



Enter and View Report  
Extra Care Units Bromley

June 2016

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## Introduction

Healthwatch Bromley conducted Enter & View visits to the six Extra Care Units in the borough during 2015/2016. This report contains the findings of the visits which include input from the Extra Care Scheme Managers, the staff and tenants.

The visits took place at Apsley Court, Sutherland Court, Norton Court, Durham House, Regency Court and Crown Meadow Court. Three of the schemes are run by the London Borough of Bromley (Apsley Court, Norton Court and Durham House) with care provided through London Borough of Bromley Direct Care Service. The other three schemes are run by Hanover with care provided by either Sanctuary Care or Mears Care.

The aim of the visits was to engage with tenants of the scheme to understand their experience of the service and provide them with the opportunity to voice their opinions regarding the care that they receive and the environment in which they live. In addition Healthwatch was seeking to obtain feedback from both staff and management of each scheme.

Enter and View visits are totally independent and reflect only comments received and observations made during each visit. This report relates to only those findings and observations made on the specific date of the visit and is not a representative portrayal of the experiences of all service users and staff.

The Extra Care Schemes accommodate younger people with disabilities as well as older people and there are tenants who are placed on a short-term basis for rehabilitation in addition to long term tenants. Some tenants have memory problems.

Individual reports for each of the six schemes have been produced and copies of these documents can be obtained from the Healthwatch Bromley website at [www.healthwatchbromley.co.uk](http://www.healthwatchbromley.co.uk)

## Background Information

The Extra Care Housing schemes were introduced to enable people to maintain their independence by building on the principles of:

- Promoting independence - providing self-contained accommodation with access to onsite care services and to enable people to continue to live in the community to avoid becoming isolated.
- Empowerment - making health, care and support services available to individuals where they live rather than having to move into a residential care Extra Care Scheme.
- Accessibility - providing specially designed or adapted accommodation to facilitate the delivery of care.

Extra care housing provides a range of housing and care/support services tailored to meet individual needs available 24 hours a day, 7 days a week, with your own tenancy agreement. The amount of care provided at any time can be flexible to accommodate fluctuating needs, and can be supported by in-built " smart technology" or " telecare" (for example call alarms or sensors to alert staff to particular circumstances). Schemes may be specifically designed to cater for specialist needs, such as for people with dementia.

The Extra Care schemes bridge the gap between independent living and Care Homes. The schemes have also seen changes in abilities of tenants which include some with memory issues and some younger people with disabilities. There are also some short term admissions for rehabilitation.

## Methodology

Each of the schemes were informed of our visit in advance and a meeting between the Extra Care Scheme Manager and a Healthwatch Representative took place prior to the visit. Scheme Managers were advised of the approach to be taken and confirmed their agreement. Our visits were advertised within each community using the posters supplied by Healthwatch Bromley. Tenants were encouraged to take part by the Extra Care Scheme/Estate Managers and their teams.

Each Scheme Manger was handed a Provider information Sheet and these were completed prior to the visit. In addition the Scheme Managers were able to view the questionnaires for both tenants and staff.

Visit dates were agreed in advance for all of the Enter & View visits and Healthwatch Bromley made every effort to ensure that there was the minimum of disruption.

Eight trained Healthwatch Bromley and Lewisham Authorised Representatives (ARs) participated in this piece of work, observing each scheme informally, interacting in a casual manner with tenants. Authorised Representatives wore identification badges at all times during visits 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 their private apartments. The Authorised Representative ensured that the respect and dignity of all tenants was observed at all times during the visit.

Tenants were asked for feedback about the service and were advised that they had the option to decline this request.

## The Visits

Basic information regarding the six Extra Care premises visited is listed below with details of their service provision.

### Sutherland Court

The building contains 50 purpose built flats with on-site care staff (24 hours / 7 days), non-resident management staff and community alarm service. There is a lift, lounge area, dining room, laundry, guest facilities, garden, activities room, shop, hairdressing salon and assisted bathing facility. Care is provided by Sanctuary Care.



Date of visit: 19<sup>th</sup> October 2015.

### Regency Court

The building contains 60 flats and has on-site care staff. The property has a lift, lounge area, dining room, laundry service, guest facilities, activities room, shop, hairdressing salon and garden. Care is provided by Sanctuary Care.



Date of visit: 19<sup>th</sup> February 2016

### Crown Meadow Court

The building contains 60 apartments and has on-site care staff. The property has a lift, lounge area, dining room, laundry service, guest facilities, activities room, shop, hairdressing salon and garden. Care is provided by Mears Care Ltd.



Date of visit: 8<sup>th</sup> February 2016



### Durham House

The building contains 30 flats and has on-site care staff. The property has a lift, lounge area, dining room, laundry facility and garden. A hair dressing service is available. The whole site is accessible by wheelchair. Care is provided by London Borough of Bromley Direct Care Service.



