



**Enter & View**

**The Chase**

**February 2025**

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## Enter and View – Visit Report

Name of Establishment	<b>The Chase</b> 165 Capel Road, Forest Gate, London E7 0JT
Staff Met During Visit	Manager Senior Support Worker Support Worker
Dates of Visit	14 <sup>th</sup> February 2025
Healthwatch Authorised Representatives	Nicole Bello
Healthwatch Volunteers	Jumaimah Zakaria

Introduction and Methodology	<p>This was an announced Enter and View (E&amp;V) visit, part of a planned strategy to assess the quality of supported living homes in the London Borough of Newham. The aim is to consider how services may be improved and how good practice can be disseminated. The visit was agreed following discussion with the London Borough of Newham who agreed that the aim of the visit was primarily to test the approach. It was agreed that if there were any safeguarding concerns these would immediately be reported through the statutory reporting channels and reporting protocols observed. Three questionnaires were prepared in discussion with the local authority – one aimed at staff, one for managers and a third for relatives.</p> <p>Healthwatch have a statutory power to enter publicly funded health and social care premises, announced or unannounced, to assess the nature and quality of a service being provided.</p> <p>A report on our findings is prepared which may include recommendations, if appropriate. This report is sent to interested parties such as the Care Quality Commission, Newham Council and a summary the full report or a summary will be made public on our 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>
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General Information	<ul style="list-style-type: none"> <li>• The home had 9 residents at the time of the visit with a capacity of 9 residents.</li> <li>• There is 1 manager on site and 5 staff including 1 to 1 staff.</li> <li>• Altogether there are 11 staff.</li> <li>• On the day of the visit, we spoke with the manager, 2 support workers and 3 relatives.</li> <li>• Residents were not interviewed as they don't have the capacity to speak for themselves.</li> </ul>
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Care Planning	<p><u>Manager comments</u></p> <ul style="list-style-type: none"> <li>• All residents have a care plan which are reviewed every couple of months.</li> <li>• Care plans are put on to care vision.</li> <li>• Care plans are put together through assessments to identify any needs.</li> <li>• Residents are involved as much as possible when it comes to their care plan.</li> <li>• If a resident disagrees with something in their plan, then staff will discuss it with them.</li> <li>• Staff, manager and relatives have access to resident care plans.</li> </ul> <p><u>Support workers Comments</u></p> <ul style="list-style-type: none"> <li>• Support workers use the care plan to stay informed about any updates during handovers.</li> </ul> <p><u>Relatives' comments</u></p> <ul style="list-style-type: none"> <li>• Two relatives were aware that their resident has a care plan but are not actively involved in planning personal care tasks, activities, or food preferences. However, they stay informed about meetings, appointments, and outings, such as birthdays or hair appointments, and receive photos of the resident's day out.</li> <li>• One of relative was unsure if their resident had a care plan.</li> </ul>
Safeguarding	<p><u>Manager comments</u></p> <ul style="list-style-type: none"> <li>• Some residents are aware of safeguarding.</li> <li>• Relatives are aware of safeguarding.</li> <li>• Staff are aware of safeguarding.</li> </ul> <p><u>Support workers comments</u></p> <ul style="list-style-type: none"> <li>• All support workers understand what safeguarding is and know what to do when there is a safeguarding concern.</li> <li>• One of the staff requested to more safeguarding training refresher.</li> <li>• Another staff has said no to needing more safeguarding training.</li> <li>• All workers are aware of what to do when a resident is being mistreated.</li> <li>• Both workers have stated that the residents don't understand what safeguarding is as they have learning difficulties.</li> <li>• Both workers have agreed that nothing else is needed to make the home safer.</li> </ul> <p><u>Relatives' comments</u></p> <ul style="list-style-type: none"> <li>• All relatives are aware that they need to complain immediately if they themselves or another relative, worker or resident is being mistreated.</li> </ul>

