



**Healthwatch Lambeth**  
Enter and View  
44 Clarence Avenue Visit Report

# About Healthwatch Lambeth



**Healthwatch  
Lambeth is the  
independent health  
and social care  
champion for local  
people.**

We work to ensure your voice counts when it comes to shaping and improving services. We address inequalities in health and care, to help ensure everyone gets the services they need. We are a charity and membership body for Lambeth residents and voluntary organisations.

There are local Healthwatch across the country as well as a national body, Healthwatch England.

## About Enter and View Visits

Our Enter and View programme involves visiting publicly funded adult health and social care services in Lambeth to see what is going on and talk to service users, their relatives and carers, as well as staff.

Every local Healthwatch has a legal responsibility to carry out an Enter and View programme. But we are not inspectors. Instead, we focus on what it is like for people receiving care. We provide extra eyes and ears, especially for the most isolated and vulnerable. Our visits are carried out by trained volunteers.



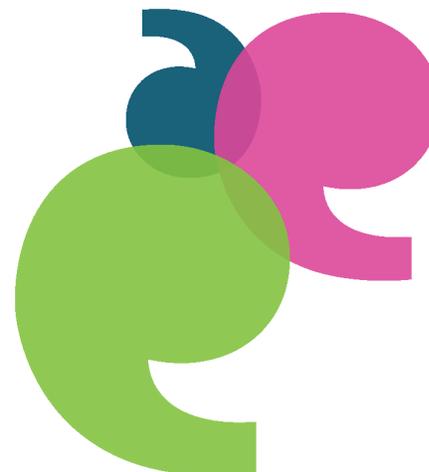
## Visit overview

|                      |  |
|----------------------|--|
| Service              | <p><b>44 Clarence Avenue,<br/>London, SW4 8HZ</b></p> <p>Extra Care Housing Scheme for up to 51 people plus one guest flat, owned by Metropolitan Housing Trust.</p> <p>All but three tenants have domiciliary care packages provided by Sanctuary. The site also accommodates a separate day centre managed by Lambeth Council, which some tenants use. The day centre and scheme share the chef and dining room. During the visit six tenants bought lunch downstairs.</p> |
| Registered provider  | Sanctuary  |
| Date of visit        | Tuesday 22 July, 2.00 - 3.40pm   |
| Enter and View Team  | David Town, lead, Julia Shelley and Catherine Pearson, visitors  |
| Service liaison link | <p>Penny Ayela</p> <p>Previously Acting Home Manager as maternity cover and present at the time of the visit because the Manager was on sick leave.</p>  |



## Clarence Avenue Visit Report

[Blank page]



## Purpose of visit

Healthwatch Lambeth is undertaking a review of dementia services in the Clapham Park area of SW4 between April and September 2014.

As an element of this review, a visit to this extra care housing facility was carried out in order to seek the views of residents (particularly those with dementia) about the services provided within 44 Clarence Avenue and also how they accessed health and care services from the community.

Further details of the dementia review are available at [www.healthwatchlambeth.org.uk/enterandview](http://www.healthwatchlambeth.org.uk/enterandview)

During the visit, the Enter and View team used an adapted range of quality indicators identified by the Alzheimer's Society as useful for families when choosing a care home for someone with dementia<sup>1</sup> and also the dementia friendly assessment tool included in the patient-led assessments of the care environment (PLACE) visits for hospitals<sup>2</sup>. Questionnaires were also distributed to staff and relatives.

## Participants

Five tenants gave feedback in one-to-one interviews with the Enter and View team, including one tenant who agreed that we could tape record her responses. We spoke informally with a further two tenants who were also sitting in the reception area. In addition, three members of Sanctuary office staff, the Activities Co-ordinator employed by Lambeth Council and three care workers were interviewed. One member of staff returned our staff questionnaire. We received four questionnaires from our survey of families, two of who we also spoke to by telephone.

<sup>1</sup> Your handy guide to selecting a care home (PDF) [http://www.alzheimers.org.uk/site/scripts/download\\_info.php?downloadID=1003](http://www.alzheimers.org.uk/site/scripts/download_info.php?downloadID=1003)

<sup>2</sup> PLACE visits <http://www.england.nhs.uk/ourwork/qual-clin-lead/place/>

### Location

Clarence Avenue is located about 30 minutes' walk from Clapham Common High Street. Bus links are poor, with the nearest bus stops quite a walk away. The building is not affected by traffic or other noise. Nearby there are no local shops or cafes within easy walking distance from the service.

