



Enter and View Report
Crown Meadow Court

February 2016

Enter and View Report

Details of visit

Service address:

Service Provider:

Date

Time

Authorised

Representatives:

Contact details:

**Crown Meadow Court
Crown Meadow Court Avenue
Shortlands, Bromley, Kent,
BR2 0RD**

**London Borough of Bromley
Monday 8th February 2016
14.00 - 16.00**

M. Wishart, L. Marks and B. Wall

020 8315 1927

Acknowledgements

Healthwatch Bromley and Lewisham would like to thank the service provider, service users and staff for their contribution to the Enter and 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 Extra Care Schemes, 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.

Purpose of the visit

Healthwatch Bromley and Lewisham visited Crown Meadow Court on Monday 8th February 2016. The aim of the visit was to engage with tenants of the Extra Care Scheme to understand their experience and give service users the chance to voice their opinions regarding the care they receive and the environment in which they live.

Strategic drivers

Healthwatch Bromley and Lewisham identified the Extra Care Units in the borough for visits as these will be retendered in 2016. There are six facilities in the borough and as a result of our community engagement, we have been made aware of some concerns over the pricing structure, the lack of activities and engagement within the Extra Care Scheme.

Methodology

The Extra Care Scheme was informed of our visit a month in advance and our initial questions were answered by the manager. Two trained Healthwatch Bromley and Lewisham Authorised Representatives (ARs) participated in this piece of work, observing the Extra Care Scheme informally, interacting in a casual manner with tenants. They wore ID at all times and used an observational tool kit and checklist to chart their findings. The Healthwatch Bromley and Lewisham team interviewed tenants in the communal areas and did not enter resident's rooms.

The Healthwatch team ensured that the respect and dignity of all tenants was respected at all times during the visit.

At the start of the visit the Enter & View lead met with the manager before speaking to the staff and tenants, to agree our approach. Tenants were asked for feedback and were advised that they had the option to decline our request.

It should be noted that there are two providers used as part of this service delivery. Hanover Housing provide the accommodation, meals and facilities, while the care services/ packages are provided by Sanctuary Care.

Crown Meadow Court

Crown Meadow Court is one of six Extra Care Units in Bromley. The building contains 60 apartments and has on-site care staff. The property also has a lift, lounge area, dining room, laundry service, guest facilities, activities room, shop, hairdressing salon and garden. Care is provided by Mears Care Ltd.

The Visit

The Authorised Representatives engaged with 10 tenants during the visit. There were a few tenants who had memory issues. During the visit the Healthwatch team observed the environment of the Extra Care Scheme, staff and their interaction with the tenants. In addition we completed questionnaires taking the views of the tenants.

The visit took place in the afternoon as some tenants go to a day centre in the mornings.

Staff

Staff were complimented on their support and service standards. The staff that were approached during the visit were helpful and knowledgeable. Staff were observed interacting with tenants in a friendly manner.

Tenant Comments - Quote “The staff are very helpful and give me the support that I need”.

Quote “I only have positive comments to say about the staff”.

Quote “When I was feeling off colour, my carer was sympathetic and helpful”.

Care Support

There were no negative commitment about the level of care or support. However, one tenant mentioned that they would prefer to have a carer who was not so young, this is causing embarrassment.

Activities

There is a lot of activity at Crown Meadow Court, which is appreciated by the tenants. Activities include:-

- Professional entertainers visit monthly.
- Additional activities for special events.
- Activities are held in the morning and afternoon but most are scheduled for the afternoon and these range from chair based exercises, neck & shoulder massages, nail painting, an art group and some creative work.
- Mental stimulation from quizzes, word games, card and dice games, plus other board games.
- There is a weekly in-house cinema.
- Music events sing songs etc.
- Morning events include morning coffee and afternoon sessions have tea & biscuits. Special suppers including fish & chips are also provided on some occasions.

Food

The restaurant was clean, tidy and the menu was appropriate for the tenants. There were no adverse comments made about the food.

General comments

- The Extra Care Scheme scored well in terms of general appearance, temperature, cleanliness and odour.
- Our visit was advertised using the posters supplied by Healthwatch.
- The general observation was that the tenants were relaxed and comfortable in their environment. There was also a good interaction observed between the tenants.
- A majority of the tenants that we spoke to did not respond to the question regarding their opportunity to influence change.
- The manager recognises that mobility can be a problem for some tenants in their ability to attend activities.

Recommendations for Action

1. **Wheelchair access** - We understand that a lot of effort has gone into finding suitable transport for wheelchair users, in order that all tenants can be included on outside activities, to-date they have not had much success. The issues are twofold, firstly the cost of the transport and secondly the need for 1-2-1 support for each tenant (with mobility issues) who would be using the service. There are currently no volunteers to support this activity.
2. **Scheme Parameters** - There is a wide range in the level of care/support required by tenants at Crown Meadow Court. Some clear guidance as to the levels at which care/support needs exceed that which can be provided within an Extra Care Unit needs to be agreed and adhered to by those responsible for nominations.

Crown Meadow Court Response

Sue Chapman the Manager at Crown Meadow Court has seen this report prior to its publication.