



## **Enter and View Report**

Bradford Supported Living, St John Of God Hospitaller Services  
11<sup>th</sup> May 2016

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### **Key Findings**

- Excellent care and support provided to residents
- Supportive and caring staff at all levels
- Clean homely environment with personalised rooms
- Residents well supported to have choice and control over their lives



## Contents

● <b>Background and method</b>	<b>3</b>
● <b>Introduction to the service</b>	<b>5</b>
● <b>Our findings</b>	<b>6</b>
● <b>Conclusion &amp; recommendations</b>	<b>8</b>
● <b>More about Enter and View</b>	<b>10</b>



## Visit details

<b>Date:</b>	Wednesday 11 <sup>th</sup> May 2016
<b>Authorised</b>	
<b>Representatives:</b>	James Hey and Sharon Wears
<b>Healthwatch Staff:</b>	Sharanjit Boughan
<b>Service visited:</b>	Bradford Supported Living, St John of God Hospitaller Service, 72 Oakleigh Road, Bradford, BD14 6NP
<b>Provider Staff:</b>	Angela Spencer, Senior Support Worker, Michella Sunderland, Deputy Manager



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

The Enter and View visit was organised as an opportunity to get the views and experiences of service users and their families about this service. It was also an opportunity for Healthwatch to go in and observe how this service is provided and run on a day to day basis.

## **Background**

Healthwatch Bradford and District were approached by Bradford Metropolitan District Council with a request to carry out some quality checking on learning disability services in Bradford, as people using these services are vulnerable and often their voices are not heard. We negotiated and agreed to visit St John of God Hospitaller Services with the commissioning team of Adult and Community Services, Bradford Council.

This provided an opportunity to independently gather the views of the people using the services and their families and carers and find out how the service worked for them.

This also allowed Healthwatch to further develop the work already started to train and use people with learning disabilities to carry out enter and view visits to learning disability services.

## **Purpose of the Enter and View visit**

The key purpose of this visit was to find out what people using the service and their families and carers have to say about it. It provided an opportunity to highlight areas of good practice as well as identifying any issues and concerns to feed back to the service provider and commissioner. The visit also allowed Healthwatch to go in and check if the service was meeting the needs of those the people that it was set up to support.



## How was the visit prepared and conducted?

This was a single Enter and View visit conducted over one morning and provides a snap shot of service user experience on that day. We also left surveys for family members and service users to complete and return to us if they were not able to speak to us on the day. Due to the communication needs of many of the service users we were only able to speak to a very small number of service users on the day, however this was combined with observational tools and methods to give us an overall picture of the service that is provided.

Two representatives and a member of the Healthwatch team carried out the visit. Volunteers spoke to two service users during the visit and we received 2 completed surveys back from family members after the visit.

Everyone we spoke to was informed of our volunteer role with Healthwatch and the aim of Enter and View. All participants provided verbal permission for the interviews to proceed and were assured of confidentiality. The enter and view team were aware of and took into consideration the varying levels of communication and understanding of the service users when gaining consent to carry out the interviews.

This report was drafted by Healthwatch staff based on volunteers' notes and feedback. Factual details about the service have been checked with the service provider.



Bradford Supported Living St John of God Hospitaller Service provides accommodation for people with learning disabilities requiring personal care.

All accommodation is provided in houses and bungalows in the Thornton, Queensbury, Low Moor and Clayton areas of Bradford. Each tenant has their own tenancy agreement and own room and bedrooms are decorated according to their personal choice.

The service supports 15 people with varying needs and requirements in 5 houses which are supported on a 24/7 basis. The house where the visit was carried out is a bungalow and has 3 people living there, aged between 55 and 74. Two of the residents have lived there for over 10 years while one has been there since last year.

The residents are supported by a team of 7 staff on a rotational basis. There are 1 to 2 members of staff available during the day from 7.30am to 10pm depending on what the tenants have planned for the day and one staff sleeping over during the night.



## Key Findings

- All residents and relatives that we received feedback from reported being well supported and cared for
- We saw evidence of supportive and caring staff and positive interactions with the residents
- The house was clean and homely and bedrooms were personalised according to the residents own wishes and interests
- Residents were well supported to make decisions and get involved in a wide range of activities and outings of their choice.
- Relatives were happy with the care and support given to their family member although there was a comment about the need for more staff and continuity

## ● Daily Life

Both the service users and relatives we heard from spoke positively about daily life. They were happy with the support that they/their relative received and the residents were familiar with the staff. The residents told us they enjoyed a wide range of activities and outings such as going to the theatre, bowling, swimming and going on holidays, which staff support them to take part in and attend. They were able to do the things they wanted to do and received the support they needed to do this. This view was also supported by the relatives that gave us feedback.

