



**Enter & View**

**Barchester Westgate**

**February 2022**

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## Enter and View – Virtual Visit Report

Name of Establishment	<b>Barchester Westgate</b> 178 Romford Rd, London E7 9HY
Staff Met During Visit	Hugo Rela - Interim Home Manger Theresa Zuwaradoka - Deputy Home Manager
Dates of Visit	Tuesday 15 <sup>th</sup> , Wednesday 16 <sup>th</sup> and Tuesday 22 <sup>nd</sup> February 2022
Healthwatch Authorised Representatives	Farheen Ambia Maria Olaribigbe
Healthwatch Volunteers	Fatima Sonko Esosa Edosomwan Tarsem Lola

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. In the wake of the covid-19 pandemic and omicron outbreaks, this E&amp;V visit was carried out remotely via zoom and was the first E&amp;V visit carried out by the Healthwatch Newham team since the start of the pandemic. 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. It was agreed that each cohort would consist of three interviews – making a total of nine interviews.</p> <p>Three questionnaires were prepared in discussion with the local authority – one aimed at care home staff, one for residents and a third for friends and family. The questionnaires were uploaded onto Survey Monkey – an online survey tool ensuring the questions could be accessed through a URL on a tablet or telephone. Survey responses were completed independently by the care home staff and the friends and family cohort. Some of the residents received assistance from care home staff to input their answers.</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. Healthwatch E&amp;V representatives carried out 9 semi-structured interviews to three set of participants – Residents, Relatives and Staff.</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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<p>General Information</p>	<ul style="list-style-type: none"> <li>• The home had 70 residents at the time of the visit with a capacity of 100 residents.</li> <li>• The home has three units, Ground floor: Dementia, Second floor: Nursing, Third floor: Complex conditions.</li> <li>• The home was reviewed in October 2021 and was graded ‘Good’.</li> <li>• On the day of our visits, we spoke with 2 members of the management team, 3 support workers, 3 residents and 3 relatives.</li> </ul>
<p>Care Planning</p>	<p><u>Manager comments</u></p> <ul style="list-style-type: none"> <li>• All residents have a care plan, which are reviewed monthly. 6 months with relatives, yearly with Clinical Commissioning Groups (CCG).</li> <li>• Each resident also 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, a social worker commissioned by the council can advocate and plan their care on their behalf.</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 Workers comments</u></p> <ul style="list-style-type: none"> <li>• Workers 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>• 2 out of 3 residents said they have a care plan, 1 were not sure.</li> <li>• 2 out of 3 residents agreed that they felt involved in planning their care, while 1 was unsure.</li> </ul> <p><u>Relatives comments</u></p> <ul style="list-style-type: none"> <li>• Care home involves relatives in care planning. If resident has a disability or condition that affects the mental ability, relative can plan on their behalf.</li> </ul>
<p>Safeguarding</p>	<p><u>Manager comments</u></p> <ul style="list-style-type: none"> <li>• Safeguarding concerns are recorded on an internal database and raised for internal discussion and investigation and are then raised with the safeguarding team.</li> <li>• Relative are also kept up to date with developments where there is a safeguarding concern relating to their relatives.</li> <li>• Residents are kept aware of safeguarding on a regular basis.</li> </ul> <p><u>Support Workers comments</u></p> <ul style="list-style-type: none"> <li>• Receives safeguarding training onsite by external organisation.</li> <li>• Extra safeguarding training is available in their e-learning.</li> <li>• 2 out of 3 completely agreed that they are trained for safeguarding, 1 mostly agreed.</li> <li>• 3 out of 3 workers said that there is no safeguarding concerns needing to be raised but knows how to raise one if a situation were to arise.</li> </ul>

