensure safety of their staff and residents. We acknowledge the challenges faced by care homes and, as a result, we adapted our methods to deliver a virtual model of the visit.

On this occasion, a total of five Enter and View Authorised Representatives in two groups undertook the virtual visit.

- One group (Marzena Zoladz and Namrata Bansal) spoke to the management team, then, using appropriate digital devices (iPad/laptop/mobile phone), was shown around the premises.
- The other group (Aastha Kamboj, Manika Singh and Gerda Loosemore-Reppen) interviewed staff, residents and family members by telephone as per a pre-planned interview schedule.

Recommendations have been made on how to improve the service and good practice has been highlighted.

Methodology

Our visit was announced and planned in partnership with the home. In preparation for the visit we shared with the home a poster announcing our visit to display in communal areas and copies of questionnaires and booklets explaining the purpose of Enter and View visits in further detail.

HWB offered three choices for completing the questionnaires:

- Telephone call
- Pen and paper and delivered to us by freepost
- Zoom or video conferencing call

With the support of the home's registrar, an interview schedule was planned for the day that assisted us in the interview process.

Virtual Visit Constraints

Weak connectivity – The Manager, the Registrar and the rest of the staff were very helpful and supportive of our visit. We did face a few issues with internet connectivity as the Registrar was moving around the home to show us around. However, it did not have an impact on the outcome of our report.

Change in government's policies – Due to the coronavirus pandemic, government rules regarding visits were changing frequently based on the scientific advice and the level of the virus' threat.

Vaccination status – When we conducted the virtual visit, vaccination was not compulsory. However, at the time of writing the report, government made it mandatory for the care home staff and any visitor to the house to be double vaccinated.

Acknowledgements

HWB Enter and View Authorised Representatives, Marzena Zoladz, Namrata Bansal, Aastha Kamboj, Manika Singh and Gerda Loosemore-Reppen would like to express thanks to Gillian Hensley-Gray, the Registrar with the Care Home, for coordinating the virtual visit, the staff for their hospitality during the visit, and the staff, residents, family and friends who completed our questionnaires and provided valuable feedback.

Care Home Staffing

The Registrar provided Healthwatch Bromley with a staff list. The staff listed below serve the Oatleigh Care Home.

| | |
|----------------------|----|
| Director operational | 1 |
| Administrator | 2 |
| Finance | 1 |
| Manager | 1 |
| Deputy Manager | 1 |
| Senior Carer | 22 |
| Carer | 25 |
| Chef & Kitchen | 4 |
| Laundry | 5 |
| Driver | 1 |
| Auxiliary Staff | 8 |

Current total number of staff is 67.

Background

Oatleigh Care Ltd is a residential care home in Anerley, south-east London that provides accommodation and dementia care for elderly people. The Care Home is privately owned by the Jawa Group. The Jawa Group owns three care homes in the same premises - Oatleigh Care Home, Oatlands Care Home and The Homelands. All three care homes share a number of staff across the overall site. For the purpose of this report, we are only analysing Oatleigh Care Home. The analysis of Oatlands Care Home will be completed in a separate report.

The care home accommodates 42 people across three separate units over three floors, each of which have separate adapted facilities including dining rooms and sitting areas.

The housing consists of 42 single rooms with ensuite toilets. On the day of the visit there were 30 people living in the house.

Oatleigh is a new building and is designed with a London theme. The ground floor hub is called Angel and contains many facilities including a lounge with built-in cinema, a coffee bar and a shop. The floors are named as Covent Garden, Downing Street and Edwardes Square, each with a dedicated team.

All the floors are designed for living and are filled with historical photographs and artwork to spark interest. Each floor has its own colour scheme to make them more distinct from each other.

Accessibility

The main entrance to the residential home is located on a busy road. The home is situated in a residential suburban road in Anerley, with Anerley as the nearest train station, a 2-minute walk away. The care home has excellent transport links and connections.

Residents do not have access to stairs. In the case of fire, the fire brigade would be called to help evacuate the residents. The stairs are only for the members of

the staff.

The front door has keypads for entry and exit. Prior to COVID-19, residents (without dementia) could go for an accompanied walk away from the home.

