

## Enter and View – Visit Report

Name of establishment: Goodwin Court, Sanctuary Supported Living  
52 Church Hill Road, East Barnet, EN4 8FH

Staff met During Visit: Maria Williams, Scheme Services Manager  
Diana Ssemakula, Registered Manager

Date of visit: 25 October 2017

Healthwatch authorised representatives involved: Helena Pugh, Maureen Lobatto, Marion Kafetz, Derek Norman, Melvin Gamp, Lisa Robbins.

### Introduction and Methodology

This was an announced Enter and View (E&V) visit undertaken by Healthwatch Barnet's E&V Volunteers, as part of a planned strategy to look at a range of Sheltered Housing Units within the London Borough of Barnet to obtain a better idea of the services provided. Healthwatch E&V representatives have statutory powers to enter Health and Social Care premises, announced or unannounced, to observe and assess the nature and quality of services and obtain the views of the people using those services. The aim is to report the service that is observed, to consider how services may be improved and how good practice can be disseminated.

The team of trained authorised representatives visit the service and record their observations along with the feedback from residents, relatives, carers and staff. They compile a report reflecting these, and making some recommendations. The Report is sent to the Manager of the facility visited for validation/correction of facts, and for their response to the recommendations. The final version is then sent to interested parties, including the Head Office of the managing organisation, the Health Overview and Scrutiny Committee/Adults and Safeguarding Committee, Care Quality Commission, Barnet Council, Barnet Clinical Commissioning Group and the public via the Healthwatch website

**DISCLAIMER: *This report relates only to the service viewed on the date of the visit, and is representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.***

## **Enter and View – Visit Report**

### **Summary**

Goodwin Court is a Sheltered Housing Extra Care unit (opened in 2008) in a very convenient location near to East Barnet village with 63 flats in total. For rental there are 48 self-contained one bedroomed flats, and four flats with two bedrooms. Eleven flats are available in a different wing for leasehold/shared/ ownership - nine with two bedrooms and two with one bedroom. All flats are fully fitted and accessible. The building is clean and bright and appeared well presented. There is a well maintained and attractive garden.

There are currently 55 tenants with 47 people receiving care. The tenants had a range of conditions including physical needs (the largest group), mental ill health, and learning disabilities. Some tenants had mild to moderate dementia.

The Management draw up a care plan for new tenants which is reviewed regularly. If their health deteriorates beyond the remit of the unit, a review is carried out and a suitable placement found.

Goodwin Court has an activities coordinator who arranges activities during the week. Lunch is available for those who want it and this was highly valued by the tenants. Tenants were happy with their accommodation and the management, but would like greater continuity of care workers and clarification about what their service charge includes.

There has been a significant issue with the operation of the main doors which has led to them being left open during the day for several weeks and it is hoped this will be resolved very soon.

### **General Information**

Goodwin Court is a purpose built unit, built in 2008, it is run by Sanctuary Supported Living which has facilities in other areas of London and across the UK. It is situated close to East Barnet village with facilities such as a pharmacy, small supermarket, small range of shops and cafes. It is directly opposite a large and attractive park – Oakhill Park. There is a

## **Enter and View – Visit Report**

regular bus route on the road where the unit is located, and the mainline train station is approximately 10 minutes walk away.

There is some parking available on the site, some of which is reserved for leaseholder tenants who own the bays. The exterior of the building is attractive and well maintained. Access to the building is via two sets of double glass doors, which lead into a reception area with a staffed desk. The doors were open at the time of our visit. There was a large notice board with items displayed for the information of the tenants. The Team noticed the Healthwatch flyer advertising our visit amongst them.

As you enter the unit there is a large communal lounge area with a TV screen, a kitchenette with tea/coffee making facilities, and comfortable seating to one side. The other side of the area is a dining area laid out with tables where lunch is served. There is also a conservatory area with additional comfortable seating.

A separate activities room is also located on the ground floor area where many of the unit's activities take place, and a computer is also available for tenants to use.

