

Enter and View – Visit Report

Name of establishment:	Wood Court run by Catalyst Housing Group (CHG) and Metropolitan Housing Association (MHA) 1 South Rd, Edgware HA8 0BF
Staff met during visit:	Monique Grant, Housing Site Manager (CHG) Jessica Wray, Area Manager (CHG) Sheetal Shaikh, Care and Support Manager (MHA)
Number of residents met during visit:	Nine
Date of visit:	4 September 2018
Healthwatch authorised representatives involved:	Helena Pugh Jeremy Gold Rosalind Jackson Marion Kafetz Viren Shah

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 / Extra Care 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,

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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.*

Summary

Wood Court is an Extra Care unit (opened in 2009) with 39 one-bedroom flats in total in Burnt Oak, Edgware. All flats have a fitted kitchen, wet room and are wheelchair accessible.

There are currently 36 residents with 34 people receiving care. The residents have a range of conditions including physical needs, mental ill health, and learning disabilities. Some residents have mild to moderate dementia.

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

Wood Court has a wellbeing coordinator who arranges activities during the week. Lunch is available daily for those who want it, and this was highly valued by the residents. Residents were very happy with their accommodation and the management of Wood Court but would like greater opportunities to be involved in planning activities.

General Information

Wood Court is a purpose-built unit (opened in 2009) providing accommodation and support to older people over 55, both single and couples, within 39 self-contained one-bedroom flats. It is owned and run by the Catalyst Housing Group (CHG) and the care is organised by the Metropolitan Housing Association (MHA). CHG has 16 sheltered housing units in other areas of London, Oxfordshire, Reading and Luton. Wood Court has staff on-site twenty-four hours a day seven days a week. It is situated in Burnt Oak and has shops, a medical centre and transport links within easy walking distance.

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In order to become a resident¹ of Wood Court, people must be aged 55 or over and meet Barnet Council's housing criteria as well as either be registered disabled and/or assessed by Barnet Adult Care Services to have care and support needs. These may include people with learning disabilities, social, physical or mental health needs.

There is no parking available on the site, but relatively easy parking in nearby streets for relatives and friends when visiting. (None of the current residents have a car.) The exterior of the building is well maintained. Access to the building is via two sets of double glass doors, which lead into a reception area with two offices and a staff room leading off it. There was a large notice board with items displayed for the information of the residents. The Team noticed the Healthwatch flyer advertising our visit amongst them. The residents to whom we spoke had also received copies of the flyer.

Along a wide corridor is a large communal L-shaped room which includes a lounge area with a TV screen. The other side of the room is a dining area laid out with tables where lunch is served. There is also a small garden with seating. A hairdressing room and a visitors' room are situated off the lounge area.

The building is arranged over three floors with two lifts (one large enough for a bed/stretcher). Each flat consists of a bedroom, sitting room, a small kitchen, and a wet room, with toilet, wash basin and shower. All rooms have wide doorways for wheelchair accessibility. Each kitchen is equipped with a hob and oven which are maintained by CHG. Residents provide their own fridge. There are free communal laundry and drying facilities which residents are very appreciative of. Each flat has an emergency pull cord/alarm system and door intercom. All residents have a call bell/pendant alarm for use in emergency situations.

Any adaptations within the flats are discussed with GPs, nurses and the occupational therapy service who then arrange for the work to be done. CHG are currently working with AgeUK Barnet to arrange handy person visits as required.

There are fully accessible communal bathrooms with a bath and hoist on the first and second floors.

¹ People who live at Wood Court are known as residents not tenants.

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

There was some building maintenance being undertaken during our visit. The furniture has been replaced recently. The residents were consulted and voted on the colour and style of the chairs. The communal areas were clean although the Team felt that some could benefit from a new carpet and redecoration.

Access to the main entrance is by using a key fob. The residents we spoke to said they felt very safe living at Wood Court.

