



**Enter & View**

**Nicholas court care home**

**April 2023**

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## Enter and View – Report

Name of Establishment	<b>Nicholas court care home</b> 2a Tunmarsh Lane, London, E13 9NA
Staff Met During Visit	Maria Mahmood (Care Manager)
Dates of Visit	Tuesday 18 <sup>th</sup> April 2023
Healthwatch Authorised Representatives	Estelle-Maria Chambourd-Smith Safiya Kudu Uthman
Healthwatch Volunteers	

Introduction and Methodology	<p>Introduction and Methodology This was an announced Enter and View (E&amp;V) visit undertaken by Healthwatch Newham’s trained volunteers as part of a programme to look at a range of homes within the London Borough of Newham, to obtain a better idea of the quality of care provided.</p> <p>Healthwatch has statutory powers to enter publicly funded health and social care premises, announced or unannounced, to observe the nature and quality of services and to obtain the views of people using them. Questionnaires are provided for relatives and carers wishing to give us their feedback.</p> <p>The aim of E&amp;V is to consider how services might be improved and how good practice can be disseminated. A report on our visit is produced which can include recommendations based on what we have found. The report is sent to the manager of the facility for correction of facts, and for their response to any recommendations and then sent to the London Borough of Newham, Newham’s Clinical Care Commissioners, Healthwatch England and Care Quality Commission and becomes a public document on Healthwatch Newham’s website: <a href="http://www.healthwatchnewham.co.uk">www.healthwatchnewham.co.uk</a></p> <p><b>DISCLAIMER:</b> <i>This report relates only to the service viewed on the date of the visit, and is representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.</i></p>
General Information	<ul style="list-style-type: none"> <li>• The home had 5 residents at the time of the visit with a capacity of 7 residents.</li> <li>• The home has three units, they have 7 apartments.</li> <li>• The home was reviewed on 5 April 2023 by the Care Quality Commission and was graded Good.</li> <li>• On the day of our visits, we spoke with 1 member of the management team, 1 support workers, and 1 resident</li> <li>• The support worker was present during all the interviews.</li> </ul>
Care Planning	<u>Manager’s comments</u>

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	<ul style="list-style-type: none"> <li>• All residents have a care plan, which are reviewed annually or when they are any charges.</li> <li>• Resident has a key worker within the home.</li> <li>• Residents with capacity will lead on the development of their care plan.</li> <li>• For residents that do not have relatives, the council worker will be brought in.</li> <li>• All residents always need to be supported and accompanied if they wish to attend activities outside the home.</li> </ul> <p><u>Support Worker’s comments</u></p> <ul style="list-style-type: none"> <li>• Worker agreed that residents are heavily involved in the care planning and will assist the resident if they needed help.</li> </ul> <p><u>Residents’ comments</u></p> <ul style="list-style-type: none"> <li>• Resident was not able to answer.</li> </ul>
Safeguarding	<p><u>Manager’s comments</u></p> <ul style="list-style-type: none"> <li>• Safeguarding procedure is that if a safeguarding alert, it is raised with the safeguarding team and social workers. Both external and internal investigation are raise.</li> <li>• Relative are also kept up to date with developments where there is a safeguarding concern relating to a resident.</li> <li>• Residents are kept aware of safeguarding on a regular basis.</li> </ul> <p><u>Support Worker’s comments</u></p> <ul style="list-style-type: none"> <li>• Receives safeguarding training onsite delivered by external trainers.</li> <li>• Staff attend safeguarding training every yearly.</li> <li>• Support staff agreed that they are trained for safeguarding.</li> <li>• Some of the support workers agreed they needed more safeguarding training.</li> </ul> <p><u>Residents’ comments</u></p> <ul style="list-style-type: none"> <li>• Resident was not able to answer.</li> </ul>
Management of Health and Wellbeing	<p><u>Staff’s comments</u></p> <ul style="list-style-type: none"> <li>• All workers agreed that they felt welcomed in the care home.</li> <li>• All workers agreed that they receive enough emotional support from the care home.</li> </ul> <p><u>Residents’ comments</u></p> <ul style="list-style-type: none"> <li>• Resident was not able to answer.</li> </ul>
Meals	<p><u>Staff’s comments</u></p> <ul style="list-style-type: none"> <li>• 1 out of 2 workers agreed that the care home attends to the residents’ cultural dietary needs as well as dispensing appropriate prescribed medication.</li> <li>• 1 worker said that residents are provided with texture modified foods, gluten free and other diets as needed.</li> <li>• 1 out of 2 workers mentioned that some residents need assistance during mealtimes.</li> <li>• Food menus are created centrally but have been adapted to meet local cultural needs.</li> </ul>

