



## Enter and View Report

Catholic Care - supported living service in Keighley

28<sup>th</sup> November 2013

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### What is Enter and View?

- Healthwatch volunteers can carry out visits to health and social care services. Any service that gets public money like hospitals, care homes, dentists and GPs, can be visited.
  - Enter and View visits can happen if someone says that there is a problem with a service. Visits can also happen when someone says a service is really good so the way they work can be shared with other services.
  - Members of the public can volunteer to carry out Enter and View visits on behalf of Healthwatch. They receive training to deal with sensitive situations and confidential information. They are also checked by the Disclosure and Barring Service and approved by the organisation.
  - After the visit Enter and View volunteers write a report to tell everybody what they think about the service. They also make recommendations to make services better.
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### Disclaimer

Our report relates to this specific visit to the service, at a particular point in time, and is not representative of all service users, only those who contributed.

This report is written by volunteer Enter and View authorised representatives who carried out the visit on behalf of Healthwatch Bradford and District.

## **Enter and View Visit Report**

<b>Date:</b>	28 <sup>th</sup> November 2013
<b>Enter and View Volunteers:</b>	Tim Pickles and Katie Matthews supported by Hanna Bennett
<b>Healthwatch Staff:</b>	Marcella Celli
<b>Service visited:</b>	Catholic Care supported living service in Keighley
<b>Catholic Care staff:</b>	Kathy Snell (Manager) and Gillian Powel (Support Worker)

### **Why Healthwatch volunteers visited this service?**

Healthwatch Bradford and District now has four Enter and View volunteers with a learning disability. The newly trained volunteers wanted to carry out a visit to a good service supporting people with a learning disability.

The volunteers decided the Enter and View visit should be about “independence” and prepared questions about choices and control about one’s life. They met with three people who are supported to live independently by Catholic Care to ask them questions and listen to their experiences. The meeting took place in the lounge of the property where these three people (tenants) live. The conversation between Enter and View volunteers and the tenants was recorded with their approval. The feedback was drafted by Healthwatch staff and approved by the Enter and View volunteers.

### **Supported living service in Keighley**

The property visited by the Healthwatch volunteers is a supported living service on the outskirts of Keighley, managed by Catholic Care. The staff support three young adults (mixed male and female) with a learning disability to live independently in private accommodation. Catholic Care offer individualised support packages covering a range of needs. They provide a 24hr on call support service. However at present the tenants are involved in various day activities and/or work commitments so this is not necessary.

## What did the people using the service say?

- All 3 tenants have their own key. They can choose what they want to do, where they want to go and make plans with staff. They are usually accompanied by a member of staff when they go out.
- Staff cook meals for tenants but tenants help themselves to breakfast and make their own sandwiches. Tenants plan menus and make shopping lists with staff. Tenants take responsibility for tidying and cleaning up after meals/themselves.
- Tenants take responsibility for their own laundry. There is a rota, each tenant has his/her own laundry basket in their bedroom and wash their own clothes once a week.
- There is a TV in the lounge where tenants and staff can watch it together. However each tenant also has a TV in their own bedroom so that they can choose what to watch.
- The tenants' bedroom doors don't have a lock. This decision was made together with the tenants when they moved in. Tenants are happy with this as they feel their privacy is respected. No one enters a tenant's room without their permission.
- All tenants have their own bank card. 2 tenants hold onto their own cards and receive minimal support when they need to use it. The third tenant needs more support so their card is kept safe by the staff. When tenants need to take cash out, they can go to the cash machine with a member of staff. Tenants have access to cash for small expenses such as snacks. Tenants said they are happy with this arrangement.
- Bills are paid with the support of the staff and tenants know about their bank statements. Tenants have access to an Easy Read version of their tenancy agreement. They don't know everything about their tenancy agreement but they understand about paying for their accommodation and other bills (electricity, heating, etc.). They also know what tenants' meetings are and attend these meetings.
- If they are not happy about something, tenants know they can speak to the support workers and the manager at Catholic Care. If they want to speak to someone else they would speak to their parents or other family members or to other organisations, like People First.
- Tenants don't have an advocate. They feel they don't need one.
- Tenants said they like living in shared accommodation and being supported to live independently by Catholic Care staff. They feel they are like a family and enjoy

spending time together. They also like to do things on their own and each of them goes out to different places (work, social outings with friends and family, holidays).

## **Conclusions**

Healthwatch would like to thank the tenants and the Catholic Care staff for the warm welcome given to the Enter and View volunteers and for their time.

From what we saw and heard on the day we were very impressed by the home and thought the manager and her staff were very nice to us.

### **Enter and View volunteers' recommendation**

- We recommend that each tenant should have the tenancy agreement explained to them and be told how many weeks in advance they have to tell the manager if they want to move into another property.
- The good practice observed on this visit should be publicised and shared throughout the district, in order that other services can learn from it.

Tim Pickles, Katie Matthews, Hanna Bennett

9th December 2013

For more information about this visit and Healthwatch Bradford and District Enter and View activities please contact Marcella Celli on 01535 6625258 or email [marcella@healthwatchbradford.co.uk](mailto:marcella@healthwatchbradford.co.uk)