



Healthwatch Central West London

**Dignity Champions Visit
Chamberlain House Dementia
Resource Centre**

October 2018

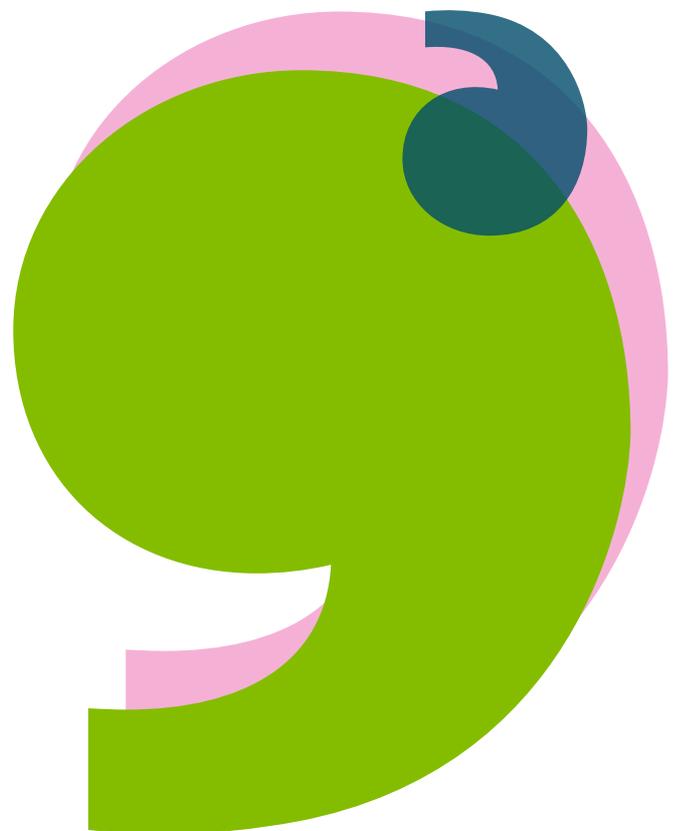


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1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	Exmoor St, London W10 6BA
Service Provider	RBKC
Date and Time	8 th October 2018, 11AM - 3PM 11 th February 2019, 12PM - 2PM
Authorised Representatives	Zivile Adulcikaite, Aliko Myrianidi, Tania Kerno, Gaenor Holland-Williams
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1.2 Acknowledgements

Healthwatch Central West London would like to thank the Chamberlain House, patients, and staff members for their contribution toward the Enter and View programme.

1.3 Disclaimer

Please note that this report relates to findings observed on the specific dates and times set out above. The Enter and View report is not a representative portrayal of the experiences of all service users and staff. It is only an account of what was observed and contributed through interviews at the restricted time of Healthwatch Central West London representatives' visits.



2 Executive Summary

Healthwatch Central West London (Healthwatch CWL) champions for better standards of care in health and social care services. Its team of Dignity Champions are volunteers recruited from the local community who work to improve standards of dignity in health and social care services. This report presents the findings of the Dignity Champions' Enter and View visit to Chamberlain House. The Dementia Resource Day Centre is situated in the Royal borough of Kensington and Chelsea and is run by the council.

The Enter and View visit to Chamberlain House was conducted as part of Healthwatch CWL's ongoing work on access to and provision of health and social care services in West London. Healthwatch CWL carried out the Enter and View visit to get a better understanding of the service provision.

3 What is Enter and View?

Healthwatch Central West London (Healthwatch CWL) works to ensure local people's voices count when it comes to shaping and improving local health and care services across the London Borough of Hammersmith and Fulham, the Royal Borough of Kensington and Chelsea and the City of Westminster.

Under Section 186 of the Health and Social Care Act 2012 Healthwatch has a statutory power to 'Enter and View' places that provide publicly funded Health and Social care services¹. This may be unannounced or through prior arrangement to view and assess a service.