### External environment

The external environment is pleasant with trees in the front. The building goes around three sides of a grassed area, part of which has been used to plant tomatoes, beans and carrots. We did not see any outside seating or other furniture that might encourage tenants to make use of the outside area.

Special vehicles bringing people to the day centre have plenty of space to pull up in front of the building.

### Recommendation 1

Consideration should be given to providing outdoor seating in the garden area to encourage tenants to make the most of the outside space.

#### Sanctuary's response:

*We will send a copy of this report to the landlord and will pass on this information to the estate manager.*

## Internal environment

The building was purpose built in 2010 and accommodates a mix of social housing flats, extra care flats and the day centre. It benefits from wide corridors, a fresh colour scheme and new furnishings. It appeared clean and did not smell of food even though lunch had recently been cleared away. The communal areas were empty during our visit with the exception of the front reception area.

The first impression is of a calm, quiet and well organised space. The large reception area leads to the care team's office, the housing team's work area, the back garden, the main corridor to the lift and dining room and the secure entrance to the day centre. The reception area includes a service station for food, which we were told had never been used. There are plans to remove it at some point.

During the visit it became apparent that tenants gravitate to the reception area because it is the only part of the building with a through-flow of people – a regular flow of staff, visitors including the local GP and other tenants passed through while we were there. Newspapers were available from a side table. The dining room, which is also used as an activities room, was empty. The corridors were wide and easy to move about in. But

they were also sparsely decorated and did not invite impromptu gatherings or conversations. There was no drinking water available or a facility for making drinks. On the day of the visit the temperature was above 26 degrees. Clarence Avenue is the only service we have visited for the Dementia Services Review that did not offer us a drink.

## Recommendation 2

If the service station is to be removed, it would provide an ideal opportunity to redesign the reception area and also to involve the tenants in this process. The provision of an area that encourages tenants to have informal meetings and socialise will positively contribute to reducing the sense of social isolation and provide a focal point for information and activities.

### Sanctuary's response:

*We will pass this information on to the landlord.*

## Access and Mobility

We spoke with a number of tenants who use walking frames. The through ways, corridors and toilets were wide enough for walking frames and wheelchairs. Suitably adapted toilets were in easy reach of the communal areas. It was easy to enter and move between the dining room and other ground floor areas. External doors were all kept locked unless they opened on to the secure garden.

## Dementia Friendly Environment

This assessment was only undertaken in the communal areas and is based on the dementia friendly sections from patient-led assessments of the care environment (PLACE) documents.

### Floors

As is common with other care environments we have visited, the floors were covered in speckled patterned carpet and not a consistent colour as recommended by the PLACE assessment tool. However, the floor did contrast with the walls and doors.

### Décor

The wall colours contrasted with the floors. The doors were painted in white, which contrasted with the blue walls in the reception and corridors but not the dining

room. However, light switches did not contrast with the walls. Toilet seats, flush handles and rails did not contrast with the toilet and bathroom walls.

### Signage

We only saw doors to the individual flats on the ground floor from a distance, but they appeared to all be the same apart from the room number. There was no evidence that tenants could personalise the door to their flat.

Signs were approximately 4ft from the ground and on eye level. Signs were, on the whole, consistent throughout the communal area. The toilet doors were identified with a male/female toilet visual sign and also by name but not by a photograph.

The staff from Sanctuary all wear uniforms, they are green for the female staff and then white for male staff. Metropolitan and day centre staff do not wear uniforms which might make it difficult for new tenants to identify them. However, the tenants we spoke knew all the staff they encountered by name.

### Lounge and dining room

There was one large dining room/lounge, with French windows open on to the grass area. It was cool and airy and there were plenty of chairs grouped around the sides and around small tables. There was a large, easy to see television in the room. It felt spacious and did not smell of lunch.

The furniture looked new and clean. There was a small bookcase with some books, but it was tucked away and not easy to reach. There was no music anywhere in the building. We did not see or hear about the use of audio books or other entertainment.

The dining room was not being used by Tenants as a place to congregate and spend time together. The Activities Co-ordinator, who is an employee of the Council has been in post since April 2014. She told us that many Tenants prefer to stay in their flats and that she was finding it quite difficult to motivate Tenants to attend activities.

