



Enter & View Visit 29th March 2014

Look Ahead

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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 manager and the staff at Look Ahead for their assistance during the visit.

Details of the Visit:

Premises Visited:

Look Ahead
Ford Road
Dagenham

Date and Time:

3pm to 5pm

Enter & View Authorised Representatives:

Manisha Modhvia - Lead Officer
Val Shaw - Volunteer

Purpose of the Visit:

Representatives from Healthwatch Barking and Dagenham wanted to speak with residents from the borough who are resident at Look Ahead to gather and record their views on 6 areas of enquiry. These were:

- Nutrition
- Personal Hygiene
- Social Activities and Hobbies
- Family Contact
- Clothing

Representatives also wanted to speak with the care manager and other members of staff, to collect their views about the service being provided.

Background to Look Ahead

Look Ahead (Ford Road) is a supported living for individuals who have Learning Disabilities. This service is commissioned by London Borough of Barking and Dagenham (LBBD)

The extra care scheme is staffed 24 hours in shifts: 7.00am to 1 pm, 2 staff are on duty. From 7.30am to 4.30pm there are two members of staff who are on duty, 1 support worker and the care manager. There is a buzzer system available in all the flats and bungalows.

There is a site manager who is on duty from 9 -5, employed by Hanover Housing.

Look Ahead (Ford Road) accommodates seven customers in single occupancy bedrooms and has a communal kitchen and dining room. The units are not en-suite but have basins in rooms with shared bathroom.

Residents have personal budgets that they use to pay for toiletries, activities, food, clothing etc.

Additional information

- Every resident has a personal budget.
- Once a week every resident is taken out to do their shopping.
- Manager is at the home three times a week.
- A deputy is at the home 5 days a week.
- There are two members of staff on each shift and from 11pm onwards there is one member who is there. Shift pattern is : 7.30pm to 3.30am, 2.30am to 10.30 and night shift is 10.45am to 7.45pm.

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.

Generally, residents found the quality of food to be satisfactory.

- All 3 residents felt that there was a good choice of food. They all said were asked what they wanted to eat and this was cooked for them. (The support worker informed us that they tend to ask the residents separately as to what they would like to eat as otherwise they tend to follow what the others said)
- All 3 residents felt that the portions were not sufficient for them.
- In terms of weather the food was warm enough at meal times; all 3 residents felt that the food was warm enough for them.
- All 3 residents said that family are allowed to bring them food, however at the same time, some do not have any family.
- All 3 said that they are can get food from outside. The support work clarified that this was using their personal budget.
- All 3 of the residents said they can have drinks as often as they want as when they go out they go shopping and get the soft drinks they want and can have tea and coffee whenever they want.
- Staff told us that all the residents have a Sunday roast together.
- Comments from residents included the following:

“I choose my own food”
“I like the food”
“I can go outside to buy food”
“I have tea when I want”

Clothing

Healthwatch were interested to find out if residents are taken out to choose and buy their own clothes. Responses from the residents were:

Responses varied from residents but overall they seemed quite happy with the amount of clothes they had and how and where they brought the clothes.

Comments from residents:

*“I have loads of clothes, do you like my top”
“ I go shopping sometimes to get my clothes”
“Lots of clothes, I have t-shirts, shorts, trousers, tops”*

The support worker informed the Enter and View Representatives that the residents are taken shopping and they can choose their clothes. However they are paid for from their personal budget.

Social activities

- When residents were asked “are there any social activities/entertainment provided for you to take part in”. 2 residents told us they went to Butlins as it was a Abba weekend and they like Abba.
- One resident goes to an activity once every day and college.
- One resident goes to a club every Monday and Wednesday.
- Comments from residents:

*“I like going out”
“I go to the club every week”
“College is fun”
“I go to the Monday club and the Wednesday Club”
“I am saving to go to New York”
“Don’t do a lot together”*

Personal hygiene

- All 3 of the residents told us they change their bedding and if they need help then a support worker helps them.
- All 3 residents said that they can choose if they have a female or male support work to support them. All 3 also said that they like all the support workers.
- All 3 residents said that the support workers treat them with dignity.
- Comments from residents:

*“I do my ironing myself””
“When I need help with personal things I ask and the staff help me”
“I like a lady to help me and a lady helps me”*

Family contact:

- 1 of the residents said they have contact with their family. The other 2 said that did not have family around.

Interaction with staff

- Overall residents were happy with the interaction they had with staff.
- Comments from the residents are below:

*“They help me”
“They all are nice”
“She helps me when I want and makes me laugh”
“They came Butlins with us”*

Comments for Consideration:

Overall from the visit and from what residents told us, it has come across that Look Ahead supported living is a comfortable place where individuals are receiving a good standard of support that they need to live independent lives.

The residents seem to be happy with the services that are being provided. There are no recommendations that Healthwatch Representatives want to be considered.