



**ENTER AND VIEW AT
PEEL WAY HOME
6 PEEL WAY
HAROLD WOOD RM3 OPD
THURSDAY 24TH July 2014**

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What is Healthwatch Havering?

Healthwatch Havering is your new consumer local champion for both health and social care. Our aim is to give local citizens and communities a stronger voice to influence and challenge how health and social care services are provided for all individuals locally.

We are an independent organisation, established by the Health and Social Care Act 2012, and are able to employ our own staff and involve lay people/volunteers so that we can become the influential and effective voice of the public.

Healthwatch Havering is a Company Limited by Guarantee, managed by three part-time directors, including the Chairman and the Company Secretary. There is also a full-time Manager, who co-ordinates all Healthwatch Havering activity.

Why is this important to you and your family and friends?

Following the public enquiry into the failings at Mid-Staffordshire Hospital, the Francis report reinforces the importance of the voices of patients and their relatives within the health and social care system.

Healthwatch England is the national organisation, enabling you on behalf of yourself, your family and your friends to ensure views and concerns about the local health and social services are understood.

Your contribution will be vital in helping to build a picture of where services are doing well and where they need to be improved. This will help and support the Clinical Commissioning Groups and the Local Authority to make sure their services really are designed to meet citizen's needs.

*“You make a living by what you get,
But you make a life by what you give”*

Winston Churchill

What is an Enter and View?

Under Section 221 of the Local Government and Public Involvement in Health Act 2007, Healthwatch Havering has statutory powers to carry out Enter and View visits to publicly funded health and social care services in the borough, such as hospitals, GP practices, care homes and dental surgeries, to observe how a service is being run and make any necessary recommendations for improvement.

These visits can be prompted not only by Healthwatch Havering becoming aware of specific issues about the service or after investigation, but also because a service has a good reputation and we would like to know what it is that makes it special.

Enter & View visits are undertaken by representatives of Healthwatch Havering who have been duly authorised by the Board to carry out visits. Prior to authorisation, representatives receive training in Enter and View, Safeguarding Adults, the Mental Capacity Act and Deprivation of Liberties. They also undergo Disclosure Barring Service checks.

About the home:

Peel Way is a Care home owned by the Avenues Group, there are 6 single rooms all with ensuite, there are 4 rooms on the 1st floor and 2 on the ground floor. The home is easily accessible via public transport and there are shops nearby.

The team was accompanied by the Service Manager from Havering's Community Learning Disability Service as this type of enter and view to an LD home is new to the representatives, and in order to fully employ this tool Healthwatch Havering would benefit from her expertise.

Preparation and carrying out the visit:

Prior to the visit, the team had read and understood the recent CQC reports on the home, The team met and spoke about the aims of the visit and before arriving at the home wrote to the Manager informing them of a given time span of the proposed visit and enclosed a copy of the Healthwatch Havering Enter and View Governance.

The Visit:

The HH team arrived at 7.30 rang the door bell and the door was

answered by a resident accompanied by a carer.

Our Observations

- The entrance hall was pleasantly decorated
- There were no offensive aromas
- The building has wheelchair access
- There is a signing in process
- There were 6 male residents
- 3 Carers were on duty at the time of visit
- The communal area was bright and airy, with a spacious conservatory. Both had easy access to the garden
- There were tables, chairs and plants and flowers in the garden
- Dinner had been served
- The corridors were nicely decorated and had many pictures of residents on walls.
- Residents in the main unit have personal effects in their rooms including furniture
- The kitchen was very clean
- Fresh fruit was available
- The food cupboards were well stocked
- The fridge and freezer were well stocked
- There were colour coded boards for preparing food.
- The Bathroom visited was spacious and clean, there was some rusting on a hand rail, on the bath
- The laundry room was clean and tidy
- The garden is well maintained.
- There is a 7 seated mini bus for residents use
- The residents appeared happy and dressed appropriately for the time of the visit
- There were locks on the residents room doors but none of them were used
- Personal passports with residents like and dislikes. Updated regularly

Talking to the Deputy Manager

We met with the deputy manager, who told us that of the 6 residents 4

of them have been there nearly 20 years.

