

**Details of visit****Service address:****Service Provider:****Date and Time:****Authorised****Representatives:****Contact details:****Review of 'Extra Care' provision in Trafford****Fiona Gardens, 29 Atkinson Rd, Sale, M33 6GG****Trafford Housing Trust****Wednesday 28th January 2015 1.00-3.00pm****Sandra Griesbach, Pat Lees, Barbara Richardson,****Jean Rose****Healthwatch Trafford, Sale Point, Sale, Trafford M33 6AG**

## Acknowledgements

Healthwatch Trafford would like to thank the management and residents of Fiona Gardens for their contribution to the Enter & View programme.

## Disclaimer

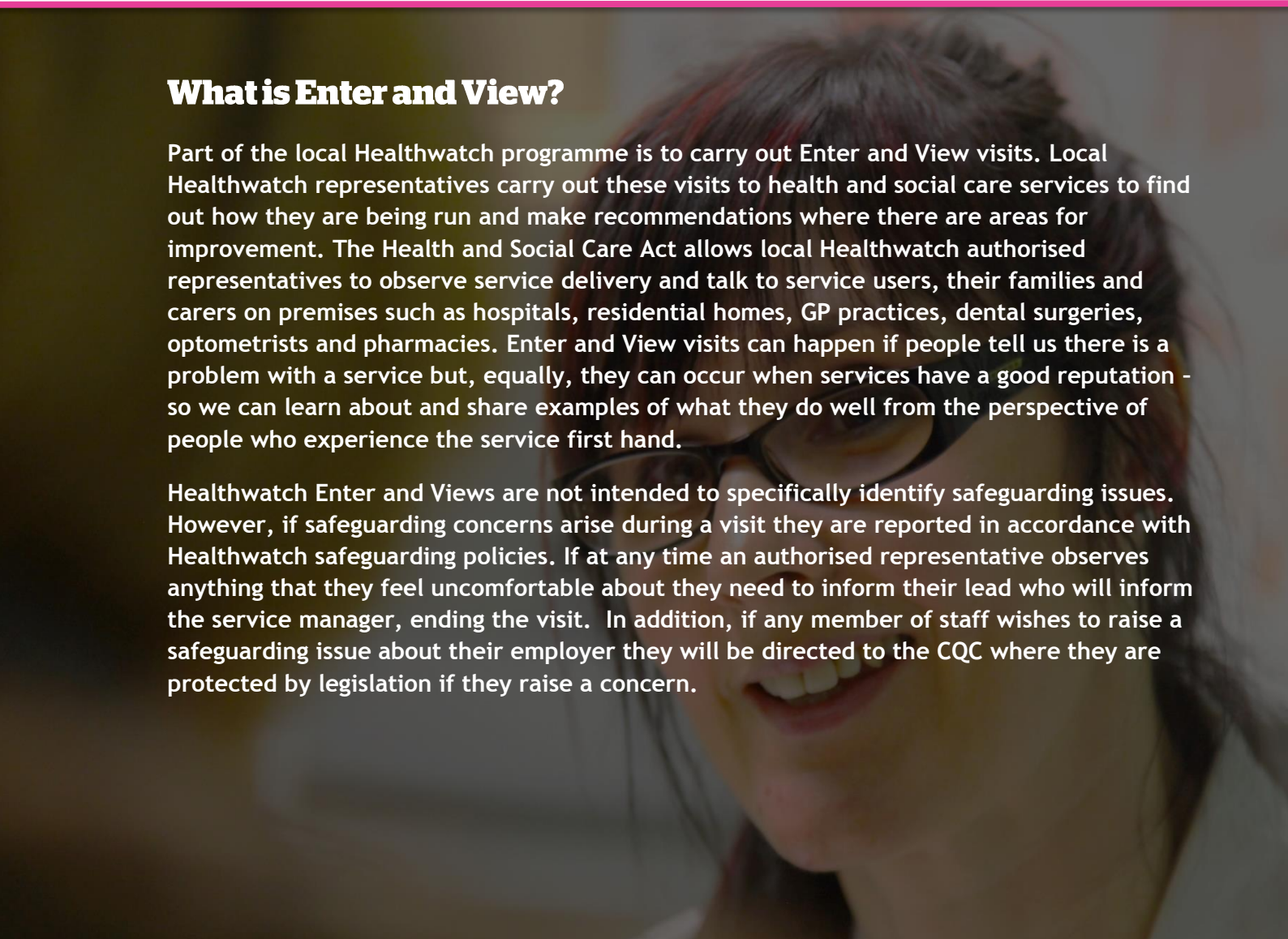
*Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.*



## 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.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.



## Purpose of the visit

- Observe & identify good practice in the provision of 'Extra Care' housing and facilities for vulnerable or older people less able to do everything for themselves.
- Engage with staff and residents to view facilities and activities available to all which promotes health and well being
- Observe safety features and safeguarding practices for residents and visitors to the premises
- Engage with management, care staff and service users to understand how care packages are delivered and managed
- Identify channels available to all service users for routine interaction with management

## Strategic drivers

- Ageing population in Trafford requiring Extra Care facilities
- 'Good practice' policy Healthwatch Trafford
- CQC & partners 'dignity and wellbeing' strategy

## Methodology

This was an announced Enter and View visit.

