



## Enter and View Report | Maritime House

### Details of visit

**Service address:**  
**Service Provider:**  
**Date and Time:**  
**Authorised  
Representatives:**

**Maritime House**  
**Wyllie Road, Portsmouth, PO2 9DT**  
**Sevacare**  
**19<sup>th</sup> July 2016 13.30 - 15.30**  
**Alison Nicholson**  
**Brenda Skinner**

### 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 Maritime House 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 the care manager and a small number of residents.

There were a number of issues arranging our visit to the scheme, the date was rearranged 4 times before taking place.

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## **Summary of findings**

Maritime House is an extra care scheme with 80 one and two bedroom flats available. The scheme is managed by Housing & Care 21 with care provided by Sevacare Ltd.

At the time of our visit the around 75 residents were receiving care. Due to the nature of the building many residents chose to stay in their own flats so were unavailable to talk to us in the communal areas. We spoke to a small number of residents in the communal areas who were happy to talk about living at Maritime House.

## Results of the visit

### Environment

The entrance to the purpose built scheme was very open and bright. The access to the accommodation areas was via a call entry system to allow residents the option of letting visitors into the building remotely, however we did see what appeared to be a non-resident gain entry into this area after following someone else in.



Although the building appeared to be well maintained, one resident we spoke to suggested that it sometimes takes longer than felt necessary for small jobs, such as changing lightbulbs, to be completed and suggested a handyman would be useful.

### Residents views

A number of the people we talked to described how they felt the support needs of some living there were too high for the building and this could have an impact on others. The care manager we spoke to agreed that there was a number of residents whose support needs would be better met in a different setting. One resident informed us some had little or no stimulation as they didn't have TV's or radios in their rooms. We were unable to verify this with staff.

One resident explained to us how she had been described a certain lifestyle prior to agreeing to move in but she had not been aware of the varying support needs of the residents she would be living along side. She told us of how she had looked forward to having her family over for Sunday lunch in the restaurant but the reality had been very different with her family worried she had moved into a scheme not appropriate for her low support needs.

### Food

We spoke to a number of the residents in the restaurant. Everyone we spoke to was happy with the quality and choice of food. Some of the residents choose to eat in the restaurant every day.

### Recreational activities and methods of reducing social isolation

Maritime House offers some social activities such as bingo and films to help reduce isolation but it was unclear how residents were encouraged or supported to take part. A number of residents we spoke to said that they had felt very lonely and isolated when they had first moved in but due to the great staff they were settling in. One resident said "The company is good; I didn't know anyone before I moved in."

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### Recommendations

This report identifies the good practice we witnessed whilst visiting Maritime House and reflects how residents feel about the support provided.

Healthwatch Portsmouth recommends the following:

1. More information should be available for current and potential residents so they are more aware of the varying support needs in the building.
2. Review whether the appointment of a handyman service would improve access to smaller repairs / maintenance work around the scheme.



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