A hairdressing room is off this area as well as several offices. There is also a further lounge garden room elsewhere in the building which offers comfortable seating for approximately 12 people and a kitchenette. There are French windows opening on to the garden. This room can be booked for private family/social occasions.

The leasehold/shared ownership flats are available to people who meet the same criteria of no or very little care needs, but the flats are purchased rather than rented. Re-sale is via an estate agent.

The building is arranged over four floors with two lifts (one large and one small) which serve these floors. Each flat consists of a bedroom, sitting room, a small kitchen, and a wet room, with toilet, wash basin and shower. A small number are two bedroomed flats. Each flat is equipped with a washing machine, fridge, hob and oven which are maintained by Sanctuary Housing. They all also have an emergency pull cord/alarm system, a door intercom and where needed automatic opening doors operated via a bleeper system.

## **Enter and View – Visit Report**

There is a maintenance worker who helps with any general maintenance jobs, wear and tear redecoration and small requests such as putting up pictures. Any adaptations within the flats such as hand rails, have to be requested and approved by the occupational therapy service who then arrange for the work to be done.

One twin guest room is available for visiting family members to use at a small charge. There is a fully accessible communal bathroom with a bath and hoist on each floor. There is also a small laundry room available if needed.

The flats are fully redecorated when a tenant moves out and are fitted out to accommodate the needs of the new tenant. Tenants bring their own furniture and are allowed to put up pictures but not to carry out major adaptations. Tenants pay for internet in their own homes as required; wifi is not available in the communal areas at present.

The building appeared well maintained and clean, though a couple of tenants felt the communal areas should be cleaned to a higher standard.

Some tenants expressed frustration that the main lift in the building broke down on a regular basis.

The main front doors have been broken for several months and despite having had a number of contractors to come and try to fix them, they remained broken at the time of our visit. This was raised as a concern by several tenants who were worried about their security. Due to this fault the doors are locked at 8pm and entry is then via another door near the front door, (actually the entrance to the scooter storage site), and then leading into the main building. Access is by using a key fob. Some people found this arrangement difficult and unsatisfactory especially when they had visitors, and were not comfortable using it. Despite the difficulties with the main doors some tenants told us that they felt "safe and secure" living at Goodwin Court.

Lunch is offered in the dining area seven days a week and was very much appreciated by the tenants. This can be booked on a daily basis. A three course menu is available but people can choose how many courses they would like and pay accordingly. (Cost is approximately £6.25 for three

## **Enter and View – Visit Report**

courses). Relatives and friends are able to join tenants for lunch and pay a slightly higher cost. We observed the beginning of lunchtime and felt this was a very social arrangement with a pleasant atmosphere and all of the tenants we spoke to who took up this option felt the food was very good. Several tenants told us that this was a very much appreciated option which they valued. Suggestions they made to improve the service further were to offer more salads and to put menus on the tables.

### **Care Planning**

The rental flats are all allocated to tenants following an assessment of care needs undertaken by the London Borough of Barnet's adult social care team which has 100% of the nomination rights. Tenants all have social care needs and may have a learning disability, mental health condition, physical disability or frailty. If the care criteria are met, the prospective tenants will meet the manager who will do an assessment to ensure their needs can be met. They also come and view the flat to see if they feel it will be suitable. If going ahead a care plan is then drawn up with Barnet adult social care services. Sanctuary Home Care employ a team of care and support workers who provide defined sessions of care to tenants in their own homes, similar to homecare. The care plan will state the care needs and times when support is needed and in most cases this is provided by Sanctuary Home Care staff. It is possible for care to be provided by other agencies (particularly where there are benefits from continuity of care) but at present all care is provided by Sanctuary.

Up to four sessions of care support per day can be provided to tenants, but nursing care is not available, and if a tenant's needs increase beyond this, the level of support is reassessed and it may be necessary for alternative accommodation to be found. The unit is not able to provide nursing care nor routinely support last phase of life care to tenants. There are tenants however that have lived and died at Goodwin court. Care plans are drawn up jointly with Barnet Council's adult social care team when tenants move in. These are first reviewed after six weeks and include getting feedback from the tenant and their family. Following this, care plans are reviewed every six months or more frequently if the need arises. Daily care logs are completed for each person and are kept in their own flats. If there are concerns the care and support staff can complete a

## **Enter and View – Visit Report**

record of concern form or they raise these issues with their team leader, who will help resolve the issue or talk to the care manager.

