

Barnet LINK Enter and View Visit – Monitoring Report

Name of Establishment:	Elysian House Charcot Road, off Colindale Avenue, London, NW9 5DH
Staff met during visit:	The Manager:- Alex Hamilton-Clarke; other members of staff as we went around.
Date of Visit:	15 th August 2012
Purpose of visit:	Some time ago Barnet LINK was alerted by relatives to difficulties in Elysian House – long term residents were to be moved from what had been their home for several years. In the event these residents had already been moved from Elysian House before we were able to visit, so we actually saw a different population of patients. But it would seem that the fears of the previous residents – that the site was to be redeveloped, were still relevant:- the Fairview building project is very active and now very close to Elysian House and the new 3 year contract for Rethink Mental Illness's occupancy would seem to have let-out clauses which indicate that it could be terminated very easily. The previous residents are now located in the Springwell Centre, adjacent to Barnet Hospital, which is owned by BEHMHT. Barnet Link E&V team intend to visit there in the near future.
LINK Authorised Representatives Involved:	Dipak Jashapara; Gillian Jordan; Robin Tausig and Stewart Block – observer.
Introduction:	Elysian House is presently under the management of Rethink Mental Illness and provides short-term, therapeutic support and accommodation for people experiencing a mental health crisis. Rethink Mental Illness has been in Elysian House for 3 months and has a 3 year lease for the building with the Barnet, Enfield and Haringey Mental Health Trust.
General Impressions:	It is a relatively new building with well kept grounds, very near an extensive house/flat building site. The approach road is much used by building site traffic; the large, double gates to Elysian House are kept open but entrance to the building itself is only by entryphone. The tube line runs very close in front of the building.
Policies & Procedures:	We were shown a full folder with information on the policies and procedures and general information – it seemed very comprehensive. DJ did peruse this in more detail but is now abroad on family matters and unable to submit his part of this report.

Health & Safety Considerations:	Security – entry only by entryphone at the front door. Residents are free to come and go as they please, but have to return by 9pm. Each person on admission is given a comprehensive ‘Welcome’ folder, with all rules of the house and health and safety information within.
Staff:	Alex Hamilton-Clarke was very welcoming and extremely helpful, giving us full and detailed information about the ethos, objectives and operations of the Recovery House and answered all our questions in an open and pleasant manner. He was clear on his role and objectives and how he worked with clinical staff to support residents. The staff do not wear uniform and none of the staff we saw had name badges
Residents:	We met 2 residents, one was not inclined to engage but the other was quite chatty. She has already been at Elysian House for over 2 weeks, which is the usual maximum stay, but has nowhere to go and said she is awaiting help with finding accommodation.
Privacy and Dignity:	This is taken very seriously, as is confidentiality and self-responsibility, with residents seeing their key worker from the mental health team regularly and being expected to look after their own medication. The doors to the individual rooms have windows with blinds that have been disabled so no-one can look into the room and staff wanting to enter have to knock and ask permission.
Environment:	Our initial meeting with the manager was in a clean, well kept lounge, with fridge, kettle, microwave etc. The home is on three floors, with kitchen, dining room and TV lounge on the ground floor. Each resident has his/her own room – the one we saw was comfortably furnished with en suite facilities. The corridors are bright and clean and quite wide which gives a feeling of space. The communal kitchen was clean and tidy. The toilets were clean, stocked with soap and paper towels
Furniture:	The house is still being refurbished; everything we saw was bright and clean, with easy chairs, coffee tables etc.
Food:	The residents are responsible for their own cooking and buy their own provisions, although all basics are supplied. The kitchen is roomy and clean, with adequate cooking facilities. The residents are expected to wash up and tidy after themselves, but the night staff do help, check the kitchen regularly and tidy/clean as required.
Activities:	Residents are free to come and go and to see their family

	<p>and friends who may visit. They are given information about local facilities, including libraries, places of worship, local bus services etc. Because of the short term nature of their stay, no organised activities are on offer although there is a large television in one room and many board games and puzzles available in another. On each landing there is a comfortable area with sofas and easy chairs where residents can socialise if they so wish.</p>
<p>Feedback from Staff, Residents and Relatives:</p>	<p>We noted that there were several notices up advertising our visit and inviting anyone who wanted to meet us or raise issues, but, although we were introduced, no one approached us.</p> <p>Elysian House has, and is, building links with patients' families and the local community.</p>
<p>Access and Parking:</p>	<p>Access along an, in part, unmade road, very close to the major building development work. Several car park spaces available.</p>
<p>Recommendations:</p>	<p>One minor recommendation is more of a query – we noted that none of the staff wore name badges and wondered whether this was part of the ethos of the House or something the manager might like to consider implementing. The resident who spoke to us commented that, without any organised activities, therapeutic or otherwise, it could be boring. But it must be noted that she had already been there for more than the maximum intended stay of 2 weeks.</p>
<p>Conclusions :</p>	<p>This is a caring and friendly residence and the staff team is to be commended for fostering such a good atmosphere. However the Barnet LINK E&V team feels that it must follow-up on the original request to visit the previous residents of Elysian House in their new abode at the Springwell Centre (adjacent to BGH). This will be organised soon and a report distributed as soon as possible.</p>
<p>Signed:</p>	<p>Gillian Jordan, Dipak Jashapara, Robin Tausig, Stewart Block</p>