



Enter and View Report
Durham House

February 2016

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Details of visit

Service address:

**Durham House
Durham Avenue Shortlands,
Bromley, Kent, BR2 0RD
London Borough of Bromley
Thursday 11th February 2016
14.00 - 16.00**

Service Provider:

Date

Time

Authorised

Representatives:

P. Todd and S. Ghosh

Contact details:

020 8315 1927

Acknowledgements

Healthwatch Bromley and Lewisham would like to thank the service provider, service users and staff for their contribution to the Enter and View programme.

Disclaimer

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

What is Enter and 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 to observe service delivery and talk to service users, their families and carers



on premises such as hospitals, residential ECH Schemes, 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.

Purpose of the visit

Healthwatch Bromley and Lewisham visited Durham House on Thursday 11th February 2016. The aim of the visit was to engage with tenants of the ECH Scheme to understand their experience and give service users the chance to voice their opinions regarding the care they receive and the environment in which they live.

Strategic drivers

Healthwatch Bromley and Lewisham identified the Extra Care Facilities in the borough for visits as these will be retendered in 2016. There are six facilities in the borough and as a result of our community engagement, we have been made aware of some concerns over the pricing structure, the lack of activities and engagement within the ECH Scheme.

Methodology

The ECH Scheme was informed of our visit a month in advance and our initial questions were answered by the manager. Two trained Healthwatch Bromley and Lewisham Authorised Representatives (ARs) participated in this piece of work, observing the ECH Scheme informally, interacting in a casual manner with tenants. They wore ID at all times and used an observational tool kit and checklist to chart their findings. The Healthwatch Bromley and Lewisham team interviewed tenants in the communal areas and did not enter resident's rooms.

The Healthwatch team ensured that the respect and dignity of all tenants was respected at all times during the visit.

At the start of the visit the Enter & View lead met with the manager before speaking to the staff and tenants, to agree our approach. Tenants were asked for feedback and were advised that they had the option to decline our request.

It should be noted that there are two providers used as part of this service delivery. The building landlord is Affinity Sutton and care is provided by London borough of Bromley Direct care services.

Durham House

Durham House is one of six Extra Care Facilities in Bromley. The building contains 30 flats and has on-site care staff. The property also has a lift, lounge area, dining room, laundry facility and a garden. The whole site is accessible by wheelchair. Care is provided by LB Bromley Adult & Community Services.

The Visit

The Authorised Representatives engaged with 9 tenants during the visit and two members of staff. During the visit the Healthwatch team observed the environment of the ECH Scheme, staff and their interaction with the tenants. In addition we completed questionnaires taking the views of the tenants. The tenants had a wide range of abilities but were mixing well in the lounge area.

The visit took place in the afternoon as some tenants go to a day centre in the mornings.

Staff

Seven staff completed the pre-visit staff questionnaire and over half of these have been at Durham House for 3 years plus. All have received the relevant training for their role and there were no negative comments about the ECH Scheme. The one concern was the uncertainty of what will happen when the management changes.

During the two hour visit we observed staff interacting with the tenants in a positive manner. Clients who required help were seen to promptly and staff were also observed providing assistance to tenants during the visit. At least two staff at any one time were seen in the communal lounge and dining room providing support or running an activity.

The staff acted in a professional way and appeared to have a good relationship with the tenants.

Resident Comments - Quote “I see my carer as a friend who is there to support me, we get on really well”.

Quote “The staff here are very good and although I am independent, I see the good work that they do daily”.

Care Support

Client feedback on our questionnaire revealed that there were no care support issues that needed addressing.

Activities

During the visit our volunteers observed a craft activity taking place in the activities room with six tenants in attendance. The materials had been purchased and tenants were able to create their own piece of work under the supervision of a member of staff.

The Manager advised Healthwatch that the staff are tasked with providing activities on a rota basis and this is monitored through regular supervision.

A volunteer runs arts & crafts activities on Tuesday's. In addition there is also a Wednesday morning service. Activities are posted on the noticeboard and at the time of our visit these were up to date.

Two tenants were also amusing themselves, one person working on a jigsaw and a second completing a puzzle.

A hairdressing service is provided every two weeks or at the request of a tenant. Half of the tenants that we engaged with during the visit use this service.

Food

Two tenants said that they require support with their meals and this is provided by the care staff. Both are happy with the support given.

General comments

- The ECH Scheme scored well in terms of general appearance, temperature, cleanliness and odour.
- Our visit was advertised using the posters supplied by Healthwatch.
- The general observation was that the tenants were relaxed and comfortable in their environment. There was also a good interaction observed between the tenants.
- The Manager advised that they do not hold family meetings but these would be introduced in the future.
- Response to the questionnaire reflected that a majority of the tenants do not feel that they have the opportunity to influence changes to their daily living.

Recommendations for Action

1. **Family Meetings** - It was not clear during the visit as to the number of family meetings held and the frequency. This needs clarification.
2. **Resident Meetings** - The Manager advised that a quarterly evaluation is carried-out on the quality of services received by tenants. Healthwatch understands that this is done on a 1-2-1 basis and it is recommended that a meeting for all tenants to attend would be beneficial.
3. **Potential changes to Durham House** - A resident spoke to Healthwatch about the potential structural changes to Durham House that would have an impact on his residency. The gentleman was anxious about the uncertainty. It is recommended that where possible tenants are kept up to date with appropriate information to avoid resident distress.

Durham House Response

Families are involved throughout a persons tenancy . They are actively encouraged to attend the tenants care plan reviews and the managers have an open door policy, frequently engaging with families and discussing any concerns they may have.

Quality Monitoring is carried out by the managers on a frequent basis and this is with the tenant in their flat.

Tenants meeting are held 12 weekly and families are welcome to attend. Minutes are sent to every tenant and are held late afternoons so tenants who go to a day centre can attend.

Although this is an unsettling time LBB inform the tenants by letter of any updates with market testing and this is reiterated in the tenants meetings and minuted. The market testing of the care services in ECH will not affect any persons tenancy with the landlord as they hold an assured tenancy. This will be reiterated at the next tenants meeting

Debbie Johnson & Aysha Kibrya