### Extra Care Flats

Clarence Avenue is a purpose built five floor extra care housing scheme comprising 50 one and two bedroom flats and one 3 bedroom flat. There is also a visitor's suite which can be booked by the tenants for anyone to stay overnight. The flats are all wheel chair accessible with walk in showers and wet rooms. The landlord of the building is the Metropolitan Housing Trust.

The aim of extra care housing is to help Lambeth tenants live independently for as long as possible. For those that request it, support is available over a 24 hour period which is provided by Sanctuary Home Care. Tenants can choose to have home care services provided differently if they have been given responsibility for arranging their own

care and control the budget for it. This is called self-directed care. Tenants have to be over 65 and already be receiving social care services and would benefit from living in an extra care environment.

The current rent including charges are for a single bedroom flat £213. 16 per week and for a two bedroom flat £238.72.

### Meals

The visiting team did not observe lunch. We did not see the menu and do not know if it was available in picture format. One tenant told us she had salmon for lunch, but we think she had made her own lunch in her flat. We got the impression that tenants did not use the communal dining facility.

Unfortunately, we were not able to find out if this is because they think it is not good value for money, do not like the choice of food or prefer to remain in their own flats. Tenants told us they had cereal and coffee for breakfast in their own flats.

Users of the day centre who had eaten lunch in the dining room told us that they had roast chicken with roast potatoes and vegetables followed by rice pudding. One tenant told us that she had enjoyed her lunch.

We were not able to ascertain if special diets, for example for people with diabetes, were available.

One tenant said that they were dependent on staff to purchase and also prepare their food. As they were diabetic it was important that the meals were appropriate and timely. Staff were often late in the mornings or in a hurry at a time when food was most important for managing the diabetes.

### Meeting with Tenants

In total, the visiting team spoke with four tenants at length and a further three for a short period of time. Tenants were willing to talk with us, but most were in their own flats. One tenant invited one of the visitors to see their accommodation.

One tenant said that the move had been made to Clarence Avenue as a health condition made it unsafe to remain living alone in the community. The move had been made when Clarence Avenue had first opened.

The flat seen was a one bedroom flat. The rooms were well proportioned with adequate space for storage. The kitchen was small but an appropriate size for a single person. There was an emergency call bell system in the lounge. The tenant said that from his experience, the staff did not respond quickly enough when the emergency system was activated. Through the lounge there was access to a small balcony. The bathroom was spacious and appropriate for individuals with mobility problems and the tenant confirmed that following an assessment

aids had been put in to the bathroom to provide extra support.

The tenant said that the staff in the office downstairs could be better at gatekeeping as he felt that they were not careful enough when letting people in. He said that he kept his front door secure most of the time. He had connected a small metal bell to his front door and this would ring if the door opened or closed.

One tenant said that she did not think that she could change anything about Clarence Avenue. She told us that she had been very unhappy when she first moved in, that she found the change very upsetting. More than two years later she still remembers this time but now feels reconciled.

One tenant who had moved to Clarence Avenue fairly recently said she would like to go out more but the carers do not have enough time to go out with people. She said she was bored, that no-one ever offered a cup of tea or a cold drink to residents. She generally sat in the front hall as there was more to see.

## Recommendation 3

Consideration should be given to recording the time it takes staff to respond to tenants' emergency calls and how this information can be made available to tenants at their meetings.

### Sanctuary's response:

*The emergency call system is answered by the staff that are working that shift. If they are delivering care, they won't be able to answer straight away.*

*We have now given all staff handsets so they can answer the emergency call straight away. Each shift is fully staffed to deliver care and there is no extra capacity for the emergency call system.*

*The landlord owns the emergency call system and we will ask them if they can provide us with information on how long it takes staff to respond to tenants' emergency calls. If it is possible, we will publish this information for each tenants' meeting.*

## Friendships

We asked tenants if they had friends. One woman told us that she had moved to Clarence Avenue when her sheltered housing scheme in West Norwood had closed. She said that four other tenants had moved at the same time and that she was still friends with them. However, she also said that they don't visit each other's flats. The four women who were sitting in the reception area knew each other's names and engaged in conversations while we were there.

One tenant said that they did not visit other tenants in their flats as they were concerned that they might get accused if anything went missing. They really didn't know any other tenants and their main contact was with a family member whose visits were infrequent.

Four relatives answered this question in the survey. Comments included: 'Yes - many of the neighbours who live there - she sees them at dinner times'; 'No -her limited physical mobility is restricting'; 'No - my father is not someone who mingles well. However, this has always been his way and he is happy with his own company. He does get on well with all the staff though and that is more than enough for him'.

