

Appendix 1A – Summary of Healthwatch Barnet Enter and View Visits 2014/15

The Enter and View team have continued to work across a number of areas in the Borough and have carried out 30 visits in 2014/15. The team has taken on 8 new volunteers and now have a pool of 25 Authorised Representatives. They have undertaken visits in a number of different areas which are outlined below and the details are contained in the table at the end of this report.

Care Home Visits

The Enter and View team have continued with their programme of visits to care homes for older people in Barnet and have been to 15 different homes across the Borough. The planning group (which is made up of 7 volunteers and a staff member) meets regularly and decide on the homes that they feel should be visited. These decisions are based on information from the public, discussions with the CQC, IQICH and the Quality and Purchasing Team at Barnet. Over the period, the teams saw some very good care homes offering very appropriate and compassionate care to residents. Many had good meaningful activities on offer and residents and their relatives were very happy with the care received. Some were not at as good standard and several recommendations were made in these cases.

The main areas where recommendations were made were:

- Lack of meaningful activities;
- Food and menus (often not displayed or residents not involved in food planning);
- Engagement (residents and relatives not involved in meetings or not aware of meetings);
- Complaints (policies not easily available);
- Staff levels (low levels of staff meaning not enough engagement with residents).

During the year we introduced questionnaires for relatives/friends of residents to tell us about their experiences of care at their care home. These are distributed to relatives/friends by the home manager and are returned directly to Healthwatch. This has been very helpful and has enabled us to reach a much wider range of opinions and feedback about services.

Hospital Mealtime Visits

A team of Enter and View volunteers undertook a series of visits to Barnet Hospital to observe the food and mealtime support. We visited 6 wards on two separate occasions, each at different times of the day and week. The wards and times of each visit were not known to the staff. The visits took place in April/May 2014. We liaised with Barnet Hospital about our findings and they have developed a Mealtimes Matter Action Plan which our findings fed into. Several changes such as changing the time of lunch, introducing nutrition nurses on each ward, more closely managed mealtimes and the introduction of hand wipes have resulted. Many patients /relatives that we spoke to were happy with the food and support given, but this varied between wards. Some of the other suggestions made were around reinforcing the protected mealtime principles; exploring a wider range of options for breakfast; improve the quality of kosher and halal food; and more support for patients not able to use the menu/ordering system.

During June 2015 the team has returned to Barnet Hospital and are undertaking 12 more visits to see how the food and support is now being delivered and will report back on this when the visits are completed.

Joint Mental Health Visits with Healthwatch Enfield

As some mental health services provided by Barnet Enfield and Haringey Mental Health Trust cover all three Boroughs we worked jointly with our neighbouring Healthwatch's to visit some wards. Healthwatch Barnet led a visit to The Oaks ward at Chase Farm which is for older adults with mental health conditions. This has been published and we are currently working on a report from another joint visit led by Healthwatch Enfield to Suffolk Ward which supports female adults with mental health conditions. Our colleagues at Enfield and Haringey also visited Downhills ward at St Ann's Hospital in Haringey.

Mental Health Care Homes

We undertook a final revisit to Woodfield House which is a care home for a small number of adults being supported back into the community after a hospital stay for a mental health condition. We also visited Oakleigh House which has a similar remit and were very impressed by the care and support provided there.

Mental Health Ward Visit

We undertook a re-visit to Thames Ward at Edgware Community Hospital (run by Barnet, Enfield and Haringey Mental Health Trust) We found some aspects had improved and we were reassured that recommendations we made would be followed up by via the Action Plan produced by the ward, particularly about discharge support, complaints procedures and quality of food

The team are continuing to develop their skills and the way they undertake visits and are planning more observations in a number of areas in the coming year.

List of Enter and View Visits undertaken by Healthwatch Barnet in 2014/15 follows:

Hospital Visits	
14 April 2014	Willow Ward, Barnet Hospital (lunch)
14 April 2014	Spruce Ward, Barnet Hospital (lunch)
22 April 2014	Spruce Ward, Barnet Hospital (evening)
22 April 2014	Walnut Ward, Barnet Hospital (lunch)
08 May 2014	Olive Ward, Barnet Hospital (breakfast)
13 May 2014	Willow Ward, Barnet Hospital (evening)
14 May 2014	Walnut Ward, Barnet Hospital (evening)
17 May 2014	Juniper Ward, Barnet Hospital (lunch)

Care Home Visits	
29 April 2014	Clovelly House, (follow-up visit with manager who was not able to be present at original visit)
21 May 2014	Rosa Freedman
21 May 2014	Hadley Lawns Nursing Home
31 May 2014	Athenaeum Care Home
28 August 2014	Paulmay Dementia Care Home
04 September 2014	Cedars Care Centre, Richmond Road.
30 September 2014	Friary Lodge
14 October 2014	Elmhurst Residential Home
14 October 2014	Meadowside 1 (large home – two teams of volunteers attended)
14 October 2014	Meadowside 2 (large home – two teams of volunteers attended)
25 November 2014	Seaforth Lodge
26 November 2014	Roseview Care Home
27 January 2015	Baxendale
04 February 2015	Hilton Lodge
30 January 2015	Hadley Lawns (unannounced revisit)
24 February 2015	Clara Nehab House
9 April 2015	Eastside House
Joint Visits with Enfield Healthwatch to Mental Health Wards	
2 December 2015	The Oaks Ward, BEHMHT, Chase Farm Hospital
17 March 2015	Suffolk Ward, BEHMHT, Chase Farm Hospital
Mental Health Care Homes	
19 January 2015	Woodfield House (unannounced revisit)
18 March 2015	Oakleigh House

Mental Health Ward Revisit	
02 October 2014	Thames Ward, BEHMHT, Edgware Community Hospital (unannounced revisit)