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	<ul style="list-style-type: none"> <li>1 worker said that residents are given choices for their meals and have access to the menu in the communal areas.</li> </ul> <p><u>Residents' comments</u></p> <ul style="list-style-type: none"> <li>Resident was not able to answer.</li> </ul>
Premises and PPE	<p><u>Staff comments</u></p> <ul style="list-style-type: none"> <li>All workers agreed that the care home is tidy and has no bad smell.</li> <li>Some staff is assigned to cleaning duties and ensure that sanitisation stations were topped up.</li> <li>All workers assured that they were always double vaccinated and wear PPE.</li> <li>One commented that there are sanitisation stations in all areas.</li> </ul> <p><u>Residents' comments</u></p> <ul style="list-style-type: none"> <li>Resident was not able to answer.</li> </ul> <p><u>Observations</u></p> <ul style="list-style-type: none"> <li>Residents showed their bedroom, offering a guided tour. Bedroom is well decorated and personalised to the resident's liking.</li> <li>Worker offered a tour of the care home; the premise looks clean.</li> </ul>
Activities	<p><u>Manager's comments</u></p> <ul style="list-style-type: none"> <li>Where possible staff are available to support residents on activities taking place outside the home, such as attending a community library, the church or taking a walk to the park.</li> </ul> <p><u>Support Worker's comments</u></p> <ul style="list-style-type: none"> <li>All workers agreed that they can share the time to do recreational activities with the residents.</li> <li>All workers agreed that they can assist the resident in setting up the activity and providing the materials that they need.</li> <li>All staffs said that 1:1 support worker has more time to spend with their assigned resident.</li> </ul> <p><u>Residents' comments</u></p> <ul style="list-style-type: none"> <li>Resident was not able to answer.</li> </ul>
Technology and Communication	<p><u>Manager's Comments</u></p> <ul style="list-style-type: none"> <li>Nicholas Court Care Home can help residents and relatives if they wish to use technology to communicate with each other or for recreation.</li> <li>Workers are trained to set up smart devices.</li> </ul> <p><u>Staff comments</u></p> <ul style="list-style-type: none"> <li>1 out of 2 workers agreed that they offer technological assistance to resident.</li> <li>1 out of 2 workers confirmed that they are trained in setting up smart devices.</li> </ul>

