

# Fenny Mews

(Precious Homes)



Service User Experience Review

Published July 2020

**healthwatch**  
Milton Keynes

---

# Introduction

---

## Details of Enter and View

Service Provider	Precious Homes
Address of service visited	100-108 Watling Street Bletchley Milton Keynes MK1 1BW
Authorised Representatives (ARs)	Tracy Keech
Date of visit	6 <sup>th</sup> March 2020
Engagement	6 participants

## Engagement

During this Enter and View visit we engaged with 2 male residents to talk about their experience of living at Fenny Mews. We also spoke with 4 members of staff, two of whom joined the conversation at the request of one of the residents. One resident described their ethnicity as White British and one as African.

## Acknowledgements

Healthwatch Milton Keynes would like to thank the people that participated in these visits for their time and valuable contributions.

We would also like to thank Precious Homes, as well as the management and staff at Fenny Mews for their cooperation and hospitality.

## Disclaimer

Please note that this report relates to findings observed on the specific dates set out above. Our report is not a representative portrayal of the experiences of all patients and staff, only an account of what was observed and contributed at the time of these visits.

---

# Background

---

## What is Enter & View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch Authorised Representatives (ARs) to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to the CQC where they are protected by legislation if they raise a concern.

If you are interested in finding out more about Healthwatch Milton Keynes, becoming a member or would like to get involved by volunteering with us, please visit [www.healthwatchmiltonkeynes.co.uk](http://www.healthwatchmiltonkeynes.co.uk)

## Strategic drivers

We agreed to undertake this project, which fulfils our strategic objectives of:

- Engaging with the people of Milton Keynes around matters relating to their health and social care needs and experiences.
- Empowering the community to evaluate and shape services.
- Using local experiences to influence how services are designed and delivered.
- Using evidence to help providers understand what local people need from their health and care services.

## **Purpose of Visit**

The purpose of this Enter and View visit was to engage with people who live in Learning Disability Homes and find out how they are being supported to live happy and fulfilled lives with as much independence as possible. We were interested to hear about their life goals and aspirations and how the people who care for them are supporting them to achieve these.

## **Planning the project**

In planning this visit, Healthwatch Milton Keynes contacted all registered Learning Disability Homes in Milton Keynes by email to introduce the Enter and View programme, and explain its purpose and objectives.

To ensure service users and volunteers would be supported in having these conversations, we attended Signalong training provided by Milton Keynes Council to increase awareness of communication methods that can be used with adults who have learning disabilities. We also consulted with two professionals who have extensive experience in this field during the planning of the project, one of whom joined the team of Authorised Representatives carrying out the visits.

Whilst Enter and View is a statutory power that Healthwatch have and visits do not need to be pre-arranged, we liaised with the Homes to find out the most convenient times for people who live there to accommodate visitors. Each Home was individually telephoned during the planning stage so that residents' work and placement routines could be taken into account when scheduling visits.

## **About Fenny Mews**

Fenny Mews has been designed to support 6 individuals with Learning Disabilities, Autism, and Behaviours which may be described as challenging to develop the independence, daily living skills and confidence necessary to move onto more independent living over time. The most recent CQC (Care Quality Commission) inspection, undertaken in February 2020, rated the service as Outstanding.

## Methodology

As this was an announced visit, we liaised directly with management at Fenny Mews beforehand, to inform them of the date and time of the visit. Healthwatch posters publicising the visit were provided to the Home in advance with the request that these be displayed where residents would see them. We also provided the Home with an Easy Read Information Leaflet explaining the purpose of Healthwatch Milton Keynes.

On arrival, the manager, staff and residents were prepared for the visit. We were greeted, introduced to those residents and staff who were present before having a conversation with the Manager and her Deputy in their office. One of the resident interviews took place in the communal lounge area, and one took place in the managers office, which the staff team kindly vacated for us to ensure a private conversation was possible.

Participants were given contact details for Healthwatch Milton Keynes and told how their information would be used and how to access the published report.

To ensure consistency in the analysis of the findings, ARs used a set of pre-agreed conversation prompts (see Appendix A) specifically designed for this project. ARs recorded the conversations and observations via hand-written notes.

