



Details of visit

Service address:
Service Provider:
Date and Time:
Authorised
Representatives:
Contact details:

Review of 'Extra Care' provision in Trafford
Newhaven, Tulip Road, Timperley, WA15 6LP
Trafford Housing Trust
Tuesday 10 February 2015 – 1.00pm – 3.00pm
Bonnie Hadfield, Olive Dobbin, Jean Rose and
Alister Rowe
Healthwatch Trafford, Sale Point, Sale, Trafford M33 6AG

Acknowledgements

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

Disclaimer

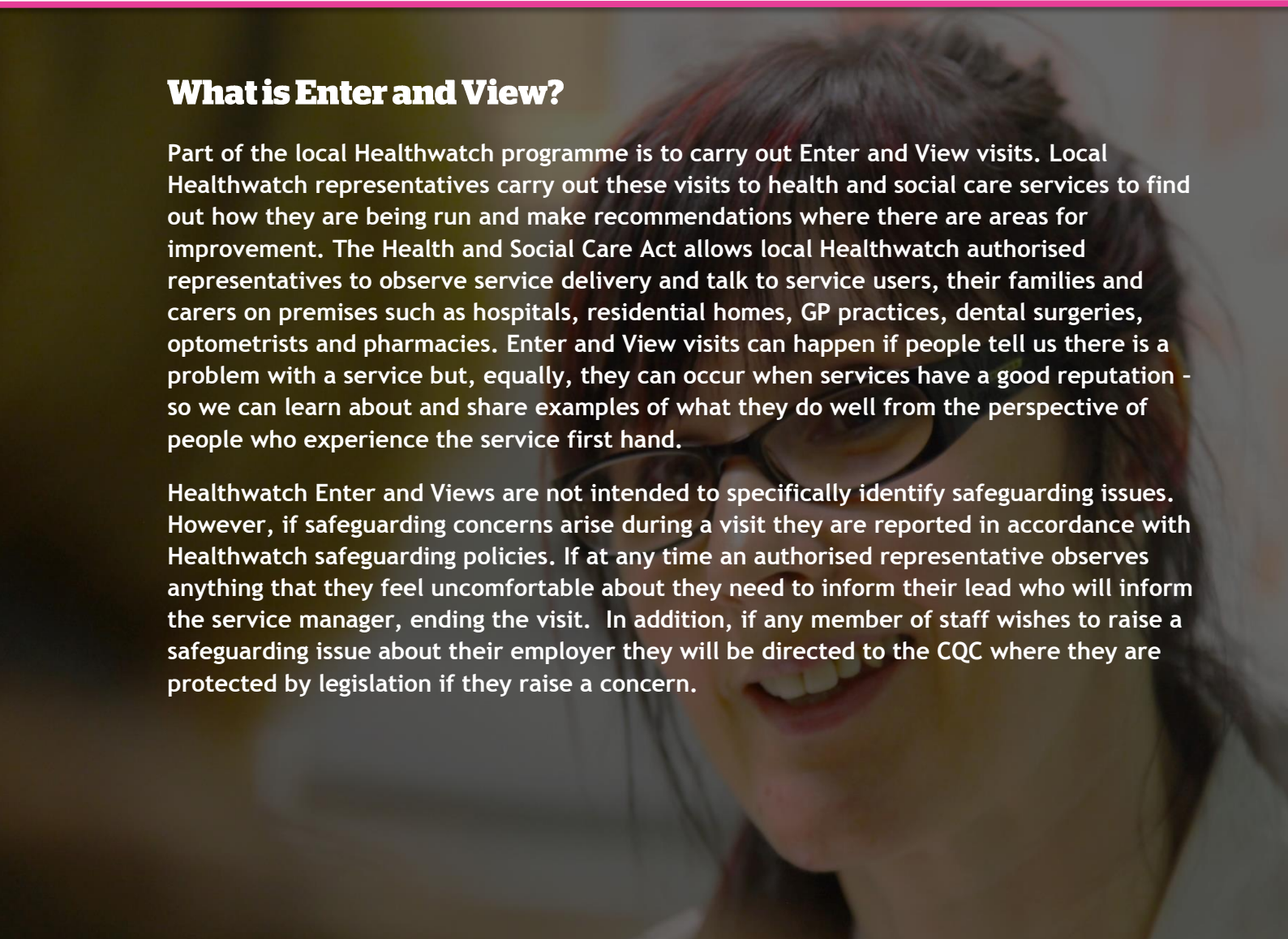
Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.



What is Enter and View?

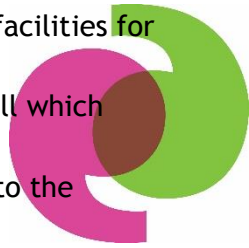
Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act 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 best 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.

Some predetermined questions were available to the Enter & View (E&V) team carrying out the visit and these can be found on Appendix 1. It was agreed with the Service Provider that the visit would last approximately two hours.

During the visit the Healthwatch Trafford representatives spoke to residents and management, observing both the physical environment and the ambience of the facility. Conversations took place with staff and residents to obtain a broader range of information. Permission was received from residents prior to any conversations that took place with the E&V team and assurance given to safeguarding resident's anonymity.