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	<p><u>Residents’ comments</u></p> <ul style="list-style-type: none"> <li>• Resident was not able to answer.</li> </ul>
Staffing	<p><u>Manager’s comments</u></p> <ul style="list-style-type: none"> <li>• The home has 5 staff (including bank staff)</li> <li>• On the day of the visit there were 5 staff on duty. Of these were on the day shift.</li> <li>• This gives an average of 2 to 3 residents per staff during the day and 8 residents per staff at night.</li> </ul> <p><u>Staff comments</u></p> <ul style="list-style-type: none"> <li>• All workers agreed they received adequate support to do their job.</li> <li>• All workers said that there was a not turnover of staff within the organisation.</li> <li>• All staffs agreed the home had enough workers on duty.</li> </ul> <p><u>Residents’ comments</u></p> <ul style="list-style-type: none"> <li>• Resident was not able to answer.</li> </ul>
Staff Training	<p><u>Manager’s comments</u></p> <ul style="list-style-type: none"> <li>• New starters have to completed 18 mandatory training courses when they first join the care home. These include Infection Control, Health and Safety, Nutrition and are completed online in the care home’s office.</li> <li>• Training courses are refreshed yearly, and e-learning is regularly updated.</li> <li>• Staff are aware of safeguarding and receive an annual online training.</li> <li>• The home also has a whistleblowing policy, and this is covered during induction.</li> <li>• Onsite training happens yearly, trained by external representatives.</li> </ul> <p><u>Staff’s comments</u></p> <ul style="list-style-type: none"> <li>• All workers agreed they have received adequate training to support them in their various job roles. This includes Manual Handling, Infection Control, Food and Hygiene, Fire Safety, End of Life, and all other mandatory training.</li> <li>• All workers agreed that all the training they had received was relevant and useful in performing their various roles within the organisation.</li> </ul>
Compliments/ Complaints/ Incidents	<p><u>Manager’s comments</u></p> <ul style="list-style-type: none"> <li>• Residents are made aware of the complaint procedure however for residents with additional needs such as those with dementia, alternatives are in place to ensure their views and concerns are considered. These include staff observation of any changes in behaviour which may indicate discontent. Such instances are then addressed with residents to find out what is concerning them.</li> <li>• Residents also have an annual review with their families or social worker in a more formal process.</li> <li>• Resident surveys are also conducted to assess satisfaction with the home.</li> <li>• Relatives/Friends have a forum to discuss and share their thoughts about Helena Road care home.</li> </ul>

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	<p><u>Support Worker’s comments</u></p> <ul style="list-style-type: none"> <li>• All workers agreed that they would report a complaint to either a senior member of staff or management if there was an issue but expressed there hasn’t been a reason to do so.</li> <li>• All workers mentioned that most residents have mental capacity would know how to make a complaint where some with complex conditions or dementia may need assistance.</li> </ul> <p><u>Residents’ comments</u></p> <ul style="list-style-type: none"> <li>• Resident was not able to answer.</li> </ul>
Conclusions	<p><b>We noted the following points about the home:</b></p> <ul style="list-style-type: none"> <li>• There are good positive relationships between staff and residents</li> <li>• There are lots of training opportunities available to staff to support their learning and development within their role</li> <li>• Staff are fully trained in understanding safeguarding and know how to raise concerns</li> <li>• Staffs and Residents are aware of the complaints and compliments procedure</li> <li>• Residents are happy with the snacks and drinks provided by the home throughout the day</li> </ul>
Recommendations	<ol style="list-style-type: none"> <li>1. Encourage the home to continue to foster an open, collaborative, and safe culture where staff feel able to report their concerns without fear of repercussions from other staff or the management. This should be closely linked to the review of the home’s approach to safeguarding training and support.</li> <li>2. Involve residents more, where possible, in the daily activities to ensure they are kept active and engaged, paying particular attention to residents who have the tendency to refuse to join group or one-to-one activities.</li> <li>3. Continue to provide more regular and in-depth safeguarding training to all staff to ensure a clear understanding of the subject, are aware of its importance and enable staff to respond appropriately to any concerns raised.</li> <li>4. Teach residents about the compliments and complaints procedure.</li> <li>5. Clean the Outside of the building as it appears to be a potential health and safety issue</li> <li>6. Residents and staff should have been able to be interviewed privately without the input from the manager.</li> </ol>
Provider Response	<p>The care home was contacted on the 6<sup>th</sup> of July through email and again on the 17<sup>th</sup> of July for a response to the points raised, however, they did not get back to the Healthwatch team with any of the correspondence.</p>

Signed by Healthwatch	Safiya kudu Interview and engagement Intern
Dated	09/05/2023

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