Access to the garden is from the lounge at the rear end of the care home. Relatives are no longer allowed to meet the residents in the communal area to ensure infection control. They are however allowed to meet them in the garden.

During the height of the pandemic, the home stopped access to visitors, but by the time of our visit restrictions were eased and families could meet in person, by prearranged appointment. For residents who were unable to receive a visit there was the option of video calling or telephones to talk to their relatives.

All families who visit need to complete a lateral flow test, follow infection control measures such as wearing PPE provided by the home, and complete a relevant form ahead of the visit.

Environment within the home

As this was a virtual visit, it was not possible to view most areas of the home closely. We had the opportunity to view the entrance, lounges, garden, and an empty resident's room. All looked to be in reasonable order when viewed through the constraints of a virtual live video tour.

Oatleigh Care Home appears to be clean, comfortable and safe. There is a dedicated team of carers, team leaders and cleaners per floor. There is a main lounge and communal rooms which include a sitting room and dining room on each floor. Internal décor and communal areas appeared pleasant and uncluttered - with modern, comfortable furniture where people can sit and access snacks..

Facilities

A range of facilities is provided within the home. These include a laundry service where COVID-19 protocols are followed, eg only one person is allowed in at one time to avoid cross-contamination. Each resident has a colour coded box that helps the staff in sorting out the clothes for each resident.

Hairdressers and a podiatrist used to visit weekly, but during COVID-19, the staff were taking care of residents' hair and feet.

Support for those with dementia

The home provides 24/7 specialist nursing provision. Support therapies and holistic care for people with dementia. The Jawa Group was the first in the UK to adopt the Namaste Care Programme, a specialist programme to support those with advanced dementia.

Admission of residents

Potential residents can contact 020 8778 8545 or email info@jawagroup.co.uk.

Anyone interested in the services can request a brochure which details all necessary information.

Feedback from residents

Healthwatch received responses from 3 residents, of whom 2 were interviewed by a Healthwatch representative over the telephone and 1 response came via post.

These residents were able to give their consent to communicate actively and provide information about the home and the care they were receiving. They represented a broad range of experience, the shortest time at the home being eight months, the longest two years.

We wanted to interview more residents – however, as most of the residents were suffering from dementia, it was difficult to get further responses. One of the residents whom we were interviewing had to be taken to the hospital and therefore couldn't complete the interview.

Overall, the residents informed us that they felt happy, comfortable, safe and secure at the home. None of the residents was allocated a specific key worker – however, they expressed satisfaction with the staff.

"I feel very safe and secure because of the staff and management. Also are there lots of cameras around"

They also told us that the staff involved them in decisions about their preferences for food, and clothes. However, a few residents shared their concerns with us regarding the staff. For example, one resident commented that sometimes the staff couldn't help them as *"they are too busy."* Another commented that the staff didn't listen to them when they expressed their concerns or wishes.

"Sometimes they are unable to hear or listen to me as they are too busy."

One resident felt that some staff could benefit from improving their spoken English which would help avoid 'a communication problem'.

Residents felt staff are treating them with respect and dignity.

"They involve me in decisions about my diet and what I am wearing."

All three residents expressed satisfaction regarding the cleanliness of the care home including their rooms and the communal areas.

"There is daily cleaning going on and all of the communal spaces are kept tidy including my bedroom."

COVID-19 protocols

Overall, the residents were satisfied with the care offered and precautions taken by the care home during the COVID -19 pandemic.

The residents were informed about the COVID-19 protocols as practised by the care home. All three residents informed us that they were aware that their family and friends could not visit them due to the virus. They also remarked that the care home has put in place the right amount of effective infection control measures to prevent the spread of the virus.

“Yes, all covid-19 measures followed such as wearing masks, handing washing, no activities, no visitors allowed in the rooms, staff was also observing precautions.”

Two residents met their family members and neighbour in a visiting room during the lockdown while the third one was in touch through telephone calls. All three had COVID-19 vaccinations.

Feedback from residents suggests the pandemic had negative effects on some aspects of their lives, e.g. lack of independence and movement. There was also an issue of being lonely as they could not have their family members with them.

