



Enter and View Report  
Norton Court

February 2016

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## Enter and View Report

### Details of visit

**Service address:**

**Norton court  
10, Hayne Road, Beckenham  
Kent. BR3 4XF**

**Service Provider:**

**London Borough of Bromley**

**Date**

**Thursday 1<sup>st</sup> February 2016**

**Time**

**14.00 - 16.00**

**Authorised**

**Representatives:**

**P. Todd, L. Marks & S Fielder**

**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 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.

## **Purpose of the visit**

Healthwatch Bromley and Lewisham visited Norton Court on Thursday 11<sup>th</sup> February 2016. The aim of the visit was to engage with tenants of the home 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 home.

## **Methodology**

The home 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 home 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.

## **Norton Court**

Norton Court is one of six Extra Care Facilities in Bromley. The building contains 45 flats and has on-site care staff. The property also has a lift, lounge area, guest facilities, laundry service, and garden. The whole site is accessible by wheelchair. Care is provided by LB Bromley Adult & Community Services.

### **The Visit**

The Authorised Representatives engaged with 16 tenants during the visit and this included two who had dementia. During the visit the Healthwatch team observed the environment of the home, staff and their interaction with the tenants. In addition we completed questionnaires taking the views of the tenants. The visit took place in the afternoon as some tenants go to a day centre in the mornings.

Tenants were pleased to speak with us and were keen to provide their feedback to the support services received.

The décor internally was tired and is in need of updating. However, the building was clean and appropriately.

### **Staff**

Eight staff completed the staff questionnaire and all responses were positive. 100% of the staff who completed the questionnaire confirmed that they had received appropriate training and were happy. One member of the team said that there was too much to do and not enough time to complete their tasks.

During the two hour visit we observed staff interacting with the tenants in a positive manner. Tenants who required help were seen to promptly and staff were also observed providing assistance during the visit. Staff were visible and if a tenant required support it was there from them.

Resident Comments - Quote “I like it here, the staff give me the support that I need”.

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

Quote “The Manager is excellent, very professional and approachable”.

Quote “I get the support that I need but I have to wait for help sometimes”.

## Care Support

The feedback from tenants was generally positive. The care staff were visible and we observed them providing some impromptu support. One resident recently complained about there being no hot water for a bath.

## Activities

Half of the tenants who completed the questionnaire said that they get their activity at a local day centre. A majority liked the events involving food along with the coffee mornings and afternoon teas. Three tenants mentioned the Pat Dog and like it when he visited.

Activities are also put in place on special occasions and staff are encouraged to support and engage with tenants.

## General comments

- The home scored well in terms of temperature, cleanliness and odour. However, the internal décor needs attention.
- 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.
- There were computers available for tenants to use in the lobby area on the first floor.
- There were a couple of tenants who had dementia and were part of the ECH scheme. It was not clear whether they were permanent tenants or respite placements.

## Recommendations for Action

1. **Activities & Engagement** - Norton Court would benefit from an increased activities programme. This could be organised by the residents and would enhance the living

experience. It is appreciated that Norton Court does not have an activities coordinator but tenants should be encouraged to engage in social interaction such as, board games, discussion groups on current affairs, travel, music etc. and a weekly quiz.

2. **The interior** - The décor internally is tired and needs redecoration.
3. **Maintenance** - Investigate the issue regarding the loss of hot water in the building. Resolve problem and implement a contingency plan.
4. **Scheme Parameters** - There needs to be some clear guidance on the access to this service and if dementia tenants are included, then at what level are they accepted (early stage, middle stage, latter stage).

## **Norton Court Response**

It was good to meet with the Health Watch Team and to receive the positive feedback with regards to care provided by my team. I agree that it would be great to have more activities taking place, but unfortunately we do not receive any funding in this area. I also agree that our building is tired and in need of a complete re-decorating programme, and have raised this with the landlord, sadly we are not down for re-decoration over the next financial year which is something completely out of our control. However, I do feel as long as our service users are happy with the care provided by my team along with a good atmosphere in the building, this is more important than the décor. As the manager I will continue to monitor the standards of care provided within Norton Court and will continue to encourage activities as and when our time allows.