We received one completed survey from a staff member who confirmed that the tenants are 'well known' to the staff. However, conversations with staff and tenants disclosed that personal care staff are not allocated to particular tenants, which indicated to us that opportunities for care staff to get to know individual tenants is probably limited.

**Sanctuary's response:**

*We do set up core staff teams so that tenants can have consistent care. This is logged on the allocation planners. We are not sure why this comment was made by a member of staff.*

## Activities

One tenant told us that she attends a Tuesday morning exercise activity. She said that there were very few opportunities to take part in activities and meet other people. She also told us that some of the tenants are members of the day centre and therefore get more opportunities to be active. She said that she spent most of day in her flat listening to music from the 50s and 60s on Gold. She said she was an Elvis fan.

Since April 2014, an Activities Co-ordinator employed by Lambeth Council has been developing a programme of morning and afternoon activities for the tenants. The Activities Co-ordinator explained to us that

she does not have access to community transport to take tenants on trips. She also said that she doesn't have any volunteers to help her.

The Council have provided two computers for the tenants to use. However, these have still not been set up. We understand that responsibility for this lies with Metropolitan Housing Trust, the landlord.

Currently, the co-ordinator does not provide activities at weekends. Tenants do not have access to communal meals at weekends and we assume that the number of people crossing the reception area is also less than during the week.

We conclude that social isolation is more likely over the weekends in Clarence Avenue.

## Recommendation 4

The Activities Co-ordinator should ensure that care staff are informed every day about opportunities for tenants to join in group activities so they can encourage the Tenants they care for to go along and see what is happening.

### Sanctuary's response:

*The manager will discuss this with the Activities Co-ordinator and ensure that staff always let the tenant know about what is happening on that day. This has already started and had been for around a month.*

## Recommendation 5

The Activities Co-ordinator should investigate how tenants could be more engaged with activities at weekends.

### Sanctuary's response:

*We will pass this information on to Lambeth to discuss with the coordinator.*

## Recommendation 6

The Activities Co-ordinator should formally contact Metropolitan Housing Trust to request that internet access and a place for computers to be used be set up. Information about this development should be reported back to the tenants at future meetings.

### Sanctuary's response:

*We will pass this on to the landlord.*

## Recommendation 7

The Activities Co-ordinator should identify those tenants who would like to be supported to use a computer particularly to keep in contact with friends and family.

### Sanctuary's response:

*We will pass this on to Lambeth.*

## Recommendation 8

The Activities Co-ordinator should explore whether volunteers could be used to help with computer training for tenants.

### Sanctuary's response:

*We will pass this on to Lambeth.*

## Visits

The tenants we spoke with told us that they are unable to go out because the bus stop is too far from the scheme. They are able to walk to Clapham Park Surgery, which they said was a good surgery. One tenant told us that she has not been to church since moving to Clarence Avenue.

Tenants told us that they did not have friends and family visiting them.

## Recommendation 9

The Activities Co-ordinator in conjunction with the care and support staff should identify those Tenants who would like to or would benefit from shopping or short trips out. This information should be shared with Lambeth Adult services to explore how Community Transport and volunteers could reduce the tenants' social isolation.

### Sanctuary's response:

*The manager of the scheme will speak directly to the Activities Co-ordinator and will feed this information back to adult services.*

## Recommendation 10

We recommend that the Activities Co-ordinator and the staff team in the day centre consider options for joint activities and/or use of the facilities at weekends.

### Sanctuary's response:

*We will pass this on to Lambeth.*

## Staff

The staff's interactions with tenants we observed were positive and cheerful, but in passing rather than as a conversation. The Sanctuary manager explained that care packages were set by Lambeth Council and that the care staff often provided more care, which meant that she had to renegotiate the package. She confirmed that the scheme does not provide lunch or activities at weekends and that tenant meetings happen once a month. We saw the schedule for meetings on the notice board. Unfortunately, there was not a record of issues raised by tenants.

During our visit we spoke to a small group of care team leaders who all felt that the scheme offered a good service to tenants but that some people needed more care hours. However they said that if extra hours were requested Social Services usually agree to these. They felt that activities should be organised by the day centre staff.

One member of the care staff responded in our survey: 'I like my work because I am making someone live well'. This staff member also said that she felt the service was improving at all times and had cordial working relations with the GP, pharmacy and other professionals.