Contact was made with the Service Provider explaining our reasons for wanting to visit their Extra Care facilities in Trafford and an explanation of the areas for engagement.

Information was provided by the facility on site Manager and staff, with contributions from the I.A.S. Care Manager (an independent care company responsible for residents' Care Packages), an NHS Physiotherapist and two in depth interviews conducted by agreement with residents. Some predetermined questions were available to the Enter and View team for use during the visit and these can be found at Appendix 1.

It was agreed with the Service Provider that the visit would last approximately two hours and that the Enter and View team would have a tour of the premises including a view of apartments if possible. It was also agreed that individual views from residents' could be sought, time permitting.



## Summary of findings



The Enter & View team felt that Newhaven is offering a quality 'Extra Care' facility to a vulnerable client group who want to continue living independently in a safe environment.

Evidence includes:

- Health & Wellbeing - there is a vibrant health and social activities calendar which can be accessed by residents' and visitors to the facility, ranging from hot meals available all day in the café, relaxing with friends in the lounges, to Tai Chi and Film nights on other occasions. Hobbies are encouraged and outdoor activities like gardening are available.
- Safety - Fiona Gardens benefits from the experience gained by THT in developing Extra Care facilities and the inbuilt safety features such as security key fobs allowing authorised access to restricted areas, underfloor heating, purpose designed apartments with emergency pull cords in each room, 24 hr. care management, which all provide residents with confidence to lead independent lives.
- Care & Support - from the collaboration with I.A.S. Homecare who provide appropriate care packages to individual residents, to the aesthetics of the furnished communal areas allowing relaxed and peaceful activity, it is evident caring is an 'ethos'. From the smiles and greetings given to the Healthwatch team, residents' appeared happy and relaxed.
- Responsive and Effective - daily routines by management include contact with all apartments to ascertain the wellbeing of residents and provide advice or guidance if required. The interaction between staff and residents' was also evident in the friendly greetings and first name address. Although the Residents' Association is still to be established management has been responsive to requests for new activities to be set up, for example a residents' exchange library and raised beds in the garden to allow vegetables to be grown.

## Results of Visit

### Extra Care Ethos:

Fiona Gardens Management places the residents at the centre of its policies, offering independent living with the appropriate level of Assisted Care. There are three levels of care which provides the basis of the Admissions Policy, level 1 being minimal and level 3 maximum possible at the facility, split 50/30/20% of occupancy and these are kept under close scrutiny by Management in order to preserve the wellbeing balance for all residents.

The facility Manager shares the office with the I.A.S. Homecare Manager who provides the care assessment and tailored packages for the majority of residents. This new policy enables Management and Social Care daily access (24 hrs) and allows the service to be consistent and immediately responsive if necessary. IAS Care workers report directly to the Homecare Manager on a daily basis and residents Care Packages are reviewed, to ensure continued suitability, on a six weekly basis by the Homecare Manager. New residents can choose to remain with their own Care Provider if they wish and all residents choose their GP. We were informed by the facility Manager that she checks the wellbeing of all residents daily and in her absence the Homecare Manager does this. Residents are also issued with an 'emergency alarm' to be worn for added safety.

### The Residence

Fiona Gardens is a Trafford Housing Trust 'Independent Living' facility in an urban area close to Sale Town Centre which opened in June 2014.

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*'Trafford Housing Trust has combined a number of its support services under one theme - "Independent Living". These services combine accommodation with support services, with one aim, to help people to live as independently as possible with as much or as little support as they feel they need'.*

*(<http://www.traffordhousingtrust.co.uk/your-home/independent-living/> - date: 19-2-15)*

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Fiona Gardens comprises 71 one and two bedroom flats (rented or part ownership) over three floors and is surrounded by grassed gardens with seating and pergolas in some areas. The gardens also contain a shed, greenhouse and raised beds which residents can use, one such area already having been redesigned by a resident keen on gardening to include a different planting regime. Parking for carers and visitors is available at the front of the premises, with additional barrier activated

parking for residents located at the rear. A personal security key fob is provided to all residents' which allows access to all areas of the facility. WiFi is available in public areas and a hearing loop throughout the building; residents can purchase WiFi for flats if required.

The main entrance to Fiona Gardens is via glass doors leading into a welcoming, light and clean reception area with seating, grand piano and eye catching waterfall feature. A large Enquiry Desk is prominently located, although this is not normally manned; staff can be seen in the glassed office behind which is easily accessed through a side door when required.

### **Communal areas:**

The public facilities at Fiona Gardens are open to residents and visitors and include:

- **Wendy's Café serving hot meals throughout the day**
- **Hairdressers**
- **Public and residents lounges**
- **Library room set up by residents and staff**
- **Bookable facilities for community and professional groups**
- **Well-being room**
- **sensory room**
- **craft/hobby area**
- **Meeting room for anything else including 'film nights'**

Residents currently attend Tai Chi sessions and recently a Community Physiotherapist, working in conjunction with research being undertaken by Manchester University, held the first 'direct access to physiotherapy' event on the premises to a full audience. The facility Manager helped promote this event to all residents and to visitors through GP surgeries in the area, culminating in two sessions each week being provided for the foreseeable future.