---

# Summary of findings

---

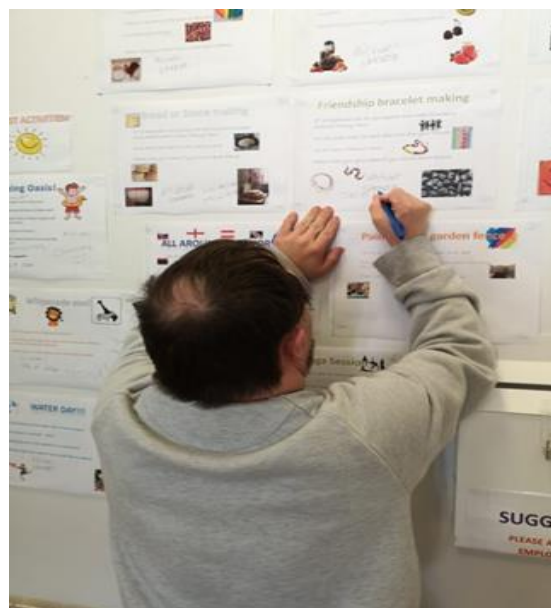
During this Enter and View visit, the following aspects were considered:

- Premises
- Activities and social interaction
- Independence
- Staff
- Goals and aspirations
- Healthcare

On the basis of our conversations and observations, Fenny Mews was found to be a bright, friendly and welcoming community of people living fulfilled and contented lives.

The residents we spoke to were very happy to be living at Fenny Mews and spoke very highly of their fellow residents and of all of the staff. The people we engaged with appeared to be supported by friendly, caring and competent staff who encourage and empower residents to be as independent as possible. We found staff at all levels to be welcoming and receptive of the visit, taking pride in their roles and demonstrating patience and rapport with the people they support.

The staff advised that two residents who had planned to be at home had received very short notice changes to their plans for that day. One of these was an advocacy appointment in relation to a PIP (Personal Independence Payment) appeal hearing that the resident and staff had been working on for some time.



---

# Main Findings

---

## Premises

Fenny Mews is part of a three-tiered Residential and Supported Living service in Bletchley, where all three facilities are contained within the one property - adjoining, but separate. Fenny Mews is a Supported Living Plus Service which provides a step-down service for individuals moving on from Roman House as well as providing support to individuals who are becoming more independent but who may not yet be quite ready for full supported living .

Although the property is situated on a very busy stretch of road, the fenced garden and large car parking area mean that the living quarters have a peaceful and private atmosphere. Fenny Mews benefits from close community links, excellent transport links to Milton Keynes Centre and further afield and a team with extensive knowledge of the local area.

The service is within easy access of local shops, sports facilities, employment opportunities, restaurants and health services. It is also close enough for residents to go for walks through the grounds of Bletchley Park, along the canals and Fenny Mews.

The communal lounge with kitchenette was bright and modern with the seating arranged so that residents had a good view of the garden area. There was a selection of games available and the television was easily seen, but not the focal point of the lounge. The kitchenette was clean and tidy with a good range of refreshments available.

Each resident has their own one-bedroom flat which contains a bedroom, living room and dining area, kitchen, and bathroom. Because most residents were out at appointments, college, or socialising, we did not have the opportunity to view their private living spaces. The people we did speak to were proud of the independence that having their own space provided them.

## Activities and social interaction

### Activities

We saw and heard lots of evidence that the people living at this Home lead busy lives and are involved in a wide variety of activities and placements throughout the week. One of the residents is the Activities Coordinator and they hold monthly residents' meetings to discuss what sort of things they would like to do. This is then relayed to the staff and incorporated into group activities. The staff team make sure that every opportunity is used to provide education and information to help promote independence, choice, and control. For example, the February activities centred around Valentine's Day and included an element of education around relationships, appropriate behaviour, and consent.

### Social interaction

Fenny Mews shares the communal space and the garden area with Stratford View and this enables good social interaction with others living at the property. The residents are actively encouraged to get out into the community. One person told us of the social network they have formed within their church group and how much they enjoyed being able to go to dinners and other events with these friends.

The individual key worker that each person living at Fenny Mews has plays a big part in their social lives. The pairing of a key worker and a resident is a highly personalised process and we heard how this helps people develop their social skills and their confidence. When we asked one person how they chose their key worker, they told us one of the most important things was that they were both 'Spurs' fans. This person told us that they liked being able to laugh, tell political anecdotes and jokes, and that they both enjoyed 'Jack Reacher' action movies. They also confided that before they moved to Fenny Mews, they had been depressed and tended to dwell on the bad things. With support from their key worker, utilising the Positive Behaviour Support and other person-centred training that all Fenny Mews staff undertake, this person described how they were now able to refocus their thinking away from the negative and focus on the good things and the successes:

**“Now I am a very optimistic person - you have to be to support Tottenham”**

Another person told us they liked that their key worker spoke their language and was able to talk with their family with them. Because of this, the key worker was able to accompany this person to visit family which ensures that family relationships are maintained.

