



Enter and View Report  
Regency Court

February 2016

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## Enter and View Report

### Details of visit

**Service address:**

Regency Court  
14 Mackintosh Street,  
Bromley, Kent, BR2 BR2 9LG  
Hanover

**Service Provider:**

**Date**

Friday 19th February 2016

**Time**

14.30- 16.30

**Authorised**

**Representatives:**

A. Taylor, B. Wall & S. White

**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 Regency Court on Thursday 11<sup>th</sup> February 2016. The aim of the visit was to engage with tenants of the 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 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.

It should be noted that there are two providers used as part of this service delivery. Hanover provide the accommodation, meals and facilities, while the care services/ packages are provided by Sanctuary Care.

## **Regency Court**

Regency Court is one of six Extra Care Facilities in Bromley. The building contains 60 flats and has on-site care staff. The property also has a lift, lounge area, dining room, laundry service, guest facilities, activities room, shop, hairdressing salon and garden. Care is provided by Sanctuary Care.

## **The Visit**

The Authorised Representatives engaged with 10 tenants during the visit. 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 premises are dementia friendly with colour coding used to assist tenants with memory issues. The building is purpose built and scored well in terms of a living environment.

There is a comments book available so that feedback can be obtained and acted upon. Tenants were all positive about the physical environment

## **Staff**

Comments from the tenants confirmed that staff were helpful and supportive. One tenant commented that staff time seemed to be at a premium as they were all very busy. Manager confirmed that all staff have received the required training and although staff files were not checked, training and development programmes are ongoing.

## Care Support

Tenants also confirmed that they were receiving the right level of care in line with their individual care package but if additional support was needed it is difficult to get.

## Activities

There is a range of activities and entertainment and tenants. Talks and music sessions are arranged which the tenants enjoyed.

Residents who were not confused complained of boredom and relied on visitors and trips to day centres.

There were about 20 tenants in the lounge while we visited and most of them were taking part in the weekly quiz.

## General comments

- Tenants said that their relatives visit regularly.
- Menu's are clearly displayed in the restaurant area.
- There appeared to be no obvious support for tenants with mobility issues.
- Tenants wanted more activities within the premises.
- A majority of the tenants said that they did not feel empowered to influence change.

## Recommendations for Action

1. **Activities** - While there are a range of activities, the tenants felt that they would like this to be on a more regular basis. Suggest that a review of the activities provided takes place to ensure that tenants are having the activities that they want/need.

2. **Influencing change** - Tenants should be encouraged to attend resident meetings, so that they can have a say on their day to day living. A number of tenants were not clear on how they could influence changes.
3. **Mobility Support** - Tenants with mobility issues should receive additional support to ensure that they are able to be included in the activities within Regency Court.

## **Regency Court Response**

Activities happen in the mornings on Wednesday and Thursday each week but the majority of activities happen on a daily basis after lunch. This is due to the lack of mobility of some residents who are unable to come down to the lounge unaided.

**Influencing Change** - Residents have regular meetings which is their opportunity to discuss any issues they may have as well as a Support Plan which is completed annually or as and when required. This is also their opportunity to suggest activities or events at Regency Court. All residents are encouraged to attend these meetings. We acknowledge that due to staffing issues, we do not currently have a weekend support worker but are in the process of recruiting.

**Mobility Support** - This would have to be factored into residents care plan as this is a care issue and not a Housing Management function.