

# Enter and View Report

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Oatlands Care Ltd.

212 Anerley Rd, London SE20 8TJ



**Healthwatch Bromley**

**23<sup>rd</sup> September 2021**

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## Visit Information

Service visited:	Oatlands Care Ltd.
Address:	212 Anerley Road, Anerley, London SE20 8TJ
Care Home Manager:	Juliana Menezes
Date and time of visit:	Virtual Visit on 11 <sup>th</sup> August 2021 from 10:00 – 15:00
Status of visit:	Announced
Healthwatch Bromley Enter and View Authorised Representatives:	Marzena Zoladz, Namrata Bansal, Aastha Kamboj, Manika Singh, Gerda Loosemore-Reppen
Lead Authorised Representative:	Namrata Bansal
Healthwatch Bromley contact details:	Healthwatch Bromley, Community House, South Street, Bromley, BR1 1RH Tel: 020 3886 0752 Email: <a href="mailto:info@healthwatchbromley.co.uk">info@healthwatchbromley.co.uk</a>

Healthwatch Bromley (HWB) has the power to ‘Enter and View’ services in the London Borough of Bromley. Enter and View visits are conducted by teams of trained Authorised Representatives.

## **Purpose of the visit**

The Health and Social Care Act allows HWB Enter and View Authorised Representatives (ARs) to observe service delivery and speak to patients, residents, staff, relatives, friends and carers. Visits may happen in response to concerns expressed to HWB, but also where services have a good reputation. We can therefore learn from examples of organisations doing well and those needing to improve, from the perspective of the people who experience the service first hand.

Enter and View visits are not intended to identify specific safeguarding issues. If safeguarding concerns arise during a visit, they are reported in accordance with HWB Safeguarding Policy. If at any time an AR observes a potential safeguarding concern, s/he will inform the lead AR, who will then end the visit. If any member of staff in the observed organisation wishes to raise a safeguarding issue, they will be directed to the Care Quality Commission (CQC) and Bromley Council's Safeguarding Team.

HWB Enter and View programme has been designed based on local intelligence and feedback, supplemented by feedback from the public, and liaison with local partners and stakeholders including London Borough of Bromley and the HWB local Committee.

Healthwatch Bromley virtually visited the Oatlands Care Home at the request of the London Borough of Bromley. The Care Quality Commission rated the

home as 'Good' in December 2017. They reviewed the care home again on 7 October 2021 and they did not find any new evidence to reassess their previous ratings.

## **Virtual Enter and View**

Due to the government restrictions in place during the pandemic, some care homes only allow Enter and View visits to take place virtually. This is to ensure safety of their staff and residents. We acknowledge the challenges faced by care homes and, as a result, we adapted our methods to deliver a virtual model of the visit.

On this occasion, a total of five Enter and View Authorised Representatives in two groups undertook the virtual visit.

- One group (Marzena Zoladz and Namrata Bansal) spoke to the management team, then, using appropriate digital devices (iPad/laptop/mobile phone) was shown around the premises.
- The other group (Aastha Kamboj, Manika Singh and Gerda Loosemore-Reppen) interviewed staff, residents and family members by telephone as per a pre-planned interview schedule.

Based on our findings we highlighted good practice and made recommendations on how to improve the service.

## Methodology

Our visit was announced and planned in partnership with the home. In preparation for the visit we shared with the home a poster announcing our visit to display in communal areas and copies of questionnaires and booklets explaining the purpose of Enter and View visits in further detail.

HWB offered three choices for completing the questionnaires:

- Telephone call
- Pen and paper and delivered to us by freepost
- Zoom or video conferencing call

With the support of the home's registrar, an interview schedule was planned for the day that assisted us in the interview process.

## Virtual Visit Constraints

**Weak connectivity** – The Manager, the Registrar and the rest of the staff were very helpful and supportive of our visit. We did face a few issues in connectivity as the Registrar was moving through the home to show us around – however it did not have an impact on the outcome of our report.

**Change in government's policies** – Due to the coronavirus pandemic, government rules regarding visits were changing frequently based on the scientific advice and the level of the virus' threat.

**Vaccination status** – When we conducted the virtual visit, vaccination was not compulsory. However, at the time of writing the report, government made it mandatory for the care home staff and any visitor to the house to be double vaccinated.

