



Barking and Dagenham

Enter & View Visit 4th February 2014

Cloud House Care Home, Thames View,
Barking, Essex

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Introduction

Healthwatch Barking and Dagenham is the local independent consumer champion for health and social care. We aim to give our citizens and communities a stronger voice to influence and challenge how health and social care services are provided for people in the borough.

Enter & View is carried out under Section 186 of the Health & Social Care Act 2012. It imposes duties on certain health and social care providers to allow authorised representatives of local Healthwatch organisations to enter premises and carry out observations for the purposes of Healthwatch activity.

Authorised representatives observe and gather information through the experiences of service users, their relatives/friends and staff to collect evidence of the quality and standard of the services being provided.

To do this we:

- Enable people to share their views and experiences and to understand that their contribution will help build a picture of where services are doing well and where they can be improved.
- Give authoritative, evidenced based feedback to organisations responsible for delivering and commissioning services.
- Are able to alert Healthwatch England or the Care Quality Commission, where appropriate, to concerns about specific service providers of health or social care.

Healthwatch Barking and Dagenham would like to thank the care home manager, Mary Chander and the staff at Cloud House for their assistance during the visit.

Summary

- The facility currently has 4 out of 10 possible resident places filled - 2 residents (50%) are from Barking and Dagenham. Representatives spoke with one of the Barking and residents. The 2 other residents were from the Essex and Newham areas.
- Help and assistance is available for residents when they ask for or need it.
- On Fridays, residents meet to agree on a menu for the following week's food shopping.
- Friday nights are designated as a 'Take Away' night.
- Residents have access to shared shower and bathing facilities as often as they choose. The rooms observed had hand basins only.
- Staff accompany some residents on trips; other residents are able to go out by themselves.
- The care home staff do not have control over residents' money; their financial affairs and budgets are supported by an independent appointee.
- Medications are managed by a local pharmacy and overseen by the care home manager.

Details of the Visit:

Premises Visited:

Cloud House Care Home
50a Roycraft Avenue
Barking. IG11 0NU

Date and Time:

4th February 2014 - 2.30pm to 3.45pm

Enter & View Authorised Representatives:

Richard Vann - Lead Officer
Val Shaw - Volunteer
Frances Carroll - Volunteer

Purpose of the Visit:

Representatives from Healthwatch Barking and Dagenham wanted to gather and record the views of residents and staff on 6 areas of enquiry.

Nutrition

Personal Hygiene

Social Activities and Hobbies

Family Contact

Clothing

Interaction with Staff

The Organisation and Service Provider

Cloud House is a small care home that has been open for 2 years; it is owned by Delrose House Limited and is situated on Thamesview residential estate in Barking. It has some local shops and a GP practice nearby.

The home provides residential support and care for male individuals with Mental Health conditions and/or Learning Disabilities. Healthwatch was advised that residents currently living in the home are settled and stable; any new referrals are carefully assessed prior to being accepted.

The home is advertised as providing services for 10 residents, each with access to their own rooms with en-suite WC facilities.

Mary Chander, the care home manager, oversees the running of another care home and advised that she works up to 5pm at Cloud House, although she is on call out of hours when needed.

The home is staffed 24 hours in shifts: 7.30am to 5 pm, 3 staff are on duty including the Manager; 5pm to 9pm, 2 staff on duty; 9pm to 7.30am there is 1 'waking' member of staff on duty.

Information, Observations and Residents' Experiences

Nutrition

Healthwatch representatives enquired about a number of points relating to the quality and standard of food and drink provided for residents and the support given for this when needed. The responses and feedback were:

- 'my food is sometimes cut up for me'
- 'sometimes don't get enough, but portions are ok'
- 'food is served at the right temperature, hot or cold'
- 'once a week a Chinese take away is brought in'
- 'yes, enough drinks offered during the day'

Personal Hygiene

Representatives wanted to find out more about the choice and control residents have over their personal hygiene. The resident provided representatives with these responses:

- 'I shower every morning'
- 'yes, I am treated with dignity'
- 'don't mind male or female carer, but I usually have a male'
- 'yes, bed is changed weekly or when needed'
- 'care staff clean room'

Social Activities and Hobbies

The representatives asked about hobbies and social activities; responses were as follows:

- 'had birthday cake on my birthday'
- 'go out once a week with a carer on a social outing'
- 'have a taxicard and a member of staff uses their car'

Family Contact

- There is an open door policy which enables family members to visit and/or take their relative out for the day.
- The resident representatives spoke with has a social worker who represents their interests and comes to see them every Thursday.