Two staff members commented that if there was one thing that they could change to

improve the service it would be to allocate more time to get to know the tenants. One said that the way the service was organised worked against consistency and continuity. When they arrived for work they were given one of six work programmes to visit tenants which meant tenants could have a different worker every day.

One staff member commented that when the service first opened there was more time to talk and get to know the tenants. However, the needs of the tenants have significantly changed and their conditions are far more complex, which requires more time to deal with them. Their social and emotional needs are not catered for. Some of these tenants would be more suited to a nursing home but it costs less for them to come here.

When asked about training, one staff member confirmed that they get all the basic training but was worried about the training in using hoists to lift the tenants. She said that general training for using the hoists was given by video but was concerned that, as each tenant was different, specific training with an occupational therapist on the best way to move individual Tenants would be safer. She added that as they don't always work with the same tenants you sometimes had to rely on working with someone that has had the specific training with the occupational therapist or has used the hoist on the individual tenant previously.

**Sanctuary's response:**

*Minutes of the tenants meetings, including a record of the issues raised and who attended are kept.*

*Tenants have a core staff team to support them and these are listed in the tenant's planner on a regular basis. If there are staff shortages, then the planners do change but this is not every day and is kept to a minimum.*

*None of our manual handling training is completed on video. It is all completed by trainers from our company who have completed a week long manual handling course. Manual handling training is completed in the induction week before staff work with any tenants or set foot in the scheme. Once they have completed their training, they will complete shadow shifts alongside experienced staff who have been trained on the tenant's hoist.*

*We will ask the manager to review all the staff training in this area.*

A further comment was that tenants are isolated. An example was provided of one tenant who was easy going when he first came but there were no resources to take him out. He became more and more depressed and begged to move somewhere where there was more contact with people. He eventually went into hospital where I understand he refused to return here and then went into a care home.

One tenant said that some of the staff were really nice but they were always in a hurry and added that some of the other staff just couldn't be bothered to do the basic things on their visit, leaving it for the next person to do. Sometime, the tenant said "I get so fed up with them not doing what I need them to do that I tell them not to bother and to leave me alone. On other occasions they don't come so I have to ring downstairs and ask them who is coming today."

A further comment was: "There is never anyone in the office downstairs when you wanted to speak to them, the office is always empty."

All four family members who responded to our survey reported that they believed their relative was safe. Two said that they thought they were informed when things happened, but one said that they had not been informed when their mother had been admitted to hospital after a fall.

One relative said that the personal care was good, but that her mother did not like taking a shower and she found it difficult to talk with the carer about this. She also said that one of the reasons for her mother not liking to shower was that the water was often cold. She had found it very difficult to get this fixed.

One relative reported that her mother did not like the meals provided by meals on wheels so she bought her food for her and helped her to prepare it at weekends. Her mother also needed physiotherapy and was very lonely. She said she had not been able to get phone numbers to talk with the meals on wheels team or the physiotherapist and didn't know how to get in touch with them.

#### **Sanctuary's response:**

*We will discuss this at the next tenants' meeting. If some of the tenants feel that they are being rushed by staff we will look into each case. Some care packages have been reviewed and changed.*

*Some tenants do also feel that they should have more time but this is not the same view as social services who allocate the time and length of a call. The office is not funded or manned all the time. The manager is 40 hours per week and team leaders only get 1.5 hours in the office; the rest of the time they are on the floor delivering care.*

## Recommendation 11

Consideration should be given to reviewing the way staff work programmes are devised in order to provide more continuity and consistency of care to tenants.

### Sanctuary's response:

*This will be reviewed by the scheme manager and if the care is not consistent the manager will re-look at the planners to identify the barriers to continuity and consistency of care.*

## Recommendation 12

Both Lambeth Council and Sanctuary should regularly monitor the collective level of needs of the tenants in Clarence Avenue in order that there is an appropriate level of staffing and skills to provide a safe individual and collective service.

### Sanctuary's response:

*Monitoring the level of need of each tenant is completed through the monthly nomination panel. All nominations are reviewed by the housing and care provider and social services. All tenants have their care plans regularly reviewed.*

## Recommendation 13

When identifying a move to Clarence Avenue, consideration should be given to including an initial assessment of the individual's ability to cope with social isolation and to keep this under regular review.

