

Enter and View Report

Marron House December 11th 2024



“The Staff are great! They make me feel like I am a part of a family and everyone wants you to grow and get better. Relationships are strong and I have no issues. Very good and supportive.”

- Resident of Marron House

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Visit Details	
Service Visited	Marron House 58 Bowmans Cl, London W13 9YT
Manager	Sylvester Nzekwue
Date & Time of Visit	11:00 AM December 11 th 2024
Status of Visit	Announced
Authorised Representatives	David Crawley, Emma Ferreyra
Lead Representative	David Crawley

1. Visit Background

1.1. What is Enter & View?

Part of the local Healthwatch programme is to undertake 'Enter & View' (E&V) visits.

Mandated by the Health and Social Care Act 2012, the visits enable trained Authorised Representatives (ARs) to visit health and care services – such as hospitals, care homes, GP practices, dental surgeries, and pharmacies.

E&V visits can happen if people tell us there is a problem with a service but can also be made when services have a good reputation.

During the visits we observe service delivery and talk with service users, their families, and carers. We also engage with management and staff. The aim is to gain an impartial view of how the service is operated and being experienced.

Following the visits, our official 'Enter & View Report', shared with the service provider, local commissioners and regulators, outlines what has worked well, and makes recommendations on what could work better. All reports are available to view on our website.

1.2 Safeguarding

E&V visits are not intended specifically to identify safeguarding issues. If safeguarding concerns arise during a visit they are reported in accordance with safeguarding policies. If at any time an authorised representative (AR) observes anything they feel uncomfortable about they will inform their lead who will inform the service manager, ending the visit.

If any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

1.3 Disclaimer

Please note that this report relates to findings observed on this specific visit. It is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed on this date.

1.4 Acknowledgements

Healthwatch Ealing would like to thank the service provider, service users and staff for their contribution and hospitality in enabling this E&V project to take place. We would also like to thank our ARs, who assisted us in conducting the visit and putting together this report.

2. About the Visit

2.1 Marron House

On December 11th 2024, we visited Marron House which is located in Ealing

The service is run by SIG Equinox, this is just one of their services.

The home may accommodate up to 18 residents and 15 were in residence at the time of the visits.

The purpose of Marron House is to help rehabilitate those with mental health issues to a point that they can live independently again.

The home has a staffing complement of 13.

2.2 Online Feedback

There is no recent online feedback for this provider.

2.3 Purpose of the Visit

Enter and View visits enable Healthwatch Ealing to form an impartial view of how the home is operated and how it is experienced by residents, and to produce a report.

3. Executive Summary

This section of the report details the key findings from our observations and the resident and staff feedback collected during our visit.

Observations

What has worked well?

- The office is located right next to the front door. There is a window that allows staff to see who is coming and going.
- Residents have their own keys and can come and go as they please, they must let the home know where they are going and for how long and check in at least once every 24 hours when on leave.
- Residents' rooms are large and well equipped. Residents are free to decorate their rooms as they see fit.

What could be improved?

- The garden area of Marron House is in need of great care, there were empty drink cans in the long grass. A bench for residents to use had a broken board.
- While residents do have access to kitchens both in their flats and in the communal area when we spoke with them regarding their diets, they did mention they tend to default to getting a takeaway.

Resident Feedback

What has worked well?

- Residents enjoy the environment, saying it is calming and helps them.
- Residents only had praise for the staff, in particular, they said that they enjoyed their sessions with their key workers.
- They find the staff helpful and engaging.

What could be improved?

- A resident voiced that they would like to see the outdoor space improved, as well as having a place for exercise.
- One resident expressed a wish for a chess group.

Staff Feedback**What has worked well?**

- All staff we spoke with mentioned that they felt supported in their roles.
- One member of staff really took an interest in the training they made available at Marron House. They told us that it was really good for their personal development and expressed wishes for more training and more in-depth training.

What could be improved?

- Members of staff we spoke with mentioned that they would like to have access to overtime, and if given overtime, work it in Marron House instead of another care home within the network.

4. Full Findings

During the visit, we collected responses from 4 residents, 3 members of staff, and the head manager (8 people in total).

This report is based on their collective feedback, plus notes and observations made at the visit.

We would like to thank the staff and management for their time and for their warm welcome and cooperation.

4.1 Observations

During our visit, our team of Authorised Representatives made observations on Entry and General Accessibility, General Environment, Safety and Visiting, Personal Care and Activities, and Staffing and Management. We have highlighted both good practice and areas for improvement.

Entry and General Accessibility

Notes

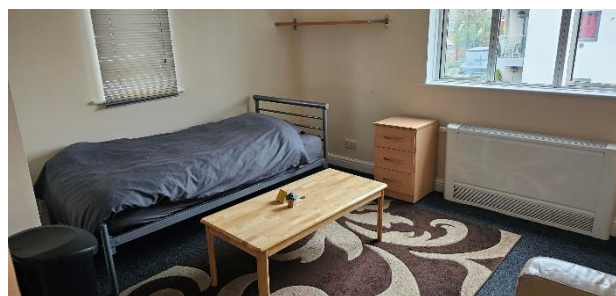
- There is step-free access to the home.
- Visitors need to be let in and must sign in at the office.
- The front door is kept locked, it is also the only door that is meant to be used to enter and exit the building
- The home is a 12-minute walk from West Ealing Station and a 17-minute walk from Northfields tube station and a 2-minute walk from a bus stop according to Google Maps.

What has worked well?