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:

- A bright, well maintained facility with a welcoming atmosphere reflected in modern furnishing
- Residents have expressed that if they have any problems they can speak/contact the Trafford Housing Trust (THT) on-site manager who is extremely approachable
- Excellent living accommodation including communal provision, such as laundry, lounge, café, exercise room and garden area for where residents can garden or sit
- Secure environment -inbuilt safety features such as security key fobs and there are members of staff on-site 24 hours.
- Active residents association with good social programme
- 24 hour on-site care agency TLC Private Home Care providing care packages for residents. Other outside agencies do provide care packages for a small number of people living at Newhaven.
- The scheme manager has daily meetings with TLC and outside agencies and any issues raised relating to the facility by the carers are dealt with as and when the issue is raised

Results of Visit

Newhaven is located in a residential area of Timperley situated in the South of Trafford Borough. There is easy access to local shopping areas and a bus-stop is located outside the residency enabling people to travel further. The facility comprises thirty eight two bed roomed apartments. Two apartments are available for short stays of up to six weeks for people who are awaiting permanent care package arrangements in their own homes or other facilities.

The residents acquire living accommodation through private or direct funding and different age ranges live at Newhaven. Some residents were concerned that there were only a small number of younger residents and were keen that younger people could be encouraged to take up any available flats when possible. This was felt to be important to help keep a varied community and to add some support to the resident's committee to help those finding it more difficult to take on the responsibility of social organizing for outings and events. Residents stated that activities are varied and arranged by the residents with many being organized by the residents association. All activities are open to the public including the current weekly coffee mornings.

Newhaven has a restaurant which is a stand-alone business, the menu is initially decided by the restaurant staff, residents do make suggestions for menus and the restaurant staff constantly try to accommodate suggestions put forward by residents.

The car parking area, which is also the resident's car parking area is small with spaces for 20 cars. Residents commented that they were often double parked which prevented them either leaving or parking their cars. This was especially frustrating when residents were attending appointments.

There is a local newsagents and NISA general store locally. The newsagents will deliver not only papers but other ordered items for residents. Residents commented that many of them have Wi-Fi and shop on line at local supermarkets. Wi-Fi is available free of charge in public rooms, however, residents commented there were blind spots created by the metal construction within the building.

Residents commented they had no problem accessing local medical facilities. Most residents we spoke to visited local surgeries, however, local GP'S visited where residents could not travel to the surgery. Residents complimented the District and Practice nurse services as being very efficient. Care is available 24 hours a day seven days a week to all residents. Residents commented that cover after midnight was sparse as only one care worker was on duty. They felt this needed to be reviewed and were going to take this up with the management via the residents association.

The management offered help and support for all residents seeking a GP.

The gardens were small and well maintained, and contained a greenhouse and summer house for use by residents. Seating was also provided for residents during the fine weather. The garden area also provided facilities for residents to dry their washing.

ENTRANCE

The main entrance is open access except between the hours of 7pm and 7am. During the closed hours residents can access the building via a fob and visitors via a key pad which contacts each flat via an entry phone system. During open hours, residents, family and friends, public can access the public areas on the ground floor but have to sign in at the entrance. The residential area can only be accessed by a fob issued to residents. During the closed hours a member of staff is on duty in the office which has a sight line to the main entrance.

SECURITY

Staff are on site 24 hours a day seven days a week. All residents have the scheme manager's mobile number where she can be contacted; she lives locally and will return to the facility if needed during her off duty hours. If the manager is away then a colleague from THT Fiona Gardens extra care facility will cover her post during the period of absence.

Security is via key fobs and key pads. Each flat has a locking system to meet the individual needs of residents. Wheelchair height for example.

A lockable cupboard is provided in each flat for medication.

Residents did not comment on security and this did not appear to be an issue.

ASSISTANCE

The scheme manager showed us around and she was clearly well liked and very approachable. During the tour at least four residents stopped her to ask questions. Staff were on hand in the café and a number of external agency representatives such as carers and nurses were observed entering the building during our visit. Medical support is provided by a number of local GP practices. The scheme manager stated that on occasion emergency services are called to the facility and sometimes misunderstand that Newhaven is an independent living facility and expect staff to know the medication each resident is taking. Paramedics ask the care worker about resident's medication, which they do not necessarily know as it could be an outside care agency that supports that particular resident or it is a resident who does not generally require support with medication. The residents felt that emergency services were unfamiliar with the structure of an Extra Care Facility such as Newhaven. Residents talk for themselves and only added that they were happy with the home.

Recommendations

1. A meeting between a representative of the emergency services and Newhaven or Trafford Housing Trust management of all the extra care facilities to explain how the facility works and the independent status of residents living at extra care facilities such as Newhaven.
2. Review of parking facilities for residents to avoid the problem of being blocked in. Perhaps the use of some type of post barrier may be useful.
3. Residents' concerns regarding staffing at night are addressed through the Residents Association

Service Provider response



In response to Healthwatch Trafford's (HWT) above recommendations the provider has informed HWT of the following actions:

1. The scheme manager has adapted the hospital admission form that is completed for every resident so that their medications may be included. This will be an added cover when paramedics are called to Newhaven as the residency has carers on site 24 hours seven days week where they will be able to access all residents' medication to either hand-over or make a note of.
2. Extra signage has been ordered to reiterate that one side of the car park is for residents only, and the car park is being repainted so that's it's made doubly clear.
3. The scheme manager has been in regular talks with residents since the building has been open regarding extra staffing overnight. The scheme manager informed Healthwatch Trafford that it is a commissioned service so the funding is not there and that in the four years that the building has been open there have been no reported issues.



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?
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