### Sanctuary's response:

*A new care plan format, which is currently being rolled out, includes a section that covers this area.*

## Recommendation 14

Consideration should be given to reviewing how staff are trained to use the hoists to benefit individual tenants.

### Sanctuary's response:

*I will ask the manager at Clarence Avenue to review all the staff and any staff that feel they need further training on how to use the hoist will receive it.*

## Recommendation 15

Consideration should be given to providing a single point of contact with relatives to reduce the difficulties that relatives face when advocating for a tenant. This should reduce the need for relatives having to speak with one or more of either the Sanctuary team, the Activities Co-ordinator, Metropolitan Housing Trust or an external care provider.

**Sanctuary's response:**

*As we have three different companies in one building this is difficult. Where possible, we will complete joint meetings to more easily share information and reduce the number of people that families have to speak to.*

**Recommendation 16**

Metropolitan Housing Trust should monitor and ensure that hot water is always available at peak usage times.

**Sanctuary's response:**

*This will be passed on to the landlord.*

**Recommendation 17**

Consideration should be given to prominently displaying notes and a list of the actions from tenants' monthly meetings in order that tenants and their families can see what sort of issues are being raised and how they are being resolved.

**Sanctuary's response:**

*We will ask if the landlord are happy to have this information up as they run the tenants meetings. We will request that after each meeting they put the minutes and actions up for that meeting.*

**Access to other care services**

We asked tenants about their experiences of using other community services. Tenants told us that it was easy to walk to their GP practice, Clapham Park. Tenants told us that they didn't go to the dentist. If they need a prescription, the pharmacist delivers it to Clarence Avenue so they do not go out to the pharmacy. There is a hairdresser who visits.

Overall, tenants appeared to be appropriately dressed with clean hair and finger nails. We did not ask the manager whether there had been any admissions to hospital in recent months and therefore do not have any feedback on how well they thought hospital discharge processes worked for their tenants. This was because the manager was on sick leave and the temporary manager was very busy.

For the same reason, we did not ask the manager if they were aware of any tenants experiencing problems as a result of not being able to access their own money.



### Conclusion

Healthwatch Lambeth are mindful that on the day of the visit we were only able to talk with a small number of tenants and staff. However the themes that came out from those conversations have similarities: a committed staff team that want to provide a better service if only they had more time to meet the social and physical needs of individuals, and individual tenants who feel the loss of social contact and a sense of community.

In order to better understand these issues Healthwatch Lambeth would like to arrange a return visit to Clarence Avenue to talk in more detail with the Sanctuary Manager about their thoughts on the quality of care provided to tenants; to meet the Metropolitan Housing Trust; and have a further opportunity to talk with tenants and staff.

Healthwatch Lambeth Enter and View visiting team would like to thank the staff working at Clarence Avenue, including both Sanctuary staff and staff employed by Lambeth Council, for their patience, courtesy and openness during our visit. The period of time we spent with the staff and tenants allowed us an opportunity to observe, albeit briefly, the work of the staff and the daily experiences of the tenants.

The findings and recommendations from the report will be considered as part of Healthwatch Lambeth's wider review of dementia services in Clapham Park at a free public workshop on Monday 22 September 2014, 2pm-5pm, at the Assembly Hall, Brixton. Full details of this event are available at [www.healthwatchlambeth.org.uk/enterandview](http://www.healthwatchlambeth.org.uk/enterandview) or from the Healthwatch Lambeth office (contact details on the back page).



# Recommendations

For ease of reference all the recommendations are repeated below:

## Recommendation 1

Consideration should be given to providing outdoor seating in the garden area to encourage tenants to make the most of the outside space.

## Recommendation 2

If the service station is to be removed, it would provide an ideal opportunity to redesign the reception area and also to involve the tenants in this process. The provision of an area that encourages tenants to have informal meetings and socialise will positively contribute to reducing the sense of social isolation and provide a focal point for information and activities.

## Recommendation 3

Consideration should be given to recording the time it takes staff to respond to tenants' emergency calls and how this information can be made available to tenants at their meetings.

## Recommendation 4

The Activities Co-ordinator should ensure that care staff are informed every day about opportunities for tenants to join in group activities so they can encourage the tenants they care for to go along and see what is happening.

## Recommendation 5

The Activities Co-ordinator should investigate how tenants could be more engaged with activities at weekends.

## Recommendation 6

The Activities Co-ordinator should formally contact Metropolitan Housing Trust to request that internet access and a place for computers to be used be set up. Information about this development should be reported back to the tenants at future meetings.