Staff actively work with residents to grow their confidence and develop independence, this can take many months in some cases, and the staff pride in



peoples' achievements is palpable. One resident's parents bought them a courgette plant as they love gardening. This particular resident had moved from another area and was very scared about their new placement, they had very low confidence, rarely mixed with their peers and did not enjoy being around other people. The courgette was planted in the communal garden at Fenny Mews and Caring for the plant meant walking through the communal lounge and coming in to contact with other residents and staff each day. Each day the resident went to the garden to water the plant, would say hello but would not stop, politely declining any refreshments offered.

It took around 6 weeks for this keen gardener to feel comfortable enough to sit in the lounge to have a drink with a staff member. With further encouragement, this resident eventually felt able to sit in the lounge area with other residents, and now even attends birthday parties and joins in the group activities.

**“I would find it extremely difficult to live in the community. I love it here, I've made friends”**

## **Independence**

It is evident there is a culture of involvement and promoting independence at this Home. We saw examples of people who live here being encouraged to be involved in activities at a level appropriate to them.

Each of the residents live in their own flat within the property, and maintain their own tenancy, including topping up their electric, and managing their cooking, shopping and cleaning. People are supported with these tasks until they feel confident to undertake them by themselves.

One of the people we spoke to told us that they now feel confident making cereal, toast, and sandwiches in their flat, but they liked the support of their key worker if they were going to be using the stove or oven as they were worried they might get distracted and forget they were cooking something.

This resident said that they liked being able to go to church and a variety of faith based social gatherings.

## Staff

The staff team at Fenny Mews appear to be genuinely interested in the lives of those they support, demonstrating a good knowledge of residents wants and needs. The personal interactions we observed were sensitive and caring and we saw examples of the good rapport that staff have with the people living here.

We spent some time with the Manager and the Deputy Manager who told us about the various processes and training courses that underpin the ethos of the Home. Each new staff member undertakes a 5-day induction before they start, and the first week is spent shadowing an existing staff member which allows the culture of Fenny Mews to be absorbed.

Fenny Mews use the care management App 'Nourish' which allows the real time recording of care. The Manager can see when each task (medication, for example) has been completed, and there are reminder alarms if any of the tasks are not signed off. This information is linked directly to the individual's care plan so there is an up to date record that ensure the care plan is being adhered to as it should.

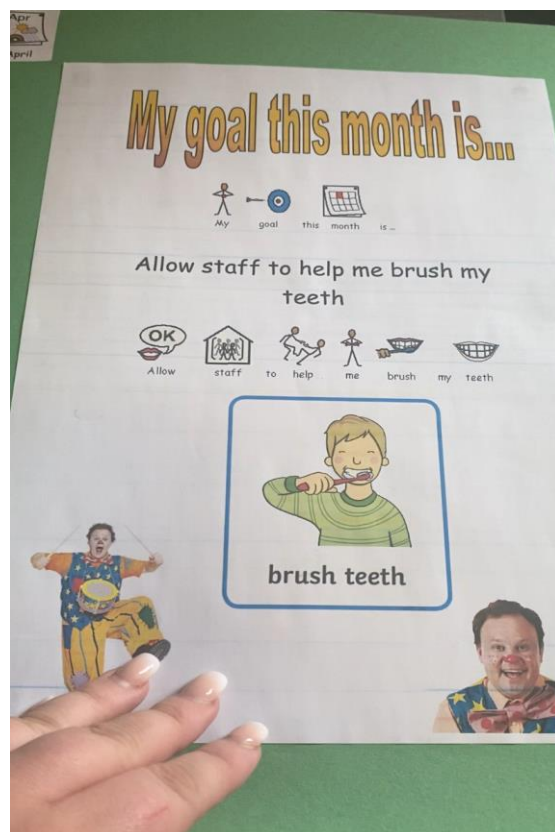
Staff receive Management of Actual or Potential Aggression training (MAPA) -the focus of MAPA is to ensure that staff gain the essential knowledge, skills and confidence to prevent, decelerate, and de-escalate crisis situations so that restrictive practices can be avoided. Fenny Mews also makes good use of a Multidisciplinary Team (MDT) which includes a psychiatrist, Speech and Language Therapy practitioner, and an Occupational Therapist who are all involved in creating and monitoring each residents progress and care plan.