Enter and View visits can be scheduled if people tell Healthwatch CWL there is a problem with a service or equally if the services have a good reputation - to learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Enter and View visits can be carried out if one, or a combination of the factors are identified by Healthwatch CWL:

1. As a contribution to a Healthwatch CWL programme work;

¹ Apart from Children's Social Services



2. As a consequence of service user, or public feedback;
3. As a strategy to explore good practice;
4. As a method for checking the responses of a service following an earlier Enter and View visit;
5. As a response to a request or recommendation by a professional from the health or social care who has involvement in the commissioning, contracting or regulation of that service.

The Healthwatch CWL authorised representatives who carry out Enter and View visits are a group of volunteers referred to as ‘Dignity Champions’. They receive training on the Care Act 2014 and the duties and implications in the provision of care around respect and dignity, safeguarding vulnerable adults and health and safety. All the Dignity Champions have a current enhanced Disclosure and Barring Service (DBS) certificate.

When carrying out Enter and View visits, the Dignity Champions follow the 10 standards set out in the Department of Health’s ‘Dignity Challenge’:

1. Have a zero tolerance of all forms of abuse
2. Support people with the same respect you would want for yourself or a member of your family
3. Treat each person as an individual by offering a personalised service
4. Enable people to maintain the maximum possible level of independence, choice and control
5. Listen and support people to express their needs and wants
6. Respect people’s right to privacy
7. Ensure people feel able to complain without fear of retribution
8. Engage with family members and carers as care partners
9. Assist people to maintain confidence and positive self-esteem
10. Act to alleviate people’s loneliness and isolation

Also, when visiting care homes, the Healthwatch Representatives check whether the assessed place delivers the service in accordance to the Independent Age 8 Care Home Quality Indicators²:

1. Have strong, visible management
2. Have staff with time and skills to do their jobs
3. Have good knowledge of each individual resident and how their needs may be changing
4. Offer a varied programme of activities
5. Offer quality, choice and flexibility around food and mealtimes
6. Ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists
7. Accommodate residents’ personal, cultural and lifestyle needs
8. Be an open environment where feedback is actively sought and used

² <https://www.independentage.org/policy-and-research/our-8-care-home-quality-indicators>

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.

3.1 Purpose of Visit

All Enter and View visits must have a clear purpose identified by Healthwatch CWL to ensure effective evidence gathering and reporting. The purpose of this visit was to assess the quality of the residents' experience against the Department of Health's Dignity Standards.

3.2 Strategic drivers

Healthwatch Central West London (HCWL) delivers an enhanced Enter and View programme every year. Several care homes and Centres have been selected to be visited as part of this programme in accordance with information received from the local public, service users, carers and monitoring authorities.

3.3 Methodology

The team of Healthwatch CWL Dignity Champions collected data using the following methods:

- The announced visits were set up to be carried out on Monday, 8th October and 11th February 2019.
- An introductory letter was sent to the Chamberlain House Manager.
- A meeting was arranged with the Manager.
- During the meeting a member of Healthwatch staff and the Manager discussed the Enter and View visits.
- An observation check-list was devised to help the Dignity Champions to record their observations of the environment of the Dementia Resource Centre.
- Three different questionnaires were developed for people using the service, visitors and the staff team.
- The Healthwatch CWL representatives talked to people using the service and the Dementia Resource Centre staff who were willing to share their opinion. It was made clear that they could end the interview at any time.
- The Dignity Champions chatted to a few service users during the lunch. The majority of people using the service could not let the Dignity Champions know what they thought about Chamberlain House because their ability to process information had been affected by their dementia.
- The Healthwatch team spoke to four members of staff.
- Unfortunately, none of the family members or carers were present at the time of the visit and the Dignity Champions did not have a chance to find out what they thought about the Centre.



3.4 Summary of findings

During our second visit on 11th February we found that environmental improvements had been made since our first visit on 8th October 2018 which Dignity Champions found very positive. There were a few issues, such as signage did not have any pictorial representation. In terms of Health and Safety our findings show that Chamberlain House is in a very good condition with a few required improvements. The quality of food looked good and people seemed to enjoy it. Care was also not an issue as members of staff were caring and kind. All people had risk management plans in place. There appeared to be a broad offer of activities provided for individuals. Both times when Dignity Champions visited Chamberlain House, people seemed to enjoy the activities. Generally, Dignity Champions left with a very good impression. Members of staff seemed to do the best they could with the resources they have. A member of staff told us that they would like members of the council to visit them and see what they are doing.

