



Enter & View

Look Ahead

June 2024

Enter and View – Visit Report

Name of Establishment	Look Ahead 127 Stratford Road, London, E13 0JN
Staff Met During Visit	Angel Kolcooho – Manager Fareedah Nkinzi – Support Worker Tolani Alade – Behaviouralist Support Worker Gift – Support Worker Bayagborf Hope – Specialist Behaviouralist Support Worker
Dates of Visit	14 th June 2024
Healthwatch Authorised Representatives	Nicole Bello
Healthwatch Volunteers	Richard

Introduction and Methodology	<p>This was an announced Enter and View (E&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. 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 staff, one for managers and a third for residents, relative’s carers and friends. The questionnaires were handed out. Survey responses were completed independently by the staff and residents. 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&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: www.healthwatchnewham.co.uk</p> <p>DISCLAIMER: <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"> The home had 3 residents at the time of the visit with a capacity of 3 residents. On the day of the visit, we spoke with the manager and 4 support workers and 2 residents.
<p>Care Planning</p>	<p><u>Manager comments</u></p> <ul style="list-style-type: none"> All residents have a care plan which are reviewed every 6 months. The residents and families decide the care plan. Each plan is person centred with DBS training. Staff find out about a resident’s needs through keyworker sessions. <p><u>Support workers Comments</u></p> <ul style="list-style-type: none"> Support Workers agreed that they know how to support the residents. <p><u>Resident’s comments</u></p> <ul style="list-style-type: none"> Both residents are aware that they have a care plan. Both residents are involved in their plan and have a copy of it.
<p>Safeguarding</p>	<p><u>Manager comments</u></p> <ul style="list-style-type: none"> Residents are aware of safeguarding. Relatives are aware of safeguarding. Staff are aware of safeguarding. <p><u>Support workers comments</u></p> <ul style="list-style-type: none"> All support workers understand what safeguarding is. Both staff have said yes to needing more safeguarding training. Both staff have said no to needing more safeguarding training. All workers are aware of what to do when a resident is being mistreated. All staff members have commented that they are not sure if the residents understand what safeguarding is as they are non-verbal. 1 worker has commented that the resident understands what safeguarding is. <p><u>Residents’ comments</u></p> <ul style="list-style-type: none"> The residents have not commented on anything regarding safeguarding.
<p>Management of Health and Wellbeing</p>	<p><u>Manager comments</u></p> <ul style="list-style-type: none"> Residents are given support to keep in touch with family and friends. The staff have plenty of time to speak to residents.

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	<ul style="list-style-type: none"> • Residents are given opportunities to go out of the home for leisure. • Residents have opportunities to exercise. • Residents are allowed to smoke. • The medication is managed by the pharmacy • Residents have the right to refuse medication, but management needs to be notified. • There are out of hour GP contacts available. • Surveys and feedback sessions are used to monitor the resident’s satisfaction. <p><u>Support workers comments</u></p> <ul style="list-style-type: none"> • All workers have stated that they felt welcomed when they started working here. • All workers have stated that they get enough support to do their job. • One staff has stated that there should be a designated resting area for the staff. • Two staff have stated that they would recommend this home to a friend/relative who needed care. <p><u>Resident’s comments</u></p> <ul style="list-style-type: none"> • Both residents have access to GP services and receives medication. • Both residents have regular exercise in dancing. • Both residents have stated that the home is clean, and they are able to personalise their room as well as share their life story to the staff and other residents.
Meals	<p><u>Manager comments</u></p> <ul style="list-style-type: none"> • Residents do their own shopping and have their own meals. <p><u>Support workers comments</u></p> <ul style="list-style-type: none"> • All workers have stated that there are enough staff for mealtimes. • Drinks are offered to residents whenever they want. • Staff often ensure that residents are constantly drinking water by encouraging them and are recorded down. <p><u>Residents’ comments</u></p> <ul style="list-style-type: none"> • Both residents are involved in their food/ meal preferences. • Staff assist with food when needed. • Both residents stated that they can have hot or cold water whenever they want. • 1 out of 2 residents has stated that they can eat in their room when they want to.
Activities	<p><u>Manager comments</u></p> <ul style="list-style-type: none"> • There is currently no activities officer.