Feedback from family and friends

We received feedback from 5 family members. The feedback is generally positive and family members expressed their satisfaction with the care of their relatives. They are regularly informed of any issues related to their relatives at the home.

"Any minor issue is reported"

"Always consulted me before dad's doctor's appointments and asked if I could go along or should they send a staff member"

3 in 5 family members were not aware of any meetings for family members or any formal way of giving feedback but they felt that they were listened to whenever there is anything important to say or suggest.

"I am not aware of any other meeting. Most of the consultation is via phone or email"

They are equally impressed by the quality of care and dignity their family members receive from the staff at the care home.

"Staff are very warm and caring."

Most of the family members were very impressed with the staff but they did comment on the frequency of staff changes.

"Staff turnover is high"

Since the time the country has opened up, family members are allowed to visit their relatives at the care home only after making a prior appointment. The family members are highly impressed at the way the home has tackled the COVID-19 at the height of the pandemic as they did regular testing and took precautions.

“There was not a single COVID death. They tested regularly.”

It is highly commended that the care home did not witness a single COVID death which shows they were cautious and took all the necessary precautions. The care home also managed to keep the family members informed of the condition of their relatives during the lockdown when visitors were not permitted.

However, some family members also mentioned that the staff should be more proactive in encouraging their relatives to let them go to open spaces and involve them in activities for their mental and emotional wellbeing.

Feedback from management and staff

Total number of senior staff surveys completed: **4**

Total number of staff surveys completed: **4**

Most staff who completed the survey had been working at Oatleigh Care Ltd. for over a year, the shortest duration being six months, the longest 10 years.

New staff have to attend a two week induction period before they can start supporting residents. Every staff member has to shadow their seniors during the induction process to learn about residents and their backgrounds. Staff confirmed they had received training on safeguarding, manual handling, health and safety, e-learning, handover process, COVID-19 protocols, disposal of waste

and completing administrative formalities.

Staff praised the support they receive from management and opportunities for professional growth and development. Staff have meetings and may have an extra day off when needed. They are also provided with a weekly free staff lunch. Staff also have access to employee counselling services.

During the pandemic, the management ensured regular testing, provided enough PPE equipment and did regular risk assessment. However the care home could not test all the staff members at the start of the pandemic and there was a shortage of PPE supplies in the early stage. There were also some cases of vaccine hesitancy among the staff.

The care home also restricted movements between different floors and encouraged staff members to work from home wherever applicable.

The family members of the residents also confirmed that the care home did not suffer due to the pandemic the way some other care homes reportedly did.

Before the pandemic the family members could meet the residents in their rooms and lounges - however once the country opened up, they can only meet in the courtyard, main lounge after making a prior appointment.

Care Vision App

The Director of the Jawa Group talked about their innovative app, 'Care Vision'; a cloud-based app to meet the complex needs of individuals in care. The app helps the staff in simplifying and streamlining their work and integrate the many types of tasks and departments that share space under one roof—prescriptions, therapies, food prep, housekeeping, health and safety, HR and family visits.

The app assists carers in generating notes about any resident in seconds and carers can even dictate notes in their own language. This prevents errors, ensures completion of each task and provides a log of every action. The app was launched in December 2019. The director assured us that the app is completely secure and ensured the privacy of the residents.

Activities

There is an in-house activities coordinator who plans and implements groups and individual activities for the residents. The activities coordinator holds meetings with the residents every week and seek their feedback.

The activities team encourage residents to take part in the activities by talking with them. In addition, posters with activities are displayed in communal areas and the corridors. If a resident does not want to take part in activities, where possible staff try to engage on one-on-one basis.

Various group activities including a residents' party and church service, hairdressing, foot care and dentistry were put on hold during the lockdown.

Findings and recommendations

Following the HWB virtual visit, we received **16** completed feedback forms which included:

- Family - 5 interviews
- Residents - 3 interviews
- Staff - 4 interviews
- Senior Staff - 4 interviews

Based on our observations and interviews and feedback received, we make the following recommendations:

Finding/Recommendation 1

Feedback from family members suggests that many residents would like to visit a park or other outside space, perhaps within the care home grounds. We note that the virtual tour on the company website shows an attractive courtyard space. We understand that the care home may be cautious in response to the pandemic - however we suggest that the home reviews the policy and rules on outings and, if they are safe, offer those to residents. This type of activity has the potential to support residents' physical and mental wellbeing. We recommend that the home encourages residents and their family members to use outside spaces when possible.