4 Results of visit

4.1 Background

Chamberlain House is a Dementia Resource Day Centre that provides personal and individualised care for people with various disabilities, the majority with complex needs who are over 65 and live in the Royal Borough of Kensington and Chelsea (RBKC). The Centre is located in St Charles' Centre for Health and Wellbeing and is run by the RBKC Council.

Individuals can be referred by anyone though the referral must go via a social worker or mental health team psychiatrist to use the service. The manager told the Dignity Champions that up to 20 people per day were using the service in total. However, the number of people attending the Centre varies from time to time depending on the day as each individual and or their carer can decide how to manage their personal budget and time they spend at the Centre. Access to the service is funded through people's personal budgets or self-funded through individual contributions. Transport cost is an additional to centre cost and such need is assessed during referral.

On regular basis, 5/6 members of staff could be providing care for to up to 20 the Centre visitors. The service is expected to have a staff to people using the service ratio 1:5. One-to-one support, although not initially a service, is now provided due to the complex needs of some of the service users.

4.2 Environment

At the time of the Enter and View visits at Chamberlain House, Healthwatch CWL Dignity Champions made observations about the environment of the Centre. Some points were raised and discussed with the Manager.

- The Reception desk was situated across the entrance and a member of staff was present throughout the visit
- The Healthwatch Representatives thought that the entrance hall to the Centre was warm and inviting. The hall was decorated with the art made by service users and pictures from activities.
- The entrance hall had a fish tank that the Dignity Champions thought gave a home touch to the Centre. At the time of the visit, one of the people using the service reminded the staff that it was time to feed fishes. A member of staff explained to the Healthwatch Representatives that the individual enjoyed looking after fishes and would always remind the team to feed them.
- On the day of the first visit, mostly people gathered at the dining hall. This is spacious, well-lit and in a good maintenance. The radio was playing on in the background.



- On the day of the second visit, when Dignity Champions arrived a Tai Chi activity was in progress. During that time 6 out of 8 people were taking part and seemed to be enjoying it. At least one member of staff was present at all times. The Tai-Chi activity is carried out by an external instructor.
- People using the service can access the backyard garden and their own vegetable allotment across from the centre. The garden was well kept and tidy.
- Dignity Champions felt that it was not clear if the outside bell is ringing or not as it does not make any noise when rung from the outside. Staff advised that the bell can be heard inside the centre.

4.3 Accessibility and Health and Safety

Throughout both Enter and View visits, the Healthwatch Representatives looked at whether the service was accessible and followed good health and safety practices:

- The Dignity Champions noted that the Centre was accessible to people with mobility difficulties. The Centre has a standard passenger lift and a wheelchair accessible lift. There are handrails fitted to walls in the hallways.
- All the toilets were accessible and had emergency pull strings fitted to the ceiling.
- The entry to and from the Centre premises was restricted. Every visitor must sign in and out before entering and leaving the Centre. At the time of the visit, the Dignity Champions were asked to sign in and sign out.
- Alarm call bells were accessible across Chamberlain House. In case of emergency, the service can receive the support from the team at St Charles Wellbeing Centre as the alarm system is integrated to the central alarm system.
- The Dignity Champions had no concerns about the hygiene and cleanliness of the Centre. They did not notice any issues around odour control either.
- The hand sanitizer pumps were placed in several places across the Centre.
- Overall, the Centre looked to be a secure place, but the Dignity Champions had some concerns about the safety of people using the service:
 - Cupboards and store rooms were neat and tidy. However, they were kept unlocked and the Dignity Champions thought that this could cause a potential hazard.
 - On the first visit, the doors to the main kitchen were left unlocked and anyone could enter it. There was a hot water dispenser and kitchen hobs unsupervised use might lead to people burning themselves.
 - On the second visit, the doors to the main kitchen were locked and access was not permitted. Dignity Champions felt that this was an improvement.
 - During the first visit, the music room was very cluttered and did not have much space to move around. A coffee table with a massive glass



vase was placed in the middle of the room and it was easy to bump to. However, during the second visit this was not the case. The music room was less cluttered. The coffee table was no longer in the middle of the room but in the corner, which Dignity Champions felt was an improvement as it gave more space to move around.