- Those with mobility issues are given rooms on the ground floor.
- The office is located right next to the front door. There is a window that allows staff to see who is coming and going.
- Residents have their own keys and can come and go as they please, they must let the home know where they are going and for how long and check in at least once every 24 hours when on leave.
- There is a notice board with names of residents and their current status (home, out, etc)

What could be improved?

- We found no potential areas for improvement.



An example of a room at Marron House.

General Environment

Notes

- Residents live across two floors. Those with mobility issues live on the ground floor.
- Residents live in independent flats within Marron House. There are 18 flats in total.
- There is a separate segregated wing of three flats for women only.
- Residents all have their own bathrooms within their flats with toilets and showers.
- There is a large common area, that also serves as a dining room if residents do not choose to eat in their rooms.

What has worked well?

- Residents describe the environment of the home as positive, clean, and nice.
- Residents' rooms are large and well-equipped. Residents are free to decorate their rooms as they see fit.
- All residents we spoke with told us that they felt safe and taken care of at Marron House.

What could be improved?

- The garden area of Marron House is in need of great care, there were empty drink cans in the long grass. A bench for residents to use had a broken board.



An example of a kitchen in a Marron House flat.

Safety and Visiting

Notes

- There is a CCTV network, with cameras in common areas of the home.
- Fire drills are conducted on a monthly basis.
- All staff are trained in safeguarding alerts.
- Staff do not enter residents' flats alone, always in pairs. This is for the safety of both parties.
- Fire door alarms are tested twice a day. When a member of staff comes to work, they have to do a safety check to ensure alarms are working.
- All residents and visitors must use the front entrance.
- If a resident goes 24 hours without letting the home know where they are, there is a process the home follows to ensure the resident is safe. This includes calling their family and or the police depending on the situation

What has worked well?

- Marron House has a very comprehensive safety plan that covers resident and staff safety. There is a detailed fire safety plan that should be the standard for hostels in North West London.
- Staff and Residents all told us that they felt safe at Marron House

What could be improved?

- We found no potential areas for improvement.

Personal Care, Diet, and Activities

Notes

- Each of the 18 flats in Marron house has its own kitchen, equipped with a fridge freezer, oven, sink, etc.
- Marron House is not a CQC service, as care is not administered, due to this staff cannot make residents take their medicine. They simply monitor residents as they do. Most residents take their medicine in the front office, with a few who are further along in their rehabilitation being allowed to keep their medicine in a locked box in their room. In instances where residents do not take their medicine, it is noted and reported to their care team.
- Each resident has their own kitchen, but there is also a common area kitchen where cooking classes take place.
- Activities include, but are not limited to, art group, cooking classes, walking groups, and trips to museums.

What has worked well?

- Activities can be resident-led. One resident we spoke to mentioned that they will lead the arts and crafts sessions sometimes, which makes them feel happy.
- Residents each have a key worker who coordinates their care plan with their care team.

What could be improved?

- While residents do have access to kitchens both in their flats and in the communal area, when we spoke with them regarding their diets, they did mention they tend to default to getting a takeaway.



The Garden at Marron House

Staffing and Management

Notes

- The home has a staff complement of 13. A manager, deputy manager, 5 permanent staff, and 6 agency staff.
- There are two shifts, a day and a night shift. Staff are present on premises 24 hours a day, 7 days a week.
- Training that the staff we spoke with includes, but is not limited to, Safeguarding, health and safety, autism awareness, dealing with complex needs, etc.

What has worked well?

- All staff we spoke with mentioned feeling supported in their roles.
- One member of staff really took interest in the training they made available at Marron House. They told us that it was really good for their personal

development and expressed wishes for more training and more in-depth training.

What could be improved?

- Members of staff we spoke with mentioned that they would like to have access to overtime, and if given overtime work it in Marron House instead of another care home within the network.

4.2. Resident Feedback

At the visit, we collected feedback from 4 residents. Their stays ranged from three months to 7 years. The average stay of those we surveyed was 4 years.

Staff

- Residents only had praise for the staff, in particular, they said that they enjoyed their sessions with their key workers.
- They find the staff helpful and engaging.
- One resident told us that staff is helping them with their English language skills

Environment

- All residents we spoke with told us they were given an orientation and tour of the home when they were first admitted.
- Residents enjoy the environment, saying it is calming and helps them.
- Everyone felt that they were safe and happy in the home.

Food

- Residents all have their own kitchens in which they can cook food.
- Residents like to get takeaways multiple times a week.
- Residents praised the jollof rice cooking sessions that are held frequently in the home.

Improvements

Residents made the following suggestions for improvements:

- A resident voiced that they would like to see the outdoor space improved, as well as having a place for exercise.
- One resident expressed a wish for a chess group.

Feedback and Complaints

- All residents we spoke with felt listened to. Any concerns they had were taken care of in a timely manner.

Selected Comments

General Care

"Room is large and the common area is nice to be in. Everything is clean and spacious."

"We are taken care of, the staff cares, room is clean. Feels like home here. Very calm here and safe. After time went on, people and other residents got more comfortable with each other."

Thoughts on Staff

"They are great! They make me feel like I am part of a family and everyone wants you to grow and get better. Relationships are strong and I have no issues. Very good and supportive."

4.3. Staff Interviews

During the visit, we received feedback from 3 staff members, from varied roles. Length of service ranges from 6 months to 18 Months.

General Feelings

- Staff enjoy their work at Marron House and feel supported by their colleagues and management.
- Staff told us the thing they enjoy most about their work is talking with patients. One support worker told us that they look forward to their "key sessions" with residents. This is where residents meet with their key worker on a 1:1 basis. There they are able to

Selected Comments

"I love this kind of work, helping people. It is very challenging, everyday is different, you have the feeling you are doing something right. It is quite a flexible