One resident has wandered away from the home which led to the police being called, to assist in searching for him, staff are not sure how he left the building but he may have followed somebody out the door. His absence was discovered after 15 minutes, and he was missing for over an hour, a member of staff also helped look for him. Another resident had been fitted with a Tracker Wrist Watch, prior to arriving at Peel Way for his own safety as this resident does go out on their own. There had been occasions when the home, following the correct protocol has had to call the police to bring the resident back. There is an alarm on the door. Risk assessments are updated every 6 months, the other 5 residents could if they wished go out but choose not to. There are no residents with physical disabilities, but all need support with personal care. All residents have a bath or shower every day, with assistance from the carers.

One resident regularly visits the swimming pool; with a local group on a Saturday morning. There is a drama group which some of the residents attend. Visits to the sports centre on a Friday afternoon. There are also trips to the cinema. Someone comes to the home to give the residents regular exercise classes. The residents go for lunch, and have the use of a 7 seated mini bus.

Birthdays are celebrated; residents have a choice of what they would like to do on that day, there have been visits to the theatre, concerts , one resident who is interested in cars was taken to Silverstone, there is buffet food, a special favourite, or a take away is ordered, cake is served.

All residents have a holiday, but not necessarily together as they have varied interests and enjoyment levels.

Staff will contact resident's relatives if there is a personal or medical problem.

Residents have a choice of food and the ones who like to, take turns to do the weekly shopping with staff. There is a weekly menu with options of popular food, and they are able to eat without assistance. There are no cleaners and residents help staff to do the cleaning and laundry.

The property is well maintained but there have been recent problems with the contractor attending on time and completing the work. We were informed that recently there had been a leak and it had taken a long time to be attended to and re-decorated.

There are no pets at the home, at no time has any resident asked for

one and if this was the case then the necessary risk assessments would have to take place.

Talking to the Residents and staff:

We spoke to a number of residents and one very kindly showed us his room, which was at the back of the property with a bright aspect over the garden, he really liked his room which was clean and tidy, there were personal pictures on the wall, and he said he liked to watch the news later at night. He commented that he was happy at the home and liked the staff. Another room we saw had a lovely personal mural on the wall of blue sky, clouds and balloons.

During the day there are 3 to 4 carers at the time, over night there are 2 with one sleeping. We spoke to 3 members of staff, who all had worked in the home for many years; all seemed to really enjoy working there and had a very good rapport with the residents. A member of staff told us that some residents helped with preparing and cooking of food. The assistant manager told us that nearly all the staff were long term and this really helped with the residents.

There is 1 bank member of staff, one member is currently on maternity leave, the turnover of staff is limited and the home has not had to employ anyone new for a long while.

Staff are fully trained in First Aid, Health and Safety, Food and Hygiene, DoLs and Mental Capacity and all training is completed in work time.

GPs

The home has a good rapport with the GP practice and the surgery has facilitated residents with appointments so they can be seen straight away, and not be in a crowded noisy waiting room. All residents attend a chiropodist in Hornchurch when necessary. Residents are all having an annual health check on Monday 28th July.

Medication

5 residents on regular medication, staff have all had training in giving Medication.

As we left the alarm was activated on the door.

Recommendations

The question of attending to the maintenance of the building should be addressed. The home should not have to wait for a long time for any repairs and alternatives should be investigated.

In conclusion

The residents we spoke to all seemed to be comfortable and happy. The home had a very pleasant atmosphere and appeared to be very well run. A light bright homely feeling overall.

We would like to thank the deputy manager, the staff and the residents for their hospitality and the pleasant manner in which we were spoken to.

Disclaimer

This report relates to the visit on 24th July and is representative only of those residents, carers and staff who participated. It does not seek to be representative of all service users and/or staff.