Tenants who we spoke to, told us that they were aware of their care plans and signed them regularly. Most knew what to do if they had concerns about any aspects of their care.

However, several of the tenants felt that the carers were “always in a hurry” and were often late arriving and did not stay the full allocated amount of time. A typical comment was “there were too many changes in the care staff”. While we were interviewing the manager she received a call from a tenant to say that her carer was late to give her medication which she needed urgently as she was going out.

If it was noticed that the tenant was losing mental capacity the Manager would assess this and ask the Safeguarding team at Barnet Council to do an assessment. This is a slow process and has taken about a year to complete recently. The unit does support tenants with early stages of dementia, but when their condition deteriorates to a level the unit cannot manage, the individuals are referred back to social services for re-assessment and for alternatives to be considered.

All tenants and leaseholders have a call bell/pendant alarm for use in emergency situations. This was clearly of reassurance to tenants who told us they valued this service. One tenant told us that she had fallen in her flat and the staff came immediately she pressed the pendant and helped her.

There was some confusion about the charging of this system as some people told us that they were charged if they used these alarms which the manager explained was not the case.

## **Management of Residents’ Health and Wellbeing**

A GP visits when required and many tenants were happy with the service. Some tenants keep their own GP when they move to Goodwin Court and many make their own appointments or they are supported by support staff to do this. Some tenants told us they had their medication delivered by a local pharmacy for a cost of £10 a month.

## **Enter and View – Visit Report**

Some difficulties have been experienced by the staff team when tenants have been discharged from hospital without sufficient care packages, but this has improved recently.

A Hairdresser (who has been DBS checked) attends every Friday and there is a dedicated room for this. Tenants booked this independently and pay the hair dresser directly.

A chiropodist visits every four to six weeks and again appointments are arranged and paid for directly.

In order to meet the wellbeing needs of one tenant a special arrangement has been made to allow her to keep her dog living with her. A rota of volunteers has been set up to ensure that the dog is adequately cared for if the tenant is unable to do this herself.

### **Staff**

The scheme services manager is responsible for all aspects of the building, maintenance and tenancy matters. She works closely with the registered manager who leads on all aspects of the care provision. Support staff are also employed to carry out admin functions as well as maintenance, catering and cleaning.

There are two care and support team leaders who manage the team of care and support workers providing home care to the tenants. Staff are on duty 24 hours a day, seven days a week. Two staff are always available at night, with access to support by phone if needed and two tiers of on call managers.

Currently there are 33 staff employed as care and support workers. These are a combination of permanent and bank staff who are supplemented by a small number of agency staff whilst recruitment is ongoing. The manager explained that recruitment is an ongoing challenge. They try and recruit permanent members of staff who work consistently with the same group of tenants, but it has been difficult to find suitable staff, perhaps as Goodwin Court is only on one bus route.

## **Enter and View – Visit Report**

There are also two further support workers who work with tenants to help them with regular admin such as completing forms and booking appointments.

In addition, there is an activities co-ordinator.

### **Activities**

The organisation offers a number of activities for the tenants which are run either by the activities co-ordinator, or by Vintage Volunteers who have a long-standing arrangement with Sanctuary and run regular sessions on week days. A number of different options are available such as skittles, bingo, chess, dominoes, arts and crafts, films and singing. A computer is available in the activities room for use by tenants. The activities take place in the activities room and the lounge, sometimes there are two activities running at the same time. During the summer barbeques are held in the garden.

Some tenants felt that the activities were welcomed and enjoyed taking part. Several mentioned that they missed the activities when the co-ordinator was away and they didn't happen.

Some external organisations liaise with the service to offer activities such as day trips and outings, but these did not appear to be available for all tenants. The Puddenecks Club who offer activities for older people in Barnet, also engage with the service.