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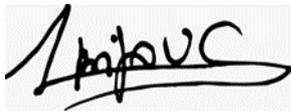
	<ul style="list-style-type: none"> • Residents can choose what activities they would like to do. • Staff encourage different activities to do but the residents can refuse. • Residents are allowed to sit outside. • There are currently no gardening opportunities. <p><u>Support worker comments</u></p> <ul style="list-style-type: none"> • All the staff engage with the residents by talking to them. • All the staff get involved in activities with the residents such as taking walks in the park. <p><u>Residents' comments</u></p> <ul style="list-style-type: none"> • One resident commented that they can do activities in their room. • Both residents have stated that they have access to technology. • Both residents have stated that they do dancing as a form of exercise. • One resident also takes walks and goes shopping as a form of exercise.
Technology and communication	<p><u>Manager comments</u></p> <ul style="list-style-type: none"> • Residents are given support to keep in touch with family and friends. • Staff have time to chat with the residents. • There is internet access in communal areas. <p><u>Support worker comments</u></p> <ul style="list-style-type: none"> • All staff have time to speak with the residents. <p><u>Resident's comments</u></p> <ul style="list-style-type: none"> • Both residents have access to technology. • Staff help the residents stay in touch with family and friends by phone calls.
Staffing	<p><u>Manager comments</u></p> <ul style="list-style-type: none"> • There are currently 6 care workers employed. • The ratio of staff to residents is 2:1. • Bank staff have been used from Look Ahead. • The staffing levels are 24/7. <p><u>Support workers comments</u></p> <ul style="list-style-type: none"> • All staff have received enough support to do their job. • All staff have agreed that there is enough staff including bank and agency staff. • one support worker has stated that there has not been a big turnover of staff. • Two support workers have stated that there has been a big turnover of staff. • Staff meeting is held twice a month. • All staff have clearly had their leave allowance explained. • All staff are aware of the complaints and incidents procedure.

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	<p><u>Residents' comments</u></p> <ul style="list-style-type: none"> • One resident has stated that there is enough staff.
Staff training	<p><u>Manager comments</u></p> <ul style="list-style-type: none"> • All mandatory training has been done. • Specialists training is offered. • A whistleblowing policy is available, and staff are aware of this. • Staff are ensured to gain appropriate skills and qualifications through strict recruitment criteria. • Staff can speak to the manager or have a break if they are having a difficult day. • There is a Health and safety policy. <p><u>Support worker comments</u></p> <ul style="list-style-type: none"> • All staff have received a full induction and tour around the home and its facilities. • All staff understand the core values of the home. • All staff have completed Fire Safety and other mandatory training within the first two weeks of starting. • All staff have completed a Care Certificate as part of their induction. • In the last year, staff have had training in health and safety, whistleblowing, gas safety, personal safety, water safety, domestic abuse, fraud prevention, fire safety and data handling. • All staff have access to all training material to do their job effectively. • Staff have stated that there are trainings that would be helpful to them, such as leadership. • One staff has stated that they have supervisions every 6 months.
Compliments/ Complaints/ Incidents	<p><u>Manager comments</u></p> <ul style="list-style-type: none"> • There is a complaint procedure available that is accessible to residents, relatives and staff. • Residents know how to make a complaint. • Support workers explain the procedure to residents on how to make a complaint. • There have been less than 3 incidents/accidents in the past 6 months. <p><u>Support worker comments</u></p> <ul style="list-style-type: none"> • All staff are aware of the complaint procedures. • Staff are aware of the whistleblowing policy. <p><u>Resident's comments</u></p> <ul style="list-style-type: none"> • One resident has stated that they have never had a complaint.
Conclusions	<p><u>Observations</u></p> <ul style="list-style-type: none"> • Staff are courteous and friendly to residents and to each other.

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	<ul style="list-style-type: none">• Residents are treated with dignity.• Staff are respectful and friendly with the residents as they carry out care and support tasks.• Communal rooms are set up appropriately.• There is evidence of social, leisure, exercise and other activities being available on and off site.• The premise is tidy.
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Organisation Feedback	
Signed by Healthwatch	 Nicole Bello
Dated	14/06/2024