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	<p><u>Residents comments</u></p> <ul style="list-style-type: none"> <li>• 1 out of 3 residents are informed on how to raise a safeguarding concern, the rest were unsure of what safeguarding is and don't know how to raise one.</li> </ul> <p><u>Relatives comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 relatives know what safeguarding is.</li> <li>• 3 out of 3 relatives expressed that there is no safeguarding concerns needing to be raised but knows how to raise one if a situation were to arise.</li> </ul>
<p>Management of Health and Wellbeing</p>	<p><u>Support Workers comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 workers agreed that they felt welcomed in the care home.</li> <li>• 3 out of 3 workers agreed that they receive enough support from the home and from management.</li> </ul> <p><u>Residents comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 residents agreed that they felt welcomed in the home.</li> <li>• 3 out of 3 residents agreed that staff respond appropriately when unwell.</li> <li>• There is access to GP services and experienced no difficulty. 1 resident said that a worker can accompany her if she asks them.</li> <li>• 1 resident agreed they have either been to a dentist, an optician or a chiroprapist, and the other 2 did not require any treatments from these primary care settings.</li> </ul> <p><u>Relatives comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 relatives agreed that their family member (resident) is receiving the support and care they need.</li> <li>• 3 out of 3 relatives agreed that the home gave their family member (resident) a warm welcome</li> </ul>
<p>Meals</p>	<p><u>Support Workers comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 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 also provided with texture modified foods, gluten free options and other diets as needed.</li> <li>• 2 out of 3 workers mentioned that some residents need a support work to assist them to eat their food.</li> <li>• Food menus are created centrally but have been adapted to meet local cultural needs.</li> <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>• 2 out of 3 residents said that they enjoy the meals at Westgate, 1 resident said they liked breakfast and lunch but dinner was lacking options.</li> <li>• 3 out of 3 residents agreed that the home takes into account of dietary and medical needs.</li> <li>• 1 resident said that there is halal option available but wish that Christmas meat</li> </ul>

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	<p>provided was halal so they could participate in celebrations.</p> <ul style="list-style-type: none"> <li>• 3 out of 3 residents are happy with the catering services.</li> <li>• 3 out of 3 residents said they are able to consume food and drinks independently.</li> <li>• 2 out of 3 residents prefer to dine on their own, one likes to dine with others in the dining area.</li> <li>• 3 out of 3 residents said that they welcome new options and a variety of meals.</li> </ul> <p><u>Relatives comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 relatives agreed that the home takes into account of the residents’ dietary needs (cultural and medical), and the consumption method.</li> <li>• 3 out of 3 relatives are happy with the food and drink options that are provided in the home.</li> </ul>
Premises and PPE	<p><u>Support Workers comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 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>• 3 out of 3 workers assured that they were double vaccinated and wear Personal Protective Equipment (PPE) at all times.</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>• 3 out of 3 residents agreed that cleanliness of the home was very good.</li> <li>• 3 out of 3 residents agreed that there was no bad smell.</li> <li>• 2 out of 3 residents agreed that workers wore PPE at all times, 1 disagreed.</li> </ul> <p><u>Relatives comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 relatives acknowledged that workers wore PPE, one elaborated that they take it very seriously.</li> <li>• 3 out of 3 relatives agreed that the care home is very tidy.</li> <li>• 3 out of 3 relatives agreed that there is no bad smell.</li> </ul> <p><u>Observations</u></p> <ul style="list-style-type: none"> <li>• Residents offered a guided tour and showed their bedroom through zoom call.</li> <li>• Bedroom is well decorated and personalised to the resident’s liking.</li> <li>• Worker offered team a virtual tour of the home, the premise looks clean.</li> <li>• Workers are visibly seen wearing PPE.</li> </ul>
Activities	<p><u>Manager comments</u></p> <ul style="list-style-type: none"> <li>• The home organises a number of activities for residents which are led by the Health and Welfare Officer. These include animal therapy, performers, dance sessions, quiz nights, group boardgames et cetera. There is also 1:1 therapy for those that are unable or unwilling to join group activities.</li> <li>• Where possible staff are available to support residents on activities taking place outside</li> </ul>

