



Enter and View Report | Caroline Square

Details of visit

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

Caroline Square
King William Street, Portsmouth, PO1 3JG
Sevacare
14th June 2016 11.00 - 13.00
Alison Nicholson
Brenda Skinner

Acknowledgements

Healthwatch Portsmouth would like to thank the duty scheme manager, 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 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 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 duty care manager, staff and residents.

Whilst Sevacare Ltd and Housing & Care 21 were aware of our planned visit the scheme residents had not been informed. They did however, provided full support and cooperation to Healthwatch Portsmouth.

Summary of findings

Caroline Square is an Extra Care Scheme in Portsmouth near the Historic Dockyard. It comprises of 43 one and two bedroom flats managed by Housing & Care 21 with care provided by Sevacare Ltd.

At the time of our visit the care manager was not available but the duty care manager from another scheme was on site to provide support to staff. During the visit we spoke to two members of staff, five residents, the onsite hairdresser and the duty care manager.

The people we spoke to were positive about the care provided at the scheme but also voiced frustrations with the trend of newer residents with increased care needs.

Results of the visit



Environment

Caroline Square is a purpose built building with well-maintained gardens which are accessible to all residents. There is a two part call entry system, the first into the reception area the second into the accommodation area. On the day we visited the reception area was busy with residents chatting and waiting for their appointments with the onsite hairdresser.

All of the areas we visited appeared clean and well maintained although we did observe one resident struggle to get through the accommodation doors. Their wheelchair could only just fit through and there was damage visible on the frame. The main communal area was the resident's lounge which is divided into a seating area with a TV and a dining area with large dining tables. Three residents were sitting together watching TV and knitting.

There is a caterer on site who prepares and serves meals in the dining area until 2pm daily.

Promotion of Independence

Caroline Square is designed for independent living. However many of the residents we talked to said they felt the criteria to live in the building had changed. They believed the support needs of residents now moving in were higher which has changed the dynamics of the building. Some of the residents who have lived there for longer expressed the feeling they were unhappy. Several expressed the view that they were "sold" an idea of community living which is not the reality.

The staff we spoke to believe the scheme does promote independence but confirmed there were a couple of residents who would benefit from a different type of care. They explained there were processes in place to address this which were being followed.

Interaction between Residents and Staff

The interaction we saw between staff and residents appeared relaxed and friendly. Some residents did report that they had witnessed bickering between residents and staff at times but we did not observe this or feel any tension between them.

Residents views

During the visit we spoke to a number of residents who had lived at Caroline Square for varying amounts of time. All residents spoke highly of the care they received but this seemed overshadowed by their frustrations at the changes they feel are taking place in the building. Several spoke of how it used to feel like a good community but due to a small number of residents, and their higher support needs, it has “become very stressful living there”. Comments included “It’s getting harder and harder to live here as the criteria has changed” and “I’m not happy, I spend a lot of time on my own and want to move out.” This is balanced by others who commented “I really like it here, it’s a family community.” and “Everybody helps each other out.”

Food

Meals and snacks are available in the lounge until 2pm every day. Residents told us they have a wide choice of foods available and the chef is very flexible and always happy to accommodate request and special dietary needs. The care staff also support residents with preparing meals if it is part of their care plan.

Recreational activities and methods of reducing social isolation

The lounge is the focal point for the activities held at Caroline Square. The residents hold bingo, quiz nights and coffee mornings which some residents told us are not always well attended. Residents also told us about the group trips they arrange which care staff support when staffing levels allow. A recent trip was for afternoon tea at the Historic Dockyard and another to the Basingstoke Living Museum is planned for the future. We were advised the shift patterns for care staff have recently been changed to allow greater flexibility between 11am-5pm which is hoped will free up staff to support residents with activities. One resident told us they would like to see volunteers coming in to help with activities.

Concerns/complaints procedure

The residents we spoke to seemed confident that they would know how to raise a concern/complaint with staff. They were not always convinced they were listened to or that their views were taken into account. The scheme holds regular residents meeting where managers from Sevacare and staff from Portsmouth City Council attend.

Staff

The majority of residents we spoke to stated that staffing levels appeared to be an issue with one resident saying “they have lost half of the care staff whilst I have been here.” and another telling us they feel the male/female staffing ratio is sometimes wrong which means when residents require double handed care they are not given the choice of two female carers. This appears to have an impact on residents who expressed frustration when waiting for care. The onsite hairdressers also told us staff do not always have the time to



support residents to come down to their appointments with her. The staff we spoke to did not feel listened to by the manager and felt they were not consulted about the changes to their hours. Although regular staff meetings are a requirement we were informed they were not always taking place.

Recommendations

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

Healthwatch Portsmouth recommends the following:

1. A process should be implemented whereby if the manager is unavailable to attend the team meeting a senior member of staff will ensure the meeting still takes place. This gives staff the opportunity to feel supported, listened to and consulted on any changes that may be proposed.
2. The opportunity to have volunteers come in and arrange regular activities should be explored to support residents and staff reduce the isolation and loneliness that was described to us.
3. More information should be available for current and potential residents so they are more aware of the varying support needs in the building.
4. A review undertaken of the ease of access into accommodation through the doors.
5. Reassurance provided to residents with regards correct staffing levels in place
6. Better choice for residents over whether to receive care from male or female staff.



Healthwatch Portsmouth
Unit 3 St George's Business Centre
St George's Square
Portsmouth
PO1 3EY

Tel: 02393 977 079

Any enquiries regarding this report should be sent to us at:
info@healthwatchportsmouth.co.uk

You can download a copy of this report from www.healthwatchportsmouth.co.uk