



## Enter and View Report | Brunel Court

### Details of visit

**Service address:**

**Service Provider:**

**Date and Time:**

**Authorised**

**Representatives:**

**Brunel Court**

**Nutfield Road, Fratton, Portsmouth, PO1  
4JB**

**Sevacare**

**6<sup>th</sup> July 2016 14.00 - 16.00**

**Alison Nicholson**

**Roger Batterbury**

### Acknowledgements

Healthwatch Portsmouth would like to thank the scheme manager, service provider, service users, relatives 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 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 Care Quality Commission where they are protected by legislation if they raise a concern

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## **Purpose of the visit**

Extra care housing is designed to support people who can manage independently with care and support. Self-contained flats with 24 hour on-site support are intended to offer an ideal environment to maintain confidence and independence. Care services are provided by staff in line with individual care plans. However, the facility is not a care home, as residents are tenants or homeowners with associated rights, whereas residents in care homes do not have tenancies. The care provided is regulated by the Care Quality Commission but the facility itself is not inspected, and residents can choose to make their own care arrangements.

Our visit was arranged following a meeting with Sevacare to look at how the extra care service enables people to have a good quality of life and, in particular how it:

- improves and maintains people's independence whilst keeping them safe
- decrease social isolation and loneliness

Our aim is to report the service that is observed, to consider how services may be improved and how good practice can be shared.

## **Methodology**

The registered manager was notified prior to the visit. Posters and leaflets notifying staff, residents and visitors about the visit were sent to Brunel Court to display along with details about how to get in touch with us if they were not available on the day of the visit.

During the visit, the Enter and View representatives observed the facilities and spoke with residents and a member of staff.

The scheme provided full support and cooperation to Healthwatch Portsmouth.

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## **Summary of findings**

Brunel Court is an extra care scheme with 55 flats available for rent and shared ownership. The scheme is managed by Housing & Care 21 with care provided by Sevacare Ltd.

Despite the best efforts of the manager and the support of the care staff many residents were unavailable to talk to us in the communal areas. We spoke to a group of 5 residents in the lounge who were happy to share their views with us.

## Results of the visit

### Promotion of Independence



Brunel Court is designed for independent living and the residents we spoke with felt staff encouraged them to do things for themselves. One resident told us that the staff ask what they'd like to be done rather than presume. Another told us that the good response times to the call pendant she wears makes her feel more confident to try things for herself.

### Interaction between Residents and Staff

The interaction we saw between residents and staff was reassuring, friendly and warm. Residents appreciate that they can have a laugh and a joke with staff. Residents also value the fact that they know all of their carers. We were told both by staff and residents that new members of staff are introduced to residents and are given the time to get to know them. Residents can request a named carer but most care is provided on a rota basis by the same staff members, everyone we spoke to appeared happy with this arrangement.

A number of residents told us of an incident where a resident had fainted and staff were quick to place a screen around them to ensure they could be receive treatment with privacy and dignity.

### Residents views

Every resident spoke highly of the care and the staff. Some of the comments we heard were "perfect place to live", "wish I'd moved here sooner" and "nothing is too much trouble". Whilst all staff are appreciated, Graham, the Court Housing Manager, was mentioned by all. He had recently informed the residents he was leaving and residents wanted to express not only their gratitude for the hard work he did for them but also their concern about who would be replacing him.

### Food

Residents have the choice of eating in the lounge or in their own room and all felt there was a good choice of food which they could make suggestions about if desired. They welcomed the fact that lunch could be provided for family members if required. The "great value" roast dinners appeared to be a popular choice.

### Recreational activities and methods of reducing social isolation

Brunel Court has a regular timetable of events such as coffee mornings and bingo as well as monthly themed events. It was clear that this was as important to staff as it was to residents with many staff baking cakes and attending the parties to support residents. We were told how staff regularly decorate the lounge to encourage attendance at events.

## Concerns/complaints procedure

Residents seemed confident that if they spoke to Jane or one of the head carers any concerns would be addressed. Regular resident meetings are also held with the Care Manager, Housing Manager and staff from Portsmouth City Council in attendance. We were informed there were no complaints raised at the last meeting.

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## Recommendations

This report identifies the good practice we witnessed whilst visiting Brunel Court and reflects how staff and residents feel about the support provided

Healthwatch Portsmouth recommends the following:

1. Provide reassurance to residents when key and well respected staff leave the service.
2. The management team from Brunel Court should continue with the good practice observed during the visit and share their expertise with other schemes in the city.



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