Date of visit: 11<sup>th</sup> February 2016

### Norton Court

The building contains 45 flats and has on-site care staff. The property has a lift, lounge area, guest facilities, laundry service, and garden. The whole site is accessible by wheelchair. Care is provided by London Borough of Bromley Direct Care Service.



Date of visit: 1<sup>st</sup> February 2016

### Apsley Court

The building contains both retirement/sheltered housing and Extra Care Housing within its 38 flats, there are 12 sheltered tenants. The facility provides on-site care staff and has a community alarm service, lift, stair lift(s), lounge area, dining room, laundry, guest facilities, a garden, conservatory and hairdressing salon. Care is provided by London Borough of Bromley Direct Care Service.



Date of visit: 8<sup>th</sup> February 2016

## Summary of Findings

### The Premises

Generally, the facilities scored well in terms of appearance, temperature, cleanliness and odour. However, Apsley Court and Norton Court would benefit from redecoration.

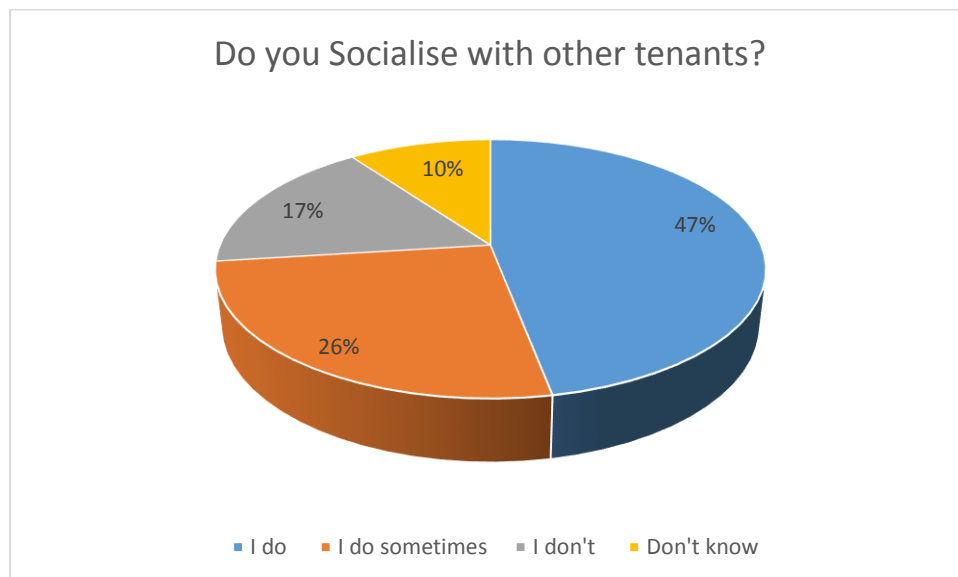
### Tenants Surveys Feedback

The Healthwatch Authorised Representatives engaged with Sixty-five tenants as part of this review.

Most tenants said that their needs for additional support, the Extra Care Scheme was appropriate for them.

Ninety-two percent of tenants said that they were comfortable and felt secure in their living environment.

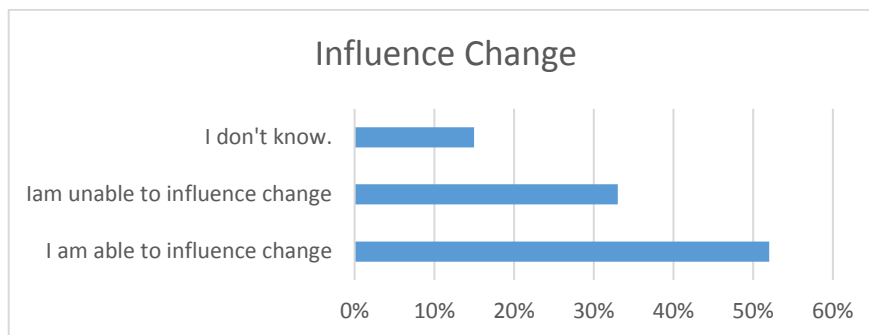
In answer to the question regarding socialising with other tenants there was a mixed response.



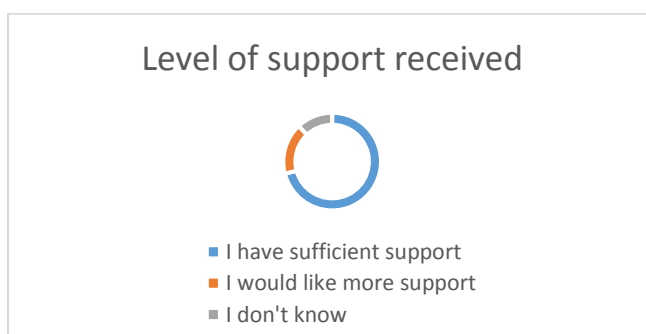


Tenants who do not have mobility issues are able to go out regularly. Many attend day centres and/or make regular trips to the local shops to purchase essential supplies. It is more difficult for those who use a manual wheelchair. Seventy percent of the tenants interviewed said that they had family members/friends visit and on occasions they will take the tenants out. Some of the tenants had memory issues and could not recall having the opportunity to go out.

