

## Appendix A2

### 1. Background Information – Response from Adults and Communities Delivery Unit

#### 1.1 Enter and View Visits

Enter and View reports are used within Adults and Communities in gathering information regarding care providers and in assessing risks. Once an Enter and View report is finalised it is uploaded to the Healthwatch Barnet website and then sent to the Care Quality Commission and a number of individuals within Adults and Communities, Barnet Council including the Safeguarding Team, the Integrated Quality in Care Homes Team, the Quality and Purchasing Team, the Director and the Healthwatch Contract Manager.

If Safeguarding concerns are found by Healthwatch Barnet when undertaking an Enter and View visit they will alert the Safeguarding Team directly. The Contract Manager for Healthwatch Barnet reviews all Enter and View reports and these are monitored and discussed during contract monitoring meetings.

The Integrated Quality in Care Homes Team seeks to assist care home managers in identifying and meeting the challenges that they currently face whilst adhering to the principle of integrated working, prevention and the sharing of best practice. Upon receipt of Enter and View reports the team reviews the information contained within it and use it within their risk matrix in assessing homes. The team offers a number of events for Care Homes to attend within Barnet and support the gold standard framework for Care Homes (provided by the North London Hospice). The Integrated Quality in Care Home Team work both proactively through the provision of events, training and liaising with homes and reactively by responding to any referrals received to work with homes to improve outcomes. The team regularly liaise with Healthwatch Barnet and has assisted with the development of their new resident survey forms.

The Quality and Purchasing Team is responsible for purchasing individual packages of care, responding to questions and answers, safeguarding concerns, engaging with providers and carrying out site inspections. The team use Enter and View reports to inform their contract management of providers and to inform intelligence gathering on providers in conjunction with other reports received. Enter and View reports are used to assist the team in making a risk based assessment of the quality of care that providers are giving.

#### 1.2 Acacia Lodge

Healthwatch Barnet has undertaken two enter and view visits to Acacia Lodge. The first was carried out on 12<sup>th</sup> September 2013 and a revisit to the home was undertaken on 18<sup>th</sup> March 2014. Barnet funds the placement of 10 residents within Acacia Lodge. The first Enter and View report of the home found that the home was comfortable and provided a good standard of care

but made a number of recommendations including that Healthwatch Barnet should liaise with the Quality in Care Homes Team.

Following this report the Manager of Acacia Lodge attended three out of six of the action learning set workshops provided by the Integrated Quality in Care Homes Team where Care Home Managers can share their experiences, look at how to improve outcomes within a home or discuss any issues they are experiencing.

An unannounced revisit was undertaken by Healthwatch Barnet to Acacia Lodge on 18<sup>th</sup> March 2014 which focused on whether recommendations made in their previous report had been acted upon. The report found that many of the recommendations had been actioned. In the conclusion section of the report Healthwatch Barnet concurred with the findings of the first report that the home was comfortable and provided a good standard of care and noted that the Manager of the home had attended at least one meeting with the Integrated Quality in Care Home Team.

The Quality and Purchasing Team were prior to the revisit undertaken by Healthwatch Barnet in contact with Acacia Lodge and the team observed that many of the recommendations made by Healthwatch Barnet in the first Enter and View report had been acted upon prior to Healthwatch Barnet's revisit to the home in March.

### 1.3 Sonesta Nursing Home

Healthwatch Barnet has undertaken two enter and view visits to Sonesta Nursing Home. The first was carried out on 28<sup>th</sup> September 2013 and a revisit to the home was undertaken on 26<sup>th</sup> March 2014. Barnet funds the placement of 5 residents within Acacia Lodge. The first Enter and View report found that the Manager of the home clearly wanted to run a good home but that she faced challenges not experienced in much larger companies. The report felt that she would be helpfully support by the newly formed Quality in Care Homes Team. Sonesta Nursing Home responded to the recommendations made in the report and said that they had contacted the Integrated Quality in Care Homes Team.

An unannounced revisit was undertaken by Healthwatch Barnet to Sonesta Nursing Home on 26<sup>th</sup> March 2014 which focused on whether recommendations made in their previous report had been acted upon. The report found that many of the recommendations had been actioned. In the conclusion section of the report Healthwatch Barnet stated that they were impressed with the diligence shown on activities sheets within the home and noted that the home was in contact with the Integrated Quality in Care Homes Team.

Sonesta Nursing Home has attended a Practice Forum regarding the Care Quality Commission and the inspection process. The activities co-ordinator for the Integrated Quality in Care Homes Team has also liaised with Sonesta Nursing Home.