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<p>Management of Health and Wellbeing</p>	<p><u>Manager comments</u></p> <ul style="list-style-type: none"> <li>• The home has visiting times to help new residents settle in as well as overnight stays.</li> <li>• Residents’ faith and spiritual needs are met.</li> <li>• Residents are given support to keep in touch with family / friends and video calls are provided for relatives who are unable to meet with the residents.</li> <li>• Residents are given opportunities to go out such as day centres.</li> <li>• There are opportunities for residents to exercise such as taking walks.</li> <li>• Shift leaders dispense medicine and managers sign them in.</li> <li>• If a resident doesn’t want to take their medication, then codes are used and are then referred to the GP if it continues.</li> <li>• Two GP services are available and are called up when needed.</li> <li>• Residents’ satisfactions are monitored using quality assurance.</li> <li>• Staff wellbeing is ensured for e.g. if staff wants to go home then they are encouraged, and more staff can be called to cover.</li> </ul> <p><u>Support workers comments</u></p> <ul style="list-style-type: none"> <li>• Both workers have stated that they felt welcomed when they started working at the home.</li> <li>• All workers have stated that they get enough support from the manager and other staff to do their job.</li> <li>• Both workers have stated that they would recommend this home to a friend/relative who needed care.</li> </ul> <p><u>Relatives’ comments</u></p> <ul style="list-style-type: none"> <li>• Relatives have stated that their resident has access to GP services.</li> <li>• Residents have regular exercise by taking walks in the field and going out to day care.</li> <li>• Relatives have stated that the home is clean and are very happy with the accommodation.</li> <li>• Relatives have stated that they will recommend this home to a friend/relative.</li> </ul>
<p>Meals</p>	<p><u>Manager comments</u></p> <ul style="list-style-type: none"> <li>• There is a menu on display for residents to see what is on offer.</li> <li>• Alternatives are offered if a resident does not like the menu.</li> <li>• Residents have meals that meet their cultural/ faith requirements.</li> <li>• Residents are allowed to eat in their room but prefer to sit at the dining table.</li> <li>• Staff are directed to give support at mealtimes through care plans.</li> </ul> <p><u>Support workers comments</u></p>

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	<ul style="list-style-type: none"> <li>• Both workers have stated that there are enough staff for mealtimes.</li> <li>• There are different roles for staff on different days for mealtimes.</li> <li>• Residents help out by cleaning the dishes or sweeping the floor.</li> <li>• Menus are available for residents.</li> <li>• If a resident refuses to eat then staff offer alternatives, ask how they are if they are feeling unwell. If the resident still refuses to eat, then the GP will be contacted, and it will be documented on their file.</li> <li>• Drinks are offered to residents whenever they want.</li> <li>• Staff often ensure that residents are constantly drinking water by logging it on to care vision and if they haven't had enough to drink then they are alerted.</li> <li>• There are set times when residents are offered a drink and there is no time limit on when they are offered a drink. However, if a resident drinks too much then they are monitored.</li> </ul> <p><u>Relatives' comments</u></p> <ul style="list-style-type: none"> <li>• Relatives are happy with the food that is provided and have stated that it is tasty.</li> </ul>
Activities	<p><u>Manager comments</u></p> <ul style="list-style-type: none"> <li>• Different types of activities are offered such as: cooking, tabletop, bowling, drama, yoga, planting, pottery, bicycle, going out to eat, green spaces and going out to the pub with relatives.</li> <li>• Residents are asked what activities they would like to do.</li> <li>• For residents who prefer solitude they have the privacy of their bedroom and spend some time to sit by themselves.</li> </ul> <p><u>Support worker comments</u></p> <ul style="list-style-type: none"> <li>• All the staff engage with the residents by talking to them.</li> <li>• The residents are never alone.</li> <li>• Residents are not forced to join in the activities but are encouraged to.</li> <li>• If a resident would like some time alone then there will still be some activities available for them.</li> <li>• Both the workers get involved in activities with the residents.</li> </ul> <p><u>Relatives' comments</u></p> <ul style="list-style-type: none"> <li>• There are activities for the residents such as arts and crafts.</li> <li>• Relatives have a say on what activities they want to do and are able to join in.</li> </ul>
Technology and communication	<p><u>Manager comments</u></p> <ul style="list-style-type: none"> <li>• Residents are given support to keep in touch with family and friends.</li> <li>• Video calls are used when relatives are unable to meet with the residents.</li> <li>• There is internet access in communal areas.</li> <li>• Staff have time to chat with the residents.</li> </ul>