Tenants were asked if they had the opportunity to influence changes to their daily living and activities. Just over fifty percent of those who completed the questionnaire said that they could and of these all would either do this at the Tenants Meetings or by speaking directly with the Extra Care Scheme Manager.



Regarding the level of personal care, tenants were asked if the level was sufficient.



There were no adverse comments received from the tenants regarding the external support services that they received (GP / Nurse / Pharmacy / Occupational Therapists / Dentist). Those who required support to book an appointment receive assistance to help them.

## **Staff**

Staff were praised by the Tenants for their support and general assistance that they provide.

Healthwatch Bromley received the following quotations from the Tenants:

- “The staff are very helpful and give me the support that I need”.
- “I only have positive comments to say about the staff”.
- “When I was feeling off colour, my carer was sympathetic and helpful”.
- “It takes me time to get dressed but I am helped by the staff and they don’t rush me”.
- “I was feeling poorly and one of my carers spent some of her own time looking after me”.
- “I like it here, the staff give me the support that I need”.
- “The staff here are very good and although I am independent, I see the good work that they do daily”.
- “The Manager is excellent, very professional and approachable”.
- “I get the support that I need but I have to wait for help sometimes”.

## **Staff Questionnaire**

A total of thirty seven staff questionnaires were received by Healthwatch Bromley. A majority of the questionnaires received (81.08%) were completed by Support/Care Workers. However, four staff with other roles also provided input and there were three questionnaires received where a role was not specified.

Staff who liked their work totalled 78.37% of those who completed the survey.

There were four main reasons that staff cited as being important to them in their work. Thirty-two percent said that client interaction was an enjoyable and rewarding part of the role. Twenty-five percent said the fact that they are making a difference was important to them. The role of Support/Care Workers is varied

and twenty four percent staff liked the variety of tasks. A further five percent said that learning new skills helped with their development.

Staff are generally happy with the training that they receive and this was a common theme at all six Extra Care Units. The questionnaires did not reveal any gaps in training.

## Extracts from individual Extra Care Scheme Reports

### Sutherland Court

Sutherland Court scored well in terms of general appearance, temperature, cleanliness and odour. The general observation was that the tenants were relaxed and comfortable in their environment. The main concern that came up was loneliness despite Sutherland Court providing activities every day for the tenants.

### Regency Court

Regency Court is a clean and modern building. This Extra Care Facility provides a range of activities and entertainment on a daily basis (Monday - Friday). During our visit there were about 20 tenants in the lounge while we visited and most of them were taking part in the weekly quiz.

Tenants are encouraged to attend resident meetings, so that they can have a say on their day to day living. Notice of the residents meetings are posted on the notice board and around the building.

### Crown Meadow Court

Crown Meadow Court is a modern building with a welcoming appearance. Internally the building was clean and odour free. There were lots of activities available to the tenants and there was good interaction observed between the tenants.

The Manager recognises that mobility can be a problem for some tenants in their ability to attend activities.

### **Durham House**

Durham House scored well in terms of general appearance, temperature, cleanliness and odour. Tenants were relaxed and comfortable in their environment and there was also a good interaction observed between the tenants.

The Managers advised that tenants/family meetings are held on a regular basis and tenants are encouraged to attend the meetings. Tenants care plan reviews take place and the Managers have an open door policy, frequently engaging with families.

### **Norton Court**

Norton Court is in need of redecoration internally and the Scheme Manager is aware of this and it is being addressed. There was a maintenance issue regarding the loss of hot water in the building which also been resolved. Half of the tenants who completed the questionnaire said that they get their activity at a local day centre. The majority of tenants liked the events involving food along with the coffee mornings and afternoon teas.

### **Apsley Court**

Apsley Court is in need of redecoration internally. The Scheme Manager has advised that the property is being redecorated within the next couple of weeks, inside and out c/o the Landlord A2 Dominion.

The Extra Care Tenants main concern was the limited amount of activities available. The Scheme Manager advised that previously Apsley Court had an activities organiser who was shared between 4 schemes, but this is not the case currently. The Scheme Manager understands that activities are more the responsibility of the Landlords.