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	<p>the home, such as attending community library, the church or shopping in the high street.</p> <p><u>Support Workers comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 workers agreed that they spend time doing recreational activities with residents.</li> <li>• 3 out of 3 workers agreed that they can assist the resident in setting up the activity and providing the materials that they need.</li> <li>• 1 worker commented that 1:1 support workers has more time to spend with their assigned resident.</li> </ul> <p><u>Residents comments</u></p> <ul style="list-style-type: none"> <li>• 2 out of 3 residents use the recreational and therapeutic facilities. 1 said was not interested in the activities that were provided.</li> <li>• 1 out of 3 residents used the gym, 2 residents expressed disinterest in using the sport facility.</li> <li>• 3 out of 3 residents disagreed that they receive enough mental stimulation, further expressed that they felt bored in the past two years.</li> <li>• 3 out of 3 residents said that they would like more outside activities.</li> </ul> <p><u>Relatives comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 relatives agreed that the home provided enough recreational activities.</li> <li>• 2 out of 3 relatives agreed that the home offered enough physical activity, 1 relative suggested the home needs to offer more of a range.</li> </ul> <p>It was not possible to have a look at the calendar of events to corroborate the statements.</p>
Technology and Communication	<p><u>Manager Comments</u></p> <ul style="list-style-type: none"> <li>• Westgate can provide assistance to 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, supervision team can assist.</li> <li>• Due to covid restrictions and outbreaks, the physical visiting times has been limited.</li> </ul> <p><u>Support Workers comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 workers agreed that they offer technological assistance to resident.</li> <li>• 3 out of 3 workers confirmed that they are trained in setting up smart devices.</li> </ul> <p><u>Residents comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 residents confirmed they use technology for entertainment.</li> <li>• 3 out of 3 residents confirmed that they use technology to contact their loved ones.</li> <li>• 2 out of 3 residents know how to use smart devices, 1 resident is unsure.</li> <li>• 3 out of 3 residents agreed that the home assists them in setting up the technology and provides the support if required.</li> <li>• 3 out of 3 residents agreed that they are able to maintain smooth communication with their family and friends.</li> </ul>

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	<p><u>Relatives comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 relatives agreed that the home provides support in assisting residents with technology.</li> <li>• 3 out of 3 relatives agreed that they are able to maintain smooth communication with the resident family member.</li> <li>• 2 relatives said that visiting times has been limited due to covid, but the home helped to set up zoom meetings to speak with their family member (resident).</li> </ul>
Staffing	<p><u>Manager comments</u></p> <ul style="list-style-type: none"> <li>• The home has 100 staff (including bank staff).</li> <li>• On the day of the visit there were 89 staff on duty. Of these 89, there were 45 on the day shift (22 are support workers) and 12 for the night shift.</li> <li>• This gives an average of 2 to 3 residents per staff during the day and 6 residents per staff at night.</li> </ul> <p><u>Support Workers comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 workers agreed they received adequate support to do their job.</li> <li>• 1 worker said that there was a turnover over of staff within the organisation mainly due to covid and stress.</li> <li>• 3 out of 3 workers agreed the home had enough workers on duty.</li> <li>• 3 out of 3 workers agreed that they are aware of the residents’ personal backgrounds, their identity, medical history and is able to accommodate their beliefs and cultural practices.</li> </ul> <p><u>Residents comments</u></p> <ul style="list-style-type: none"> <li>• 2 out of 3 residents agreed that workers had the right skills for the job.</li> <li>• 3 out of 3 residents agreed that workers delivered appropriate care.</li> <li>• 3 out of 3 residents agreed that workers are kind and respectful to them.</li> <li>• 3 out of 3 residents agreed that they had the opportunity to discuss their personal background and life history.</li> <li>• 3 out of 3 residents agreed that the home is aware of their personal background, their identity, medical history and is able to accommodate their beliefs and cultural practices.</li> </ul> <p><u>Relatives comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 relatives agreed that there is enough staff on duty.</li> <li>• 3 out of 3 relatives agreed that workers had the right skills for the job.</li> <li>• 3 out of 3 relatives agreed that workers delivered appropriate care to residents.</li> <li>• 3 out of 3 relatives agreed that workers are kind and respectful to them.</li> <li>• 3 out of 3 relatives agreed that workers are kind and respectful to residents.</li> <li>• 3 out of 3 relatives agreed that the home is aware of their family member’s (resident) personal background, medical history, their identity, and is able to accommodate their beliefs and cultural practices.</li> </ul>
Staff Training	<p><u>Manager comments</u></p> <ul style="list-style-type: none"> <li>• New starters have to complete 18 mandatory training courses when they first join the</li> </ul>

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	<p>care home. These include Infection Control, Health and Safety, Nutrition and are completed online in the care home’s office.</p> <ul style="list-style-type: none"> <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> <li>• Head office monitors e-learning performance and can inform management if a worker is behind on their modules.</li> </ul> <p><u>Support Workers comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 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>• Staff had to be prompted by E&amp;V representatives before they mentioned safeguarding as a training.</li> <li>• 3 out of 3 workers agreed that all the training they had received was relevant and useful in performing their various roles within the organisation.</li> </ul>
<p>Compliments/ Complaints/ Incidents</p>	<p><u>Manager 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 Barchester Westgate.</li> <li>• On Fridays, relatives/friends can drop in to share their concerns or complaints with the manager.</li> <li>• Staff has the option to make complaints on My Manger in staff e-portal.</li> <li>• Staff has the option to share a complaint or raise an issue anonymously via whistle blow telephone line or CQC.</li> </ul> <p><u>Support Workers comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 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>• 2 out of 3 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>• 2 residents were aware of the complaints and compliments procedure, 1 resident did</li> </ul>