While occasional Agency staff are used, this is extremely rare and Fenny Mews tend to use the same staff to maintain consistency for the residents.

The day we visited, one resident came home very excited to report that their Personal Independence Payment (PIP) had been reinstated, after much input and advocacy from the staff team. This resident wanted us to know how much the staff had helped them get this sorted as, with the issue finally sorted out, this person would be able to get out more, and participate in public life more easily.

## Goals and aspirations

Everyone living at Fenny Mews has a 'Goal Book' where they, supported by their key worker, decide their goal for that month, and where their progress is documented as they progress towards achieving it. These goals can be anything from personal hygiene or learning to bake a cake.



People living at Fenny Mews are encouraged to think big; one reason the resident with the PIP issue was so excited to have this sorted out was that their dream is to go to Disney World. They told me that now they would be able to start working towards getting there.

One resident set themselves the goal of testing the fire alarms as they have an interest in Health and Safety. This task entails a weekly visit to the communal areas to access the testing points and signing the fire log in the managers office once the checks are completed. Achieving this goal has also led to an increase in confidence and enabled more social contact with other residents and staff.

## Healthcare

The manager of Fenny Mews told us that the Clinical Commissioning Group (CCG) Pharmacist recently carried out a medication review for all of the residents. We were also told that Eaglestone Dental (Buckinghamshire Priority Dental Service provided by Central Northwest London NHS Foundation Trust, the providers of Milton Keynes Community Health Services) were “amazing”.

The staff at Fenny mews would like to see more Autism and Challenging Behaviours training provided to GPs locally. We were told that, especially where a locum Dr is seen, some people with learning disabilities struggle when communicating with Doctors. This can lead to frustration on the patient’s behalf and, if this frustration manifests in challenging behaviour, has the potential for a patient to be deregistered.

During our conversation with the Manager, we learned of a resident who identified as Trans. Because of our recent work on improving experiences of health care for LGBTQ+ people in Milton Keynes, we were able to provide the management team with the contact details of Q:Alliance, the local LGBTQ+ support organisation. We were also able to give contact information for the Gender Identity Clinic Consultant who had attended the Gender Identity education workshop for GPs, hosted by the CCG as a result of our work.

When we asked one resident about their GP, they told us that their Doctor was professional, but not very friendly. They did not see this as a problem but did mention that their dentist was friendly and they did not mind going to see them.

---

# Recommendations

---

On the basis of this visit no issues were identified through the interviews and observations.

Healthwatch Milton Keynes would commend Fenny Mews on its caring and empowering ethos and suggest that this service demonstrates excellent examples of good practice in the delivery of care to this particular client group.

---

# Service Provider Response

---

Thank you so much what a lovely report, I am very pleased as are the service users and team!

You are welcome back anytime, it was great to have you for the day

Ashleigh Calder

Manager

---

# Appendix A

---

**How long have you lived here? Why here? Where did you live before?**

**Are you happy here? What do you like about living here? Has anyone asked you before?**

**Who is your key worker? Did you choose this key worker?**

**How often do you spend time with them? what do you do together?**

**Where do you meet your friends? Do you go out in the evenings?**

**What do you do during the week? Do you work?**

**What do you do at the weekend?**

**What else would you like to do during the day and evening?**

**Aspirations...** Tell me the goals/plans you have in your person-centred plan/Personalised Care Plan? When did you talk to your key worker about your plans? When was your last/next person-centred planning meeting? What did you do at your meeting?

**What is your dream? Have you talked to anyone about this?**

**Do you take medicine? What do staff do to help you take and look after your medicine? When did you last talk to a doctor/nurse about your medicine?**

**What is good about your doctor? What would you like your doctor to do better / What is bad about your doctor?**

**Who else helps you stay healthy? What do they do that helps you? What could they do better?**

**What do you do to keep healthy? Who helps you know what to eat and drink? What exercise do you do? Is there any activity or exercise you would like to try?**

**Would you like to live here forever? What do you like best about living here? What would make this an even better place to live?**

OR

**Where would you like to live? Tell me about what your new home? Where is it? What staff do you need? What will you do there? Have you talked to anyone about this? What needs to happen? Cooking, public transport etc**

**Are staff polite and kind to you? Do they listen to what you say? If not what do they need to do better?**

**Anything else you want to tell me about the staff who help you or the doctors hospital, dentists, optician etc**