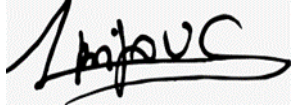
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	<p><u>Support worker comments</u></p> <ul style="list-style-type: none"> <li>• Both workers have time to speak with the residents.</li> <li>• Staff speak with residents 2 hours in the morning and 2 hours in the afternoon.</li> <li>• The residents are never alone unless they want to be.</li> </ul> <p><u>Relatives' comments</u></p> <ul style="list-style-type: none"> <li>• Relatives have commented that the residents interact with other residents and staff.</li> <li>• There are regular residents and relative's meetings but not all relatives attend.</li> <li>• Relatives have stated they can visit the home whenever they want.</li> </ul>
Staffing	<p><u>Manager comments</u></p> <ul style="list-style-type: none"> <li>• 11 care staff work at the home.</li> <li>• The ratio of staff to residents is 1:3. There is also 1 to 1 staff.</li> <li>• Agency/bank staff are used.</li> </ul> <p><u>Support workers comments</u></p> <ul style="list-style-type: none"> <li>• Both workers have received enough support to do their job.</li> <li>• Both workers have agreed that there is enough staff.</li> <li>• Both workers have stated that bank and agency staff.</li> <li>• One support worker has stated that there has not been a big turnover of staff.</li> <li>• one support workers have stated that there has been a big turnover of staff.</li> <li>• Staff meeting is held twice a month.</li> <li>• Both workers have clearly had their leave allowance explained.</li> <li>• Both workers are aware of the complaints and incidents procedure.</li> </ul> <p><u>Relatives' comments</u></p> <ul style="list-style-type: none"> <li>• Relatives have stated that the staff have the right skills for the job.</li> <li>• Staff provide the right support.</li> <li>• Staff are very patient, welcoming and good.</li> <li>• One relative has stated that the staff are still welcoming even when there has been a change in staff.</li> <li>• There are enough staff, and they are always available.</li> </ul>
Staff training	<p><u>Manager comments</u></p> <ul style="list-style-type: none"> <li>• All mandatory training has been done such as: First aid, moving and handling, medication trained, fire safety and Oliver Mc Gown training.</li> <li>• A whistleblowing policy is available, and staff are aware of this.</li> <li>• There is a Health and safety policy.</li> <li>• There have been no staff turnover in the past 6 months.</li> </ul>

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	<p><u>Support worker comments</u></p> <ul style="list-style-type: none"> <li>• Both workers have received a full induction and tour around the home and its facilities.</li> <li>• Both staff understand the core values of the home.</li> <li>• The other staff member has completed Fire Safety and other mandatory training within the first two weeks of starting. one staff did not due to Covid 19 but did complete it once Covid was over.</li> <li>• Both workers have not completed their Care Certificate yet.</li> <li>• Both workers have completed mandatory training such as: epilepsy, fire safety, Oliver McGown, first aid, medication, learning disabilities and food hygiene.</li> <li>• Both workers have access to all training material to do their job effectively.</li> <li>• one staff member has stated that they don't need any training right now but will ask if needed.</li> <li>• One staff member has stated that more training will be helpful to become better when working with the residents.</li> <li>• One staff member has stated that they have supervisions every 3 months and can request more if needed.</li> <li>• One staff member has stated that they have supervisions every 3 months.</li> </ul>
<p>Compliments/ Complaints/ Incidents</p>	<p><u>Manager comments</u></p> <ul style="list-style-type: none"> <li>• There is a complaint procedure available, and they are around the home accessible to residents, relatives and staff.</li> <li>• Residents know how to make a complaint.</li> <li>• Residents are informed about complaint procedure through meetings, notice boards but are guided.</li> <li>• There have been 3 incidents/accidents including 1 staff in the past 6 months.</li> </ul> <p><u>Support worker comments</u></p> <ul style="list-style-type: none"> <li>• Both staff are aware of the complaint procedures.</li> <li>• Both workers are aware of the whistleblowing policy.</li> </ul> <p><u>Relatives' comments</u></p> <ul style="list-style-type: none"> <li>• Relatives know what to do if they have a complaint by going to the manager.</li> </ul>
<p>Conclusions</p>	<p><u>Observations</u></p> <ul style="list-style-type: none"> <li>• Staff are courteous and friendly.</li> <li>• There is enough staff.</li> <li>• Residents are treated with dignity.</li> <li>• The home is clean and tidy.</li> <li>• Staff are respectful and friendly with the residents as well as visitors.</li> <li>• Visitors were offered drinks and food.</li> <li>• There is evidence of activities being available in the home such as board games.</li> </ul>

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Provider Response	
Signed by Healthwatch	 Nicole Bello
Dated	14/01/2025