The Healthwatch team observed residents and visitors participating in some of these activities on the day and heard comments from two residents acknowledging their enjoyment of the interactive events.

Residents have access to a large ground floor storage/buggy room for mobility scooters, wheelchairs, which can be entered externally or from inside the building by special security key fob. Toilets are provided in the main reception area.



## **Private living areas:**

The living accommodation is security protected and residents are provided with a key fob which allows access to the apartments and private communal areas, including laundry facilities. Visitors to residents must key in the apartment number on a key code plate by the security door in reception, this alerts residents by phone who can then open the security door allowing visitors entry to the private areas. Doorbell or key safe is then able to be used to gain access to individual apartments, which all have a spy hole as added security. The flat number plate also contains Braille indicating flat number. Residents and their visitors also have access to a quiet Reminiscence Room in this area, where memory boxes are used; this also doubles as a reading area.

The one or two bedroom purpose built flats have a modern kitchen area, living room, wet room and spacious entrance hall, to accommodate residents with mobility aids. Carpets are provided and the light and airy accommodation has underfloor heating thermostatically controlled. All rooms have a pull cord to summon help if needed. The wet room can be adapted to meet the needs of individual residents e.g. grab bars, raised toilet seats. It was noted however, in the apartments visited, low toilet seating was standard and the Healthwatch team queried whether this was appropriate for their vulnerable residents. The Healthwatch team was informed by the facility manager that adaptations are available on request should residents struggle with low toilet seating.

Trafford Housing Trust employ a team of cleaners to clean all communal areas and on the occasion of our visit these areas were clean and free from debris. Private arrangements can be made for any resident to utilise the cleaning services as necessary. Corridors in the private communal areas were well lit and lights activated only when there was a presence during darkened hours. It was noted there were no grab rails in corridors which were quite long and the Management, having researched similar facilities where rails were not installed, concluded this was acceptable as residents used their own mobility aids to assist perambulation. The team were informed that Management had consulted residents about grab rails and that residents had wanted the facility to look more like a hotel than an institution. Although there was seating at various points it was felt these areas should be closer, as some residents may find it difficult to walk the long distances between seating areas.

Features, such as a large lantern, are provided at the end of corridors to aid residents in orienteering around the building. Each of the three floors has a different coloured carpet and coloured area around the doors to aid resident's identification of their own floor. Signage was clear and easy to follow and lifts accessible to all floors.

## **Residents Comments:**

Resident 1 - had recently moved from outside Trafford to be near her daughter and was pleased with her accommodation which she had furnished to her own style and needs. She enjoyed sharing lunch in the café with other residents, was participating in the social activities of the residence, spoke highly of every aspect of care and support, adding that a little time was needed to cope with the changes and to settle in, but she felt Fiona Gardens was a happy place to be.

Resident 2, a female resident living with her husband who both have complex medical needs, invited the Healthwatch team into the apartment that she and her husband share. She informed the team that they had been restricted in their previous home due to their complex medical needs by the lack of living space. She added that they are now enjoying a new independence since moving to Fiona Gardens. They have been able to access the communal activities and can enjoy meals in the café when they wish. When the wife was admitted to hospital before Christmas, the Homecare Manager provided a higher level care package which enabled the husband to remain independent in his own home until his wife's return. Previously the husband had been placed in a care home. The residents could not speak highly enough of the facilities available to both of them at Fiona Gardens.

Up to the date of the Healthwatch visit there was not yet established a resident's Committee or Forum. One resident we spoke to had had trouble with her oven and been uncertain what to do and said she would have raised it with the Committee if available. The team noted that the Management have agreed with residents that a 'Residents Association' will be formed as soon as all the apartments are occupied (only three remain vacant), in the meantime residents meetings and surveys will continue to be used.

There was evidence that the Management have taken into account the views, desires and wishes of some residents with displays in words and pictures from residents along one wall in the Management office. These expressions resulted in the installation of a shed, greenhouse and raised vegetable beds in the gardens and the Management feels that this demonstrates the values that include involvement, dignity, independence, respect and equality.

## **Additional findings**

Rooms are being well used and events have already been organised by residents and Management to support new activities.

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## Recommendations

- The placement of a suggestion box on the front desk or lounge inviting feedback or suggestions from residents and visitors
- That Management continue to encourage the establishment of a Residents Association Group

### Appendix 1

#### Predefined Questions Whilst on Visit

- **Environment for example:** Where it is situated in the locality i.e. for access to transport, shops, medical facilities. Walking through entrance, access for family & friends public, security day & night
- **Facilities:** Admission policy; How do they maintain the balance of the schemes residency when apartments become vacant?
- **Wellbeing:** How do management get residents feedback? If residents need to see a GP how easy is it to do? Is there one GP practice for the facility?
- **Care packages**  
How do the care packages work, do they (do scheme managers get any communication back from agency workers?)
- **Residents**  
What activities take place - do public get involved?