- Also, one of the Dignity Champions tripped on a weight and height measuring machine placed next to the door in the music room.
- All service users, who are able, are permitted and encouraged to mobilise within the centre during their stay)However, on our first visit, in one instance the Dignity Champion found themselves left in the reception area an entrance hall with one individual using the service who displayed quite an challengingbehavior. The individual made a threatening gesture. Another individual using the service mentioned that they were very scared of the same person due to their challenging behavior. On the second visit the same person was always with one of the members of staff. The Staff told us that during the week the individual with the challenging behavior is sometimes 1 to 1 with the manager.
- All other safety measures were in place. All fire exits were clearly marked, and fire extinguishers and blankets were on site.

4.4 Care

As part of the Enter and View visits, the Dignity Champions looked for signs that people were receiving person centered care and the service was promoting patients' dignity and choice:

- The Healthwatch Representatives observed the care team at Chamberlain House treating people in a caring, kind and respectful way.
- All members of the care team demonstrated open body language, inviting people to approach them. The people using the service seemed to be comfortable with the staff.
- The Dignity Champions thought that all members of staff on the shift had a good understanding of the people they were supporting. The team spoke with residents in a respectful manner and asked whether people needed anything and listened to them.
- The Healthwatch team were pleased to see that people's choices were respected. During the lunch one individual wanted to wear the same apron as a member of staff was wearing and they were given one.
- Every individual who comes to the Centre has a risk management assessment and plan produced.



4.5 Food

At the time of the Enter and View visit Healthwatch team had a chance to observe people being served lunch:

- The food is brought to the Centre by an external provider and caters for a wide range of dietary requirements.
- The Dignity Champions also were told that the service works with other professionals and use Malnutrition Universal Screening Tool (MUST) to ensure people follow their nutrition plans.
- The manager told the Healthwatch Representatives that people choose their food a week in advance. If people forget what they ordered a week ago and do not want the food they ordered, they can only have what was ordered unless food from the other choice of the day was available because meals are not cooked on the premises.
- The Healthwatch Representatives thought that the overall presentation of the meal served for lunch was good. The food looked hot enough. Staff informed us that the food temperature is taken to ensure the correct reading (63c or above) before the food is served.
- Staff members cut the food beforehand for people who find it difficult to do it by themselves.
- The care team members serving the food wore aprons and gloves.
- The Dignity Champions did not see whether people using the service were able to wash their hands before the meal.
- People were provided with proper cutlery and paper napkins.
- Salt and pepper shakers and tomato sauce were placed on each table.
- A choice of orange or redcurrant cordial was given to people at lunch. Water was not provided during lunch and the Dignity Champions asked a member of the staff team to bring some jugs with water.
- The staff walked around the dining area sensitively checking whether people wanted something else and whether they were eating their meals.
- Most people did not like the rice pudding offered for the desert. The members of the staff offered ice-cream or fruit as alternatives.
- Overall, people using the service seemed to be enjoying the food. Only one individual did not have her lunch. The staff team explained, that despite their encouragement, the lady rarely had something to eat. She sometimes asks for a cup of hot chocolate and a biscuit that the team happily provides.

4.6 Activities and Leisure Time

The Dignity Champions took note of what activities were available to the patients and what else was available during their leisure time:

- At the time of the visit the Dignity Champions observed two activities taking place.



