



Enter and View Report | Milton Village

Details of visit

Service address:

Service Provider:

Date and Time:

Authorised

Representatives:

Milton Village

**Warren Avenue, Milton Village,
Portsmouth, PO1 4JB**

Sevacare

16th June 2016 11.30 - 13.30

Alison Nicholson

Jane Bailey

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

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 notifying staff, residents and visitors about the visit were emailed to Sevacare 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, staff, residents and relatives.

The scheme provided full support and cooperation to Healthwatch Portsmouth.

Summary of findings

Milton Village is a group of 3 extra care schemes in Southsea. Brent House, Osprey Court & Crane Court are all contain self-contained flats with some shared facilities. The schemes are managed by Housing & Care 21 with care provided by Sevacare Ltd.

At the time of our visit the around 45 residents were receiving care. During the visit we spoke members of staff, residents, relatives and the care manager. Although the scheme residents were aware we were visiting and posters had been displayed there were very

few residents in the communal areas to talk to. We were given full access to all 3 schemes.

Results of the visit



Environment

All 3 schemes are in purpose built buildings which appear well-maintained, care staff explained how Housing & Care 21 complete daily checks of the buildings and any repairs care staff were made aware of were reported in a handover book which Housing & Care 21 monitored, they felt the system worked well. Crane Court and Osprey Court operate call entry systems. One resident we spoke to at Osprey Court told us she worried about the length of time the doors stay open. Residents there have the facility to let visitors into the building remotely from their flats but the worry was that anyone could then follow their visitors into the building unchallenged. Relatives at Crane Court also expressed concerns about the length of time the doors remained open as they were concerned whilst they were entering the building more vulnerable residents may be able to leave unnoticed. We did observe one resident waiting at the doors and being encouraged to stay inside by staff as we were being welcomed at Crane Court. One member of staff explained that residents are free to come and go as they please but some residents were known to wander so their movements were more closely monitored.

Promotion of Independence

All of the residents have their own accommodation and the staff offer support to help them retain as much independence as possible. One concern raised was that staff did not appear to encourage residents to take part in activities if they initially resisted. One relative felt this was not helping improve the low mood of their family member.

Interaction between Residents and Staff

We felt there was a friendly warmth in all the interactions we saw between residents and staff, whether this was introducing us or encouraging a resident to complete an activity. One resident told us they enjoyed having a laugh with the staff and even made up poems about them (see opposite). Whilst there was a familiarity between staff and residents the staff we met on our visit were all respectful and considerate to the residents.

Residents views

Residents told us that they liked seeing the same carers all the time and that they felt carers always

*Jo, Jo don't you know,
She doesn't know the
meaning of slow,
If she goes any faster,
there'll be a disaster!*

*Tina is bright,
An absolute delight,
When she enters my room,
She dispels all the gloom.*

had time for you and were not rushed. They did express frustration that it appeared staff were sent from one Court to another with little notice which impacted on the staff's ability to offer activities in the communal areas. There also appeared to be a perception that residents who own their own flats got preferential treatment. We saw no evidence of this.

Food

Whilst no resident had any comments about the food a member of staff did comment that the 15 minutes allocated for a lunch call made it difficult to prepare a healthy meal for all residents. The lack of a communal kitchen facility at Milton Village meant that catered meals were not available for residents.

Recreational activities and methods of reducing social isolation

A lot of the activities at Milton Village are resident led. One resident had successfully received lottery funding and this was being used to provide trips for residents. Carers organise bingo and there is an Arts & Crafts club held in the lounge at Crane Court on a Wednesday afternoon, the evidence of which is on display for all to enjoy. There is also a regular Saturday fish & chip lunch arranged by carers. The success of this is very much reliant on the number of staff available and although designed to be an opportunity for residents to get together we were told that at Osprey Court residents tended to eat their meals in their rooms as there was not the staff available to get them into the lounge.

Recommendations

This report identifies the good practice we witnessed whilst visiting Milton Village and reflects how staff and residents feel about the support provided.

Healthwatch Portsmouth recommends the following:

1. Review the length of time front doors stay open at Crane Court and Osprey Court (for security purposes).
2. Reassurance to tenants that owner-occupiers do not receive a preferential care service.
3. The potential for a commercial kitchen where catered meals could be provided for residents should be explored. Particularly in Brent Court where we were told the large lounge is hardly ever used.
4. Alternatively, a process put in place to provide fresh meals cooked nearby and delivered / served hot to each scheme (communal areas to encourage interaction and reduce isolation).
5. Help provided for residents to access communal events (Osprey Court).
6. An activities co-ordinator would ensure the activities on offer were available to all resident on the 3 sites, with activities not then so impacted

by staff going to work at other schemes at short notice. The potential for this to be undertaken by a volunteer could be looked at.



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