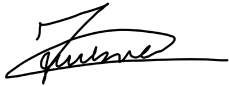


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	<p>not know about it.</p> <p><u>Relatives comments</u></p> <ul style="list-style-type: none"> <li>• 3 out of 3 relatives are aware of the complaints and compliments procedure.</li> </ul>
<p>Conclusions</p>	<p><b>We noted the following points about the home:</b></p> <ul style="list-style-type: none"> <li>• Good positive relationships between staff and residents.</li> <li>• As part of the WOW project, facilities in Westgate are being renovated, this includes increasing the capacity of the home and creating new amenities for residents.</li> <li>• There are lots of training opportunities available to staff to support their learning and development within their role.</li> <li>• Staff is fully trained in understanding safeguarding and is able to raise concern if need be.</li> <li>• We were pleased to see the care home staff wearing regulatory PPE.</li> <li>• Staff, residents and relatives 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> <li>• Residents expressed a lack of mental stimulation during lockdown.</li> </ul>
<p>Recommendations</p>	<p><b>Based on our visit we recommend the following:</b></p> <ol style="list-style-type: none"> <li>1. We welcome the home’s effort 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 is 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. We recognise that the pandemic has put a halt to outdoor recreational activities; once restrictions are lifted, we encourage the home to expand opportunities for residents to go outside, such as by organising day trips.</li> <li>4. Continue to provide more regular and in-depth safeguarding training to all staff so ensure a clear understanding of the subject, are aware of its importance and enable staff to respond appropriately to any concerns raised.</li> <li>5. Provide information about safeguarding to residents and promote awareness.</li> <li>6. Continue ensuring that staff wear appropriate PPE in line with government guidance.</li> </ol>
<p>Provider Response</p>	<p><b>Provider would like to share the following comments:</b></p> <ol style="list-style-type: none"> <li>1. It is part of Barchester’s values that all homes should be places where people are comfortable to approach management and express concerns or report any situations whilst giving people the reassurance they need. This applies not just to our staff team but also to our residents and relatives. To ascertain this, we periodically offer staff the opportunity to anonymously feedback on different aspects of their work such as training opportunities, management approachability, amongst other points that would indicate to us their general satisfaction with the home. Safeguarding training is</li> </ol>

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	<p>provided from the point of induction and refreshers are scheduled yearly at a minimum or more regularly if there is an identified additional need within the team.</p> <ol style="list-style-type: none"> <li>2. Safeguarding is regularly discussed on daily meetings and staff are given the forum to raise these concerns as well as being involved on how to proactively mitigate risks for our residents.</li> <li>3. It remains part of our culture of care that residents remain as independent as possible and as a result there is a growing investment on our part to maintain our resident's life skills as well as providing an activities program that is stimulating and looks at people holistically. When residents display more reluctance to part take in our activities we aim to offer different alternatives that may be appealing to them and our team is generally successful in engaging these residents due to the relationships and bonds formed between the residents, relatives and our team.</li> <li>4. During the pandemic lockdowns reduced the ability for residents to engage with their community. There were also times where an outbreak took place where the advice from Public Health England was to limit these opportunities in an effort to contain a potential spread of Coronavirus and as a result protect the health of our residents. As the guidance changed throughout the pandemic so has our visiting policy and our ability to plan for outings. Residents that had regular ties to the community such as attending the gym have now resumed this and we are now planning able to plan activities in the community.</li> <li>5. At Westgate we continuously review the relevant guidance upon publication and ensure to follow this accordingly in order to maintain the safety of the residents, relatives and the staff. If changes are implemented we ensure these are cascaded throughout the team and that residents and relatives are supported to understand those changes so they remain confident in our care.</li> </ol>
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Signed by Healthwatch	 <b>Farheen Ambia - Project Lead &amp; Engagement Officer</b>
Dated	30/05/2022