## Conclusion & Recommendations

### Recommendations for Action

1. **Activities & Engagement** - During the visits the Healthwatch Bromley team observed a range of activities and engagement programmes (some more proactive than others). All programmes have a tenant focus which is very positive. **Action - Part of the Extra Care Housing Scheme refers to tenants maintaining their independence. Social interaction will form a big part of this and where possible Extra Care Support teams should encourage more interaction.**
2. **Wheelchair access** - All six Extra Care facilities can accommodate tenants who use a wheelchair. However, there is a potential issue if a tenant is unable to move the chair by themselves. **Action - It should be clarified as to who is responsible to support wheelchair tenants to attend activities. Is it the care team, other non-care staff or both.**
3. **Staff teams** - Continue the good work provided by staff in general.

## Acknowledgements

Healthwatch Bromley would like to thank the Management & staff of all six Extra Care Housing facilities who supported the Enter & View visits. In addition we would like to thank the tenants for giving up their time to complete our questionnaire and the Healthwatch Bromley Authorised Representatives.

### Authorised Enter & View Representatives

- Beryl Bloomfield
- Sue Fielder
- Sirshendu Ghosh
- Leslie Marks
- Sian Stickings
- Anne Taylor
- Barbara Wall
- Susan White
- Manijeh Wishart

## Appendix A (page 1 of 2)

Samples of the questionnaires used are set out in the appendices section below.

### **Enter and View Visit to Extra Care Facilities in Bromley**

#### **Staff Questionnaire**

*Thank you for taking the time to complete this survey, which will feed into our report on (name of facility) and our wider review of extra care facilities in Bromley. All responses will be anonymised.*

1. Please describe your role at (name of facility)?

2. Do you like your work? Please say why.

3. How well do you know the residents?

4. What training have you had while working at (name of facility)?



## Appendix A (page 2 of 2)

5. What do you think of (name of facility) services?

6. What do you think of the social activities provided for residents?

7. Do (name of facility) residents have a say in how things are run? Please comment.

8. How well do local health and care services e.g. GPs, dentists and pharmacies, work together for (name of facility) residents?

9. Would you recommend (name of facility) to your own friends and family? Please say why.

*Please complete this form and hand it to Dolores by Monday 19<sup>th</sup> October 2015. The completed document will be handed to Healthwatch representatives on the above date. Thank you for completing this form.*

[Enter & View Capture Form](#)

**Healthwatch Certified - Rating System**

From 1-5, how would you rate the following areas?

*(1 = Unacceptable, 2 = Poor, 3 = Acceptable, 4 = Good, 5 = Excellent)*

Area	Score	Comment
Entrance/reception		
Décor		
Tidiness		
Lighting		
Temperature		
Odour		
Cleanliness		
Noise level		
Information displayed		
Furnishings		
Safety		

**Premises**

*Location, ease of access, dementia friendly, environment, accommodation*


**Staff**

*Attitudes and behaviour, respectful of privacy and individual needs, residents with high dependency supported, help with personal care*


**Activities**

*Varied activities, uptake, staff encouragement*


**General**

*Chance for feedback and engagement, relatives meeting, Manager's comments*


What recommendations or improvements would you suggest?

1.

2.

3.

# Appendix C

## Provider Information Document:

### Date:

How do you engage families? How many residents have regular contact with their family or their friends? How many are mainly without visitors?

What does a usual day look like? What activities are planned during the day and across the week? What is take up like?

Who are the main providers of other personal services such as hair dressers?

What is your evaluation of the quality of these providers – do you think residents receive a good service?

Potential visit dates:

Time: Could we visit during a mealtime?

How many residents do you think have capacity to engage with us directly?

How many residents do you think will prefer to meet us with their family and carers?

Is there a space where we could meet families and carers with or without their relative?

Can we send out a letter to all the families and carers explaining our visit and the opportunities for them to be involved (questionnaire; phone interviews; meeting us)?

Can we speak with the care staff? Is there a staff team meeting we could attend to explain what we are doing and the opportunities for the care staff to participate?

# Appendix D

## Enter and View Visit to (Place visiting, date)

1. Do you think that living here is an enjoyable experience?
2. Do you feel (Place visiting) is a comfortable and secure living environment?
3. Does (Place visiting) have a welcoming environment?
4. Do you socialise with other residents here?
5. Are there regular opportunities to go out?
6. Do you have a regular visitor?
7. Do you have the opportunity to influence changes to your daily living or activities?
8. What are the staff like?
9. Do you have support with your personal care? Is it sufficient?

## Resident Questionnaire

10. How do you make appointments for your health and care? Do you receive Extra Care Scheme visits? What do you think of the service?

- GP .....
- Nurse .....
- Pharmacy .....
- OT .....
- Dentist .....
- Hairdresser .....

## Observations

### Physical wellbeing

Clothing:	Hair:
Fingernails:	Teeth:

**Enter and View Report, Extra Care Units Bromley**

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