Care Planning

The flats are all allocated to residents following an assessment of care needs undertaken by the London Borough of Barnet's Adult Social Care Services which has 100% of the nomination rights. Residents all have social care needs and may have a learning disability, mental health condition, physical disability or frailty.

MHA employ a team of care and support workers who provide defined sessions of care to residents in their own homes. Each person's care plan will state the care needs and times when support is needed, and, in most cases, this is provided by MHA staff. It is possible for care to be provided by other agencies (particularly where there are benefits of continuity of care from residents' previous home) but at present all care is provided by MHA.

If the care criteria are met, the prospective residents will meet the MHA care and support manager who carry out an assessment to ensure their needs can be met. They also come and view the flat (if possible) 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 and according to the principle of "nothing about me without me", hence all plans are agreed with residents (and their families if appropriate). Each resident is assigned one of the care staff as their key worker and residents' needs are reviewed after six

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weeks and support amended if necessary. Key workers meet with residents every month. Following this, care plans are reviewed every six months or more frequently if the need arises. Residents said they were regularly involved in planning their care although one commented that there is “a limited choice” of carers.

Up to around 40 hours of care and support per week can be provided to residents, but nursing care is not available. If a person’s needs increase beyond this, the level of support is reassessed, and it may be necessary for alternative accommodation to be found. There are currently a few clients with mild dementia, but if their needs progress to needing 24/7 supervision they would not be able to remain living at Wood Court due to the risks for the residents. Working with the palliative care team, support is provided to residents in the last phase of their lives if at all possible, although they have not needed to do so in the last year.

There are currently 36 people living at Wood Court. The Team spoke to nine residents during our visit. Although the service specification for Wood Court states that a resident has to be over 55 years and needs to have assessed care needs of at least 10 hours per week, currently there are a number of residents who have been living there for many years whose care needs over that time have reduced i.e. they have become more independent. At the time of our visit there were nine residents who require under 10 hours of care per week, 20 receiving care packages of between 10 hours to 20 hours per week, five residents who receive care between 20 hours to 40 hours per week and two who receive more than 40 hours a week.

The residents we spoke to, told us that they were aware of their care plans and most knew what to do if they had concerns about any aspects of their care.

Each morning residents receive a call from staff to check they are ok. One resident mentioned that they had not received it on Saturday morning.

The Care and Support Manager mentioned that sometimes there had been issues when people are discharged without notice from hospital, with residents arriving home during the night. Sometimes they do not have a discharge summary with them and there have been instances where medical notes and personal belongings have gone missing.

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Housing support services

Once assessed as eligible, residents are given an assured tenancy and will not be asked to move if their care needs reduce. The current rental and service charge for each flat is about £171 per week. In addition to the personal care and support provided to residents under their care plans, the Housing Support Manager and Wellbeing Co-ordinator can help residents with regular admin such as completing forms and booking appointments, benefits support, paying bills, correspondence, shopping, and general help to maintain their tenancies

Staff

The Housing Support Manager (employed by CHG) is responsible for all aspects of the building, maintenance and tenancy matters. She works closely with the Care and Support Manager (employed by MHA) who leads on all aspects of the care provision. Support staff are also employed to carry out admin functions, maintenance, and cleaning.

The Care and Support Manager is supported by a team leader who manages the team of care and support workers providing home care to the residents. 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 17 staff employed as care and support workers. These are a combination of permanent and four bank staff. The Care and Support Manager is on duty 9am-5pm Monday to Friday and the Team Leader is on duty 8am-4pm Monday to Friday. When Wood Court is full there are five care workers on duty 7am-2:30pm; three care workers from 2:30pm – 10pm and two care staff from 10pm – 7am seven days a week. As there are currently three vacancies, there are four care workers on duty for the morning shift while the other shifts remain the same.