## Acknowledgements

HWB Enter and View Authorised Representatives, Marzena Zoladz, Namrata Bansal, Aastha Kamboj, Manika Singh and Gerda Loosemore-Reppen would like to express thanks to Gillian Hensley-Gray, the Registrar with the Care Home, for coordinating the virtual visit, the staff for their hospitality during the visit, and the staff, residents, family and friends who completed our questionnaires and provided valuable feedback.

## Care Home Staffing

The Registrar provided Healthwatch Bromley with a staff list. The staff listed below serve the Oatlands Care Home.

Director operational	1
Administrator	2
Finance	1
Manager	1
Deputy Manager	1
Senior Carer	22
Carer	25
Chef & Kitchen	4
Laundry	5
Driver	1
Auxiliary Staff	8

The total number of staff at the time of the visit was 67.

## Background

Oatlands Care Ltd is a residential care home in Anerley, south-east London, that provides accommodation and dementia care for elderly people. The Care Home is privately owned by the Jawa Group. The Jawa Group owns three care homes in the same premises – Oatleigh Care Home, Oatlands Care Home and The Homelands. All three care homes have many staff working across the site. For the purpose of this report, we are only analysing Oatlands Care Home. The review of Oatleigh Care Home will be completed in a separate report.

The care home accommodates 42 people across three separate units over three floors, each of which have separate adapted facilities including dining rooms and sitting areas.

Oatlands was the name of the original home and is the oldest of the three homes that the Jawa Group owns. During our virtual visit, we found the home pleasant and neat. We were told that the home will undergo refurbishment in the nearest future. The home has 28 single en suite bedrooms which are furnished to high standards, have direct dial telephones, television, nurse call systems and individual heating controls.

The residents' rooms were of decent size with names and photographs of



residents at the door. Residents have an option to bring small items of furniture and personal possessions to enable them to personalise their rooms and thus feel more at home.

There is a suggestion box and residents were encouraged to share their thoughts. One of the residents told us that they regularly used this opportunity to share their feedback.

## **Accessibility**

The home is situated in a residential suburban road in Anerley, with Anerley as the nearest train station two minutes' walk away. The care home has excellent transport links and connections.

Residents do not have access to stairs which are for staff use only. In the case of fire, a fire brigade would help evacuate the residents.

The front door has keypads for entry and exit. Prior to COVID-19, residents (without dementia) could go for an accompanied walk away from the home.

Access to the garden is from the lounge at the rear end of the care home. Relatives are no longer allowed to meet the residents in the communal area to ensure infection control during the COVID 19 pandemic. They are however allowed to meet them in the garden.

During the height of the pandemic, the home stopped access to visitors – but, by the time of our visit, restrictions were eased and families could meet in person, by prearranged appointment. For relatives who were unable to visit there was the option of calling by video or by telephone to talk to their family member.

All families who visit need to complete a lateral flow test, follow infection control measures, such as wearing PPE provided by the home, and complete a relevant form ahead of the visit.

### **Environment within the home**

As this was a virtual visit, it was not possible to view most areas of the home closely. We had the opportunity to view the entrance, lounges, garden, and an empty resident's room. All looked to be in a reasonable order when viewed through the constraints of a virtual live video tour.

### **Facilities**

A range of facilities is provided within the home. These include laundry service where COVID-19 protocols are followed, eg only one person is allowed at one time to avoid cross-contamination. Each person has a colour coded box that helps the staff in sorting out the clothes for each resident.

Hairdressers and a podiatrist used to visit weekly, but, during COVID-19, the staff were taking care of residents' hair and foot care.

## **COVID-19 protocols**

The home is cautious with regard to COVID-19 protocol. Any visitor visiting the home has to wear face covering, take a Lateral Flow Test, complete a risk assessment form and have their temperature checked. Family members need to make prior appointments before meeting their relatives in the home.

## **Admission of residents**

Potential residents can contact 020 8778 8545 or email [info@jawagroup.co.uk](mailto:info@jawagroup.co.uk). Anyone interested in the services can request a brochure which details all necessary information.

## **Feedback from residents**

Healthwatch received responses from 3 residents, out of which 2 were interviewed by a Healthwatch representative over the telephone and 1 response came via post. The three residents were living in the care home from nearly 4 months to 13 years. These residents were able to give their consent to communicate actively and provide information about the home and the care they were receiving.

Overall, the residents told us that they found the home safe, secure and homely. They also found the home clean and tidy.