Action/Response from Oatleigh Care Home

As official restrictions have eased residents are once again offered support and encouragement to use outside spaces on the home's site and in the wider community, such as neighbouring Betts Park.

Finding/Recommendation 2

Most residents are happy and feel included in aspects of decision-making – however, based on the feedback suggesting that staff do not always have time to ‘listen’ to residents we recognise there is room for improvement in this area. We recommend the home look into this issue and act to ensure residents always feel included, listened to and engaged – this could include revising the level of staff provision and/or provision of relevant training to staff.

Action/Response from Oatleigh Care Home

This has never been an issue and this is evidenced in our Care Vision software, how long they have spoken and listened to the client and engagement on a daily basis Staff are updated via training in dignity and respect to ensure inclusivity of all residents. Please remember to look out for this next time you visit.

Finding/Recommendation 3

The feedback from family members suggests that they would welcome staff providing further positive encouragement for residents to take part in the scheduled activities. This would help to stimulate them and improve their wellbeing.

We also recommend for the home to provide regular updates for family and friends on uptake of activities by their loved ones.

Action/Response from Oatleigh Care Home

Such information is recorded for every service user in the digital care management system. NOK also visit/telephone regularly and are updated at these times. Now that we are open to visitors this will become more apparent and evidenced.

Finding/Recommendation 4

We recognise the challenges of staff retention due to the impact of the pandemic. Feedback from family members suggest that this issue is of concern to relatives. For example, they may not know about staff changes and if the new staff have been adequately informed of their relative's medical profile.

We suggest management inform relatives in advance about changes to the staff supporting their relatives and provide reassurance about handover procedures.

Action/Response from Oatleigh Care Home

This would not be feasible. Staff may resign for any number of reasons, sometime personal, and contractual notice is not always provided. Or they may be reallocated to another unit if for example that unit requires a team member with a particular skill set. Every resident's care plan is kept up to date to reflect their medical condition and care needs, such that any new staff are familiarised with these immediately. We would like to correct the observation regarding the home's staff turnover. This is in fact is exceptionally low and one of our strengths, as evidenced by the company's Gold accreditation with Investors in People. We do not employ any agency staff – all staff are recruited by the company and the majority have been with us for 5 or more years. You may have come to this assumption as you had interviewed only two people.

Finding/Recommendation 5

Family and Friends feedback suggest that their views and opinions are listened to – however, a majority of family members we interviewed would value having a formal way of giving feedback.

We recommend arranging periodic meetings for the family members to enable them to share their feedback and provide appropriate updates.

Action/Response from Oatleigh Care Home

Formal placement reviews are indeed carried out periodically, at present usually by phone. In addition, we carry out an annual Quality Assurance through which feedback is gained and action taken. Family members are always welcome to have meetings not only with the managers but also with the owners. These options are not taken by most families when everything seems to be going well. It's only when things are not going well that they do so.

We have an annual Summer Fete where all relatives and people connected with the home are invited. We have a weekly repertoire where families are invited and those who come take the opportunity to have information meetings with the relevant staff/managers.

Conclusion

The home is offering a good quality service to residents who need care, in line with the ethos of the Caring Homes Healthcare Group. Staff we spoke to were motivated and encouraged to work hard at the home and to give their best to the service. We provided recommendations based on our findings to help further improve the service.

The pricing structure and background information on the home were included in the prospectus and brochures shared with the HWB team via email.

The report will be published on the Healthwatch Bromley website www.healthwatchbromley.co.uk and disseminated to the provider, commissioners and the public.

The Healthwatch Bromley Enter and View team would like to thank the residents, visitors and staff at Oatleigh Care Home for their courtesy, patience and openness.

Disclaimer

This report is a representative sample of the views of the residents, visitors and staff with whom Healthwatch Bromley spoke within the timeframe. It does not represent the views of all residents, relatives and staff members at Oatleigh Care Home. The observations made in this report only relate to the visit carried out on the 23rd September 2021.