Each member of the care staff has 1:1 supervision every four to six weeks and an annual performance review with a six-monthly review. The Care and Support Manager is in regular contact with Barnet Council's Care Quality Team having recently attended forums and helped to plan local events such as Better Barnet Together, Silver Week and the forthcoming October Black History week. Care staff have a mixture of e-learning and classroom-based training on a wide variety of topics

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including: safeguarding, medication administration, health and safety, moving and handling, infection control and dementia awareness.

In addition, there is a wellbeing activities co-ordinator (employed by MHA) working 9am-2pm on Monday to Friday.

Whilst the residents we spoke to felt that the “company and management were always helpful” and that there is “nothing” else they would like, a few felt that they needed more carers to help them and to be around the communal areas. It seemed to the Healthwatch Team that not all the residents were aware that the carers provide help to individuals according to their assessed needs and it might be worth reminding residents that if they feel they need more help they should discuss this with their key worker.

There was also some suggestion that the timing of medication could be better, this may be because staff have to give medication to several residents at a similar time.

Management of Residents’ Health and Wellbeing

The majority of residents are registered with the nearby local GP practice – Oak Lodge Medical Centre. A GP visits when required and many residents were happy with the service. Residents said that the close proximity of the medical centre was “handy”, and one resident said that they were pleased with the service as they were always seen by the same doctor. Some residents keep their own GP when they move to Wood Court and many make their own appointments, or they are supported by support staff to do this. A local pharmacy delivers medication on a regular basis. A chiropodist visits every four to six weeks and appointments are arranged and paid for directly.

A Hairdresser and beautician each visit once a week and there is a dedicated room for this. Residents booked these appointments independently and pay for them directly.

Food

Although each resident has their own fitted kitchen and receives help to prepare meals as part of their care plans if necessary, Wood Court offers

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lunch seven days a week. This is provided by a small outside company which cooks meals for several other facilities. A two-course menu (includes meat and vegetarian/vegan options) is available which costs £5.75 per meal. The meals are usually cooked in the kitchen by two cooks and around 10 residents buy lunch every day. The daily lunch has been running for about a year and several residents told us that it was very much appreciated / valued. Relatives are able to buy lunch to eat with a resident so long as the order can be placed in advance.

Activities

Wood Court offers a number of activities for residents which are run by MHA's Wellbeing Co-ordinator. These include free exercise classes twice a week and yoga. In addition, they run bingo sessions and quiz suppers for a small charge. In the past there was an annual trip to the seaside. The Team was disappointed to hear that CHG said they are unable to currently fund outside activities as in order to access funds Wood Court needs to have a residents' association and at present none of the residents are prepared to take on the necessary roles. The carers organise afternoon tea and biscuits every week day and during the summer barbeques are held in the garden and a Christmas party is held every year.

The wellbeing coordinator engages with as many residents as possible who wish to be involved, though some prefer not to. She visits residents at home to encourage them to take part in communal activities. Some residents attend outside day care or activities in the community.

Most of the residents we spoke to were happy with the range of activities on offer and appreciated them being available. Some residents felt they would like there to be more activities on offer including art which is no longer running. Other suggestions included: opportunities to get to know the new people moving in, being more involved in planning parties, having access to more outings/day trips and a computer for communal use.

Engagement with Residents

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The Housing Support Manager has an open-door policy which, residents make use of and in addition a suggestion box is on display in the entrance area.

Residents' meetings are held approximately every two months. Minutes are taken, and suggestions logged. Residents receive copies of the minutes. Dates and minutes of the meetings were also displayed in the entrance area. The meetings cover any issues the residents wish to discuss as well as consultation on the activities offered and any maintenance works to the building. If viable Wood Court goes with the residents' wishes. Most recently residents were asked to give their views on new chairs as well as an opportunity to take part in the interview process for new care staff but they were few takers.

CHG take part in the regular Elderly Accommodation Council (EAC) survey of residents; the most recent one having taken place about four months ago. MHA undertake quality audits on an annual basis.