Clothing

Healthwatch were interested to find out if residents are taken out to choose and buy their own clothes. The resident told us:

- 'staff buy my clothes; I am not given a choice'
- 'I have enough clothes'

Interaction with Staff

Representatives wanted to get residents' views about their relationship with the care home staff; the responses fed back were as follows:

- 'am treated with dignity and respect'
- 'staff are always pleasant'
- 'get a good response when calling staff'

Additional Information and Observations:

- The home itself was observed to be clean and comfortable.
- Staff were friendly, but a little 'on guard' due to the unpredictable behaviour of one of the other residents present at the time.
- Although the home does not deal with residents' money, they can buy emergency items for individuals and claim the money back from their financial appointee.
- Individual religious and cultural needs are taken into consideration, including the availability of specially prepared foods e.g. Halal, Kosher.
- Some pets are acceptable; at the time of the visit, the home was looking into getting a cat.

A resident also told us:

- 'can go to a GP - I get taken in a wheelchair'
- 'haven't been to the dentist for about a year or so'
- 'there isn't an outside shelter for smoking'

Discussions with the Manager and Staff

Representatives were advised that the staff are qualified to NVQ3, NVQ4 and NVQ7 levels.

The home is linked to 2 further homes in Ilford that provide services for male and female residents.

Cloud House is not full - the manager felt that more referrals could be put forward by the Community and NHS teams. Representatives were advised that, before any new referrals are accepted to place drug or alcohol users, the needs of residents who are recovering from substance and alcohol abuse are considered.

Staff said they will escort residents to local shops to build up their confidence and to familiarise them with the local area. Where a resident is subject to Deprivation of Liberty Safeguarding (DoLS) procedures, they are accompanied by 2 members of staff whilst going out into the community.

On speaking with another member of staff, a representative was told 'what a good organisation the care home is to work for' and 'the clients were nice'.

The manager advised that each resident has their own personalised activity sheet which is reviewed weekly. Other activities offered include Karaoke, Chess and the provision of Sky television.

Comments for Consideration:

Overall, Healthwatch representatives felt this was a positive visit and that the standard and quality of care observed was meeting the needs of residents.

The Healthwatch representatives were advised that residents have varying mental health needs; some are on strong prescription medications for mental health conditions that can alter their perception of incidents that happen around them and also their reaction to them.

The Enter & View reporting process invites comments and responses from the service provider on the content of the report and the considerations put forward by Healthwatch Barking and Dagenham. **Delrose House Limited** provided the information below (shown in bold italics) in response to the numbered comments for consideration put forward by Healthwatch Barking and Dagenham on page 9 and 10 of this report.

1. A resident said that they sometimes do not get enough to eat at mealtimes, but portions are ok. Healthwatch want to ensure that residents get enough to eat. The Delrose House Limited response included the following:

Every week a key worker session and service users' meeting is conducted to give residents choice and control over the support and services they receive, i.e.

- ***asking for their views on how the home is being run and about how their care is being managed***
- ***suggestions concerning their choices for food they would like to be included in the menu for the following week***
- ***their choice of activities for the week***

Residents are always asked how big a portion of food they would like and if they wanted more, they can ask a member of staff.

2. With a no smoking policy in the care home, residents are allowed to smoke in the garden. Consideration should be given for the provision of a shelter for residents that smoke. Delrose House Limited responded as follows:

The care home already has plans in place to build a games and smoking room in the garden; we are currently waiting for the building contractors to start work.

3. Healthwatch representatives spoke with one resident who said they had not seen a dentist for a year. It was not clear from the visit whether this was the resident's personal choice or not. As a consequence, the response received from Delrose House Limited was as follows:

Staff at Cloud House check and notify residents of upcoming health care appointments e.g. dental appointments. Despite efforts by the staff team, there are residents who refuse to attend some health appointments. Cloud House is actively seeking a dental service that offers home visits to meet the needs of some residents.

Healthwatch consider oral hygiene to be important; personalised support put in place that helps some residents to see a dentist regularly could ensure their health needs are being met.

4. The care home is advertised as 10 single rooms with en-suite WC facilities for 10 residents. The unoccupied resident room observed at the time of the visit had a small wash basin only. Representatives were advised that the residents use shared toilet and bathing/showering facilities. Advertisements describing the care home should reflect facilities more accurately.

Healthwatch was advised by Delrose House Limited in their response that:

We commissioned a third party market developer to advertise the services being provided by Cloud House on our behalf prior to commencement of operations in the facility. It is a mere oversight on our account. Action is being taken to rectify this.