The activities coordinator engages with as many tenants as possible who wish to be involved, though some prefer not to, and some attend activities in the community.

Most of the tenants we spoke to were happy with the range of activities on offer and appreciated them being available. Some tenants have been on holiday supported via 'By the Sea' Supported holidays for people with Learning Disabilities. Some tenants felt they would like to have access to more outings/day trips.

Some tenants would like activities to be organised at the weekends.



## **Enter and View – Visit Report**

### **Engagement with Tenants/Residents/Relatives**

Tenants say that the Managers are approachable and they are very happy to talk to them about any issues they may have.

Sanctuary Home Care send out a service user survey every year which is completed anonymously. These are returned centrally and feedback is then given from Head Office.

A suggestion Box is available at all times.

Tenants meetings are held every two months. Any issues the tenants wish to discuss are covered and often things like ideas for activities, the lunch menus, seating area layouts etc are discussed with the tenants. Consultation with the tenants about any major maintenance works are also done at these meetings.

Review meetings are held every six months and where appropriate relatives are invited to these.

### **Compliments/Complaints/Incidents**

All tenants we spoke to were aware of the complaints policy and procedure and knew how to take forward issues if they have any. Some mentioned that if issues had to go to Head Office this involved lengthy delays, though the local staff were receptive to talking about issues. We saw information about the complaints procedure on display in the entrance area.

We were told that only two complaints had been received this year. All accidents/incidents are reported manually and electronically. These are sent to Head Office who will advise if further action is needed. These figures are analysed to identify any pattern where further action may be needed.

## **Enter and View – Visit Report**

### **Conclusions**

On the day of our visit the team found Goodwin Court to be a well-run service in a pleasant location close to local amenities. We were welcomed by the staff team and tenants. Tenants were largely very positive about living at Goodwin Court and enjoyed the services offered. They particularly appreciated the lunches on offer and the activities.

Some tenants felt that they would like care staff to have more time to undertake care duties, to be more punctual in the time they arrive and to have more consistency in staff supporting them. Those tenants that we spoke to were happy with their care plans and knew how to raise concerns should they have any. Clarification on what is covered by the service charge would also be helpful to avoid confusion.

Overall tenants were happy with their accommodation and the management although some tenants were very concerned about the malfunctions with the main doors which had been an issue for several weeks.

### **Recommendations for Goodwin Court**

1. Ensure that the front doors are fixed urgently to lessen the security risk. (If this has not been done already)
2. Review staffing and consider taking on additional staff to ensure greater continuity of care and better cover during busy periods.
3. Ensure that tenants are aware of how much care they are entitled to, which carers will be supporting them, the times when carers are due to get to them and how long they will be staying.
4. As part of the care planning process ensure that carers are allocated sufficient time to complete the necessary support to tenants.
5. Clarify exactly what is included in the service charge and in particular ensure that the financial position regarding the use emergency alarms is understood for both tenants and leaseholders.
6. Carry out regular maintenance of the lifts.
7. Ensure that all complaints are responded to as quickly as possible and within the laid down guidelines especially when head office is involved.

## **Enter and View – Visit Report**

### **Responses from the Provider**

1. A plan is in place to ensure security, a complete new door system is to be installed.
2. Staff recruitment is on-going. We are currently working with an external agency to recruit more temporary staff to permanent contracts. We also have a dedicated individual in Sanctuary that is supporting us with recruitment.
3. Each service user timesheet that is printed before the end of the week, informs the service user which carers they are allocated as well as times.
4. Time is allocated according to care plans, agreed with social services and tenants themselves. This is reviewed as necessary.
5. This has been discussed at a tenants meeting.
6. This is done regularly in line with inspections and regular servicing.
7. All complaints are acknowledged within 48 hours, responded to within 20 days. No recent complaints have been escalated to head office at all. If this was to occur, they would have been responded to within 20 working days too. The complaints system does not allow any responses later than the targeted time. There is a dedicated individual within Sanctuary that sends out reminders to the responsible manager to ensure they don't miss the deadline.