Residents said that the staff are approachable, and that they are very happy to talk to them about any issues they may have. One resident said, "I've been here since it opened and it's a privilege to live here".

There was general agreement amongst those residents we interviewed that Wood Court is very well run and a good place to live, with a good community spirit and atmosphere. It is recognised as being handy for the shops, GP and Edgware Community Hospital is easily accessible. The overall environment was felt to be very clean and tidy with a good atmosphere. They would be happy to recommend to Wood Court to their relatives and friends.

Compliments/Complaints/Incidents

We saw information about the complaints' policy and procedure on display in the entrance area.

Each resident is given a copy along with tenancy and a service user guide when they move to Wood Court, however some residents said they did not remember having copies. It might be worth reminding residents that they can see copies if they wish.

All accidents/incidents are reported manually and electronically. These are sent to Head Office who will advise if further action is needed. These

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figures are analysed to identify any pattern where further action may be needed.

Metropolitan have received three complaints from residents which have all been resolved and closed. Catalyst have not received any complaints.

All residents we spoke to were aware of the complaints policy and procedure and knew how to take forward issues if they have any.

Conclusions

On the day of our visit the Team found Wood Court to be a welcoming well-run unit close to local amenities. We were welcomed by the staff team and residents who were very positive about living at Wood Court and enjoyed the services offered. They particularly appreciated the lunches on offer and the activities.

Some residents felt that they would like care staff to have more time to undertake care duties. Those residents we spoke to were happy with their care plans and knew how to raise concerns should they have any. Overall residents were happy with their accommodation and the management of Wood Court.

Recommendations for Wood Court

1. Ensure that residents are aware of how much care they have been assessed as needing, so that they understand why some residents have a carer at times when they do not.
2. Identify a timescale for redecorating the communal areas of Wood Court. (Staff have told us that they are awaiting a response on the exact timescales in which the redecoration will be carried out.)
3. Explore options for fundraising to allow residents to take part in outside activities.
4. Consider ways to involve more residents in planning activities such as parties and more outings/day trips.
5. Consider providing a computer in the communal space for residents to use.

Response from MHA Wood Court

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1. Each resident has a care plan file in their flat which has a copy of their agreed care plan signed by themselves, care and support plan summary which details the support that is provided by the carer in each visit and lots of other relevant documents such as risk assessment, hospital admission information, personal details, medication profiles, their assessment and Medical Administration Record (MAR) chart. Care packages are also discussed with each individual resident, their social workers and any other family member if involved, if there are any changes such as increase or decrease needed, this is then re-assessed, discussed and agreed by the resident and care package is authorised by the social services. But as recommended we will discuss this in our next residents' meeting.

Additional comment by MHA at Wood Court

A copy of the service user guide is also in residents' files which is usually given to them when they first move in so that they can refer to if needed. However, we will ensure that we re-distribute another copy to all of our residents.

Response from Catalyst Housing Wood Court

1. Re-decorating of communal areas is booked as planned maintenance every 10 years.
2. The Housing Support Manager role profile has developed over the years and activity organisation is no longer within the role. We will on occasion arrange an event but this is done as an additional task and needs to be arranged with the support of other organisations as we do not have budget for events and are unable to apply for funding without a resident's association bank account.

If it is identified in an Independent Living Plan that a resident is socially isolated we will support them to find activities, clubs, events etc in the local area provided by other agencies.

3. Residents are encouraged in bi-monthly resident meetings to give their suggestions and involvement in activity/event planning. We also consult with residents via means of a vote or survey. As

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explained in point 2, activity planning is no longer within the job role of the Housing Support Manager.

4. Residents will be consulted in a resident's meeting and via confidential vote to see if they would like a communal computer. If they vote that they do want this additional service, the costs will be added to the service charge and split across all tenants over a year. Therefore, positive response will need to amount to at least 51% of the residents.

Recommendation for Healthwatch

1. To liaise with the Care Quality Team at Barnet Council about hospital discharge difficulties.