- There was Tai Chi in the morning. People told the Healthwatch team that they enjoyed the activity.
- After lunch, a band from the Royal Albert Hall came to play some music. People were given song books. Except for one person, everyone else joined the band in singing.
- The Centre organises a range of activities for people to take part in. Each week the activities differ. However, staff members mentioned that often activities are hit-or-miss. Sometimes people get very involved. At other times, they just sit back and observe.
- The staff team told the Dignity Champions that outings were very popular among people using the service. The team tries to personalise outings according to peoples likes. For example, an individual who loves cricket was recently taken to Lords Cricket Ground.
- Shopping trips are also popular.
- Chamberlain House works with various external professionals who come to entertain people using the service.
- The Centre has connections with a local school. From time to time, school children come to the Centre, sometimes people using the service visit the school. A member of staff mentioned that people enjoy spending time with children and they wished that those activities happened more often.
- People using the service are encouraged to do some gardening in the back garden. Recently the Centre has raised the vegetable beds to make it easier for people to attend to them.
- The ADL kitchen is sometimes used for cooking workshops organized for people using the service.
- There was a selection of books available for people to read in the music room.
- Some children's therapy toys were placed in a basket in the dining room.

4.7 What Did People Say

The majority of people using the service could not let the Dignity Champions know what they thought about Chamberlain House because their ability to process information had been affected by their dementia. However, the Healthwatch team chatted with few people:

- People said they enjoyed coming to the Centre. People said that liked the Centre because:
 - “[at Chamberlain House] you can forget yourself and relax”
 - “it adds to what I can do”
- People said that they liked the team working at the Centre and they felt that the team listened to them.



5 Additional findings

Healthwatch representatives talked to three members of the Chamberlain House team to find out what they thought about the services they were delivering:

- All three members said they enjoyed working at Chamberlain House:
 - “It is part of my life, I have one life here and one life at home”
- Staff said that every day was very different - sometimes it is quiet and sometimes more hectic and difficult. The team faces challenging moments, however, “people make it worthwhile”.
- The team emphasised that promoting people’s dignity and individualised care was the core aspect of the service they offered.
- Members of the team thought that people enjoyed coming to the centre. They mentioned that some people ask: “Can we come again?”. However, the team also said that some people “can’t wait to get home”.
- The members of staff said they felt supported by the team. Everyone works together to support each other. However, sometimes they would like to have more people working on a shift.
- The team said they received a lot of training. However, one member of the staff mentioned that they would like to be offered computer literacy classes, so they could feel more comfortable in filling in care plans.



6 Recommendations

6.1 Healthwatch CWL Recommendations

By listening to people and recording their experiences, Healthwatch CWL has formulated some recommendations designed to help the HHUCC management to improve service users experience.

Based on the Enter and View visit to Chamberlain House, Healthwatch CWL has the following recommendations:

Environment

- Service provider should add some form of indication that the outside bell is ringing, so people can tell that it is ringing.
- Service provider should keep all cupboards and store rooms locked at all times.

Food

- Service Provider should consider providing water during lunch to service users.

Training

- Service provider should consider providing computer literacy training to members of staff.

6.2 Service Provider comments

Area of improvement	HealthwatchCWL recommendation	Provider comment and action
Environment	Service provider should have some kind of indication that the outside bell is ringing	Service provider acknowledged the importance of this recommendation and



	so that staff and patients are aware.	they are reviewing the best course of action to address it.
	Service provider should ensure all cupboards and store rooms are locked and secure at all times.	The one store room that was unlocked during your visit will now be locked at all times and the main kitchen door will continue to be locked avoiding access to cupboards.
Food	Drinking water should be available to service users during lunch hours.	RBKC acknowledged the importance of this recommendation and are reviewing the best course of action to address it.
Training	Service provider should consider provide computer literacy training to members of staff.	All members of staff are encouraged and have completed Online training and attended in-house class room training when needed. Discussions with the member of staff this may relate to have taken place in their supervision sessions that they would seek either in-house training or off-site training. Follow up discussion with staff member is that she attempted to join an external course and found that there were was nothing suitable near to her home and she has not continued



		<p>to pursue the matter. We have reassured the staff member that, if necessary, we will support application for financial backing from the Council. We currently await feedback from this member of staff so that can move this forward.</p>
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