## Recommendation 7

The Activities Co-ordinator should identify those tenants who would like to be supported to use a computer particularly to keep in contact with friends and family.

## Recommendation 8

The Activities Co-ordinator should explore whether volunteers could be used to help with computer training for tenants.

## Recommendation 9

The Activities Co-ordinator in conjunction with the care and support staff should identify those tenants who would like to or would benefit from shopping or short trips out. This information should be shared with Lambeth Adult services to explore how Community Transport and volunteers could reduce the tenants' social isolation.



# Recommendations

## Recommendation 10

We recommend that the Activities Co-ordinator and the staff team in the day centre consider options for joint activities and or use of the facilities at weekends.

## Recommendation 11

Consideration should be given to reviewing the way staff work programmes are devised in order to provide more continuity and consistency of care to tenants.

## Recommendation 12

Both Lambeth Council and Sanctuary should regularly monitor the collective level of needs of the tenants in Clarence Avenue in order that there is an appropriate level of staffing and skills to provide a safe individual and collective service.

## Recommendation 13

When identifying a move to Clarence Avenue, consideration should be given to including an initial assessment of the individual's ability to cope with social isolation and to keep this under regular review.

## Recommendation 14

Consideration should be given to reviewing how staff are trained to use the hoists to benefit individual tenants.

## Recommendation 15

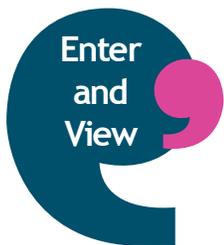
Consideration should be given to providing a single point of contact with relatives to reduce the difficulties that relatives face when advocating for a tenant. This should reduce the need for relatives having to speak with one or more of either the Sanctuary team, the Activities Co-ordinator, Metropolitan Housing Trust or an external care provider.

## Recommendation 16

Metropolitan Housing Trust should monitor and ensure that hot water is always available at peak usage times.

## Recommendation 17

Consideration should be given to prominently displaying notes and a list of the actions from tenants' monthly meetings in order that tenants and their families can see what sort of issues are being raised and how they are being resolved.



# Appendix 1

## Metropolitan Housing Trust's response

### Recommendation 1

Consideration should be given to providing outdoor seating in the garden area to encourage tenants to make the most of the outside space.

*We have been working with tenants on designing a garden, including outdoor seating and our contractors Pinnacle will be making this happen. Another garden planning meeting with tenants will happen shortly and we hope to have the garden area up and running in a few months.*

### Recommendation 2

If the service station is to be removed, it would provide an ideal opportunity to redesign the reception area and also to involve the tenants in this process.

*We have been discussing the removal of the hot server for some time and we hope to find a charity or local organisation that can take it. So far we have not found someone to take it away but as soon as we do it will be removed. This will make the space available for tenants to congregate. In the long term, we are looking at raising funds to put something else in place and ideally we want to reconfigure the office space to provide more social space for tenants.*

### Recommendation 6

The Activities Co-ordinator should formally contact Metropolitan Housing Trust to request that internet access and a place for

computers to be used be set up. Information about this development should be reported back to the tenants at future meetings.

*Internet access is now in place and computers are set up in the lounge. The Activities Co-ordinator is arranging training for tenants so they can use the facilities provided.*

### Recommendation 16

Metropolitan Housing Trust should monitor and ensure that hot water is always available at peak usage times.

*This issue has been on our agenda and has been looked at. There are often issues with heating and hot water in large properties like Clarence Avenue. The Repairs Team are aware of the issue and will respond promptly when any problem is raised through the Customer Services team. The property is flagged as housing a vulnerable client group which requires immediate action and it will be prioritised.*

### Recommendation 17

Consideration should be given to prominently displaying notes and a list of the actions from tenants' monthly meetings.

*The Housing Management Team will take responsibility for running the tenants' monthly meetings and ensure that all notes and actions are displayed appropriately.*



**Healthwatch Lambeth**

336 Brixton Road  
London, SW9 7AA

Tel 020 7274 8522

Text 07545 211 283

[info@healthwatchlambeth.org.uk](mailto:info@healthwatchlambeth.org.uk)

[www.healthwatchlambeth.org.uk/enterandview](http://www.healthwatchlambeth.org.uk/enterandview)

Registered charity no: 1153444

Registered company in England and Wales no: 8430436