The service users told us that they enjoyed living at the house and they had lived there for many years and neither of them mentioned anything that they did not like about where they lived. The relatives' comments also supported this view and they told us that their relative was happy living where they did.

The observations made on the day support what we were told the service users and relatives and we observed a friendly and homely atmosphere and positive interactions between staff and residents. We were able to see one of the resident's bedrooms at her request and noted that this was very much personalised to her own tastes and interests.



## Support

The support needs of the service users varied from personal care needs to help with finances and both needed support when going out. They told us that they felt well supported by staff and that staff are always available when they need help. Members of staff also take time to talk to residents, something which they appreciate and like to do. The relatives also told us that their family member was well supported by the staff team, however there was a comment that if they could improve anything it would be to have more staff and continuity of staff.

Both the service users that we spoke to on the day felt their privacy was always respected and that the only time this may be disregarded was if there was an emergency and staff needed to come into their room. They also felt totally comfortable to raise any issues or concerns that they may have with the staff and felt they could speak to them about these. The relatives also told us that they would know who to speak to if they had any concerns and this would usually be a staff member of someone from the management team.

## Activities and Socialising

There were some board games available for residents at the house and the people we spoke to said they both enjoyed watching television and talking to the staff. They said they enjoyed going out and went out as often as possible. All the residents and relatives that gave us feedback felt that residents had a choice in what they wanted to do and were supported in doing this.

Neither of the residents we spoke to felt there was anything else that they would like to do that they were not able to currently do and one of them commented that they were quite happy with the activities and socialising that they were involved in.

*“Wouldn’t change anything, happy here and enjoy living here”*

**The Enter and View team would like to thank Angela Spencer, Michella Sunderland and the staff for the warm welcome given to us.**

We would especially like to thank the two service users who spent time talking to us, and allowing us to ask questions about their experience. We also appreciate the time taken by family members to complete and return the questionnaires to us after the visit.

We appreciate that this visit gives a small snapshot of the service as we visited one of the five properties and spoke to two service users and received feedback from two family members. Based upon this small snapshot and from what we saw and experienced on the day representatives were impressed by the commitment of the staff and the homely, comfortable environment of the house that we visited.

Service users were well cared for and appeared content and happy and had a good relationship with the staff supporting them. They talked about the many activities and outings that they were involved in and were supported by staff to enable them to take part in these activities.

The house appeared well run and service users were well supported to make their own choices and lead independent lives.

### **Enter and View team's recommendations**

- We recommend that the provider continues and builds on the good practices we saw and heard about on our visit and the commissioners recognise the quality of care in this service.
- We recommend that the issues of staffing levels and continuity of staff raised by one relative are looked into by the provider. (With such limited feedback Healthwatch cannot say how significant this issue is. Our visit does not claim to be representative of all service users or relatives).
- If not already in place we recommend that the service ensures there are systems to gather service user feedback from all residents irrespective of their communication needs, working with advocates or friends/ relatives, and acting on this feedback.

We would again like to thank Bradford Supported Living, St John of God for assisting to arrange this visit at short notice and support us to speak to the people living in the property that we visited.

Sharon Wears, Healthwatch Enter and View Representative

James Hey, Healthwatch Enter and View Representative

## What is Enter and View?

- Members of the public volunteer to become authorised representatives, carrying out visits on behalf of Healthwatch. They receive training to deal with sensitive situations and confidential information, and are checked by the Disclosure and Barring Service
- Training was also held for people with learning disabilities who were interested in becoming authorised representatives, to allow them to carry out enter and view visits.
- Briefing sessions are held for authorised representatives prior to enter and view visits to provide information and further training specific to the service user group that they will be working with.
- Healthwatch authorised representatives carry out visits to health and social care services in our district, to see how a service is being run and make recommendations where there are areas for improvement.
- Visits can happen if people tell us there is a problem with a service, but they can also happen when services have a good reputation - so we can learn about and share examples of what they do well.
- Any publicly funded service can be visited like care homes, hospitals, GPs and dentists.

## Disclaimer

- Our report relates to two specific visits 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 Healthwatch staff in collaboration with authorised representatives who carried out the visit on behalf of Healthwatch Bradford and District.

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