*"No strangers could get in."*

They also told us that the staff involved them in decisions about their care, choice of food and clothing. The staff members treat them with respect and

dignity and are considerate about their personal and individual needs.

*“They will ask my opinion on everything.”*

However, one resident told us that not all the staff members are considerate.

A couple of residents informed us that they had a dedicated key worker.

### COVID-19 protocols

Overall, the residents were satisfied with the care offered and precautions taken by the care home during the COVID –19 pandemic. The residents expressed satisfaction at the range of infection measures that the care home has put in to prevent the spread of the virus. They were in touch with their family members throughout the pandemic though there was no face to face meeting.

*“I can phone them anytime”*

Feedback from residents suggests there were, nevertheless, some concerns during the pandemic. One resident did not feel safe and secure all the time due to COVID. Two residents believed that they were not kept fully informed about changes within the home as a result of the COVID-19 pandemic.

One resident told us that they have been kept in the same floor as with patients with dementia. It therefore becomes difficult for them to communicate with other patients which is a problem as they are very

sociable.

## **Feedback from family and friends**

We received feedback from 5 family members. The feedback is generally positive and family members expressed their satisfaction with the care of their relatives.

*"Totally happy. My mum looks 25 years younger!"*

Almost all of the family members we interviewed commented that the staff was committed, kind, caring and considerate. The family members were very satisfied with the overall behaviour of the staff towards their relatives. They treat the residents with dignity and respect.

*"Staff always courteous and friendly"*

Family members overall were kept informed and felt involved in decision making about the care for their relatives. Relatives also praised the staff for paying attention to the needs of the residents.

*"Telephones us when... X...needs anything or let us know when we visit."*

Despite positive reviews we also heard that improvements could be made in this area to ensure residents' needs are met at all times.

*“Sometimes we have to follow-up”*

There has always been a GP available for the residents since the start of the pandemic and family members expressed satisfaction at the way things were handled by the home. This re-assured the family members about the safety of their relatives during the height of the pandemic.

*“Weekly emails being sent”*

Another good practice that the home has continued, though in a limited way due to the pandemic, is inviting the family members to give their views and opinions on the home.

*“Regularly invited to comment on the home and its practices”*

Feedback suggests however that several improvements could be made in this area to ensure residents, family and friends feel consistently involved in decision making in the care of their loved one.

From the responses of the family members, we established that the care home has performed really well during the pandemic. The family members understood that the restrictions that were introduced to prevent the spread of the virus helped keep the residents safe.

A couple of family members expressed concerns over limited parking.

*“Transport is easy but visitors’ parking difficult and limited.”*

Family members flagged the frequent staff changes as an area for improvement. It was reported that information about the needs of residents needs to be repeated to ensure consistency and continuity of care.

*“Perhaps would be good to not have so many staff changes”*

### **Feedback from management and staff**

Total number of senior staff surveys completed: 4

Total number of staff surveys completed: 4

Most staff who completed the survey had been working at Oatlands Care Ltd. for over a year, the shortest duration being six months, the longest 10 years.

New staff have to attend a two week induction period before they can start supporting residents. Every staff member has to shadow their seniors during the induction process to learn about residents and their needs.

*“I am very happy with my induction process”*

We found out that all the staff members have had experience in a care sector that further helps them to deliver their responsibilities.

*“I am aware of the issues around care and vulnerable people.”*

Staff confirmed they had received training on safeguarding, manual handling, health and safety, e-learning, handover process, COVID-19 protocols, disposal of waste and completing administrative formalities.

Staff expressed satisfaction with the support they receive from management and opportunities for professional growth and development.

*“It is a great learning curve”*

There are regular meetings for the staff during which they are encouraged to express and contribute their ideas. The staff are given a complementary lunch by the employee every Thursday.

During the pandemic, the management ensured regular testing for staff members and residents, provided enough PPE equipment and did regular risk assessment. The staff felt safe and re-assured by the management. We were informed that initially there was a problem in procuring right amount of PPE kits - however this has been resolved.

To help with infection control, the care home restricted movements between different floors and encouraged staff members to work from home wherever applicable.

The family members of the residents also confirmed that the care home residents were not badly affected by the pandemic the way some other care



homes reportedly were.

Before the pandemic the family members could meet the residents at their rooms and lounges. Currently during ongoing Covid restrictions visits are prebooked and take place in the courtyard and the main lounge.

### **Care Vision App**

The Director of the Jawa Group talked about their innovative app, 'Care Vision'; a cloud-based app to meet the complex needs of individuals in care. The app helps the staff in simplifying and streamlining their work and integrate the many types of tasks and departments that share space under one roof—prescriptions, therapies, food prep, housekeeping, health and safety, HR, and family visits.

The app assists carers in generating notes about any resident in seconds and carers can even dictate notes in their own language. This prevents errors, ensures completion of each task, and provides a log of every action. The app was launched in December 2019. The Director assured us that the app is completely secured and ensured the privacy of the residents.

### **Activities**

From the feedback of residents and family members, we established that the staff have initiated a number of activities for the residents. There is an in-

house activities coordinator who plans and implements groups and individual activities for the residents.

One staff member told us that they are fully aware of the residents' interests and have planned relevant activities every day.

The family members told us that there were plenty of activities organised by the care home.

*"There is always something going on."*

A couple of family members did say that they want the staff to engage the residents more and encourage them to take part in activities. One family member told us that he would really want the staff to take his relative out for a walk.

All the residents told us that there are plenty of activities for them. Some really wanted to go back to singing and dancing as it was part of their routine before the pandemic.

Various group activities and services including a residents' party, church service, hairdressing, foot care and dentistry were put on hold during the lockdown.

## Recommendations

Following the HWB virtual visit, we received 16 completed feedback forms, and these included:

- Family - 5 interviews
- Residents - 3 interviews
- Staff - 5 interviews
- Senior Staff - 4 interviews

Based on our observations, interviews and feedback received, we make the following recommendations:

### Recommendation 1

There is clearly a range of activities organised for the residents and care has been taken by the staff to involve the residents. Family members reported that they would like the staff to further encourage their relatives to take part in these activities to help provide stimulation and support their wellbeing.

We recommend that the home develop further ideas and take action to encourage residents' participation in activities.

### Action/Response from Oatlands Care Home:

As official restrictions have eased, group activities that were on hold have resumed, such as singalongs, residents' parties, recitals, talks and church services. In addition, the activities coordinator is on duty every weekday to run individual and group activity sessions.

## Recommendation 2

Family members and residents spoke highly of the commitment of the staff members and their dedication. Feedback suggests however that improvements in consistency for involving family members in decision making and provision of care would further benefit the residents and their families. We understand that the Covid pandemic has put additional pressure on the services – however we would recommend the home review the current processes to ensure family members feel listened to and involved with care of their loved ones.

### Action/Response from Oatlands Care Home:

When NOK visit/telephone they are updated by the home's manager. As the need arises the manager, the deputy manager and team leaders also proactively contact families to keep them informed. Family members are always welcome to have meetings not only with the managers but also with the owners. These options are not taken by most families when everything seems to be going well. It's only when things are not going well that they do so.

We have an annual Summer Fete where all relatives and people connected with the home are invited. We have a weekly repertoire where families are invited and those who come take the opportunity to have information meetings with the relevant staff/managers.

## Recommendation 3

Due to challenging circumstances, staff retention has been flagged as an issue via feedback from family members.

We recommend ensuring a seamless handover process so that the new staff member is aware of the residents' requirements and current needs.

Action/Response from Oatlands Care Home:

The home's staff turnover is exceptionally low, as evidenced by the company's Gold Standard accreditation with Investors in People. Handover is given both verbally and via the digital care management system.

## Conclusion

The home is offering a good quality service to residents who need care, in line with the ethos of the Caring Homes Healthcare Group. Staff we spoke to were motivated and encouraged to work hard at the home and continue to give their best to the service. We provided recommendations based on our findings to help further improve the service.

The pricing structure and background information on the home were included in the prospectus and brochures shared with the HWB team via email.

The report will be published on the Healthwatch Bromley website [www.healthwatchbromley.co.uk](http://www.healthwatchbromley.co.uk) and disseminated to the provider, commissioners and the public.

The Healthwatch Bromley Enter and View team would like to thank the residents, visitors and staff at Oatlands Care Home for their courtesy, patience and openness.

### **Disclaimer**

*This report is a representative sample of the views of the residents, visitors and staff with whom Healthwatch Bromley spoke within the timeframe. It does not represent the views of all residents, relatives and staff members at Oatlands Care Home. The observations made in this report only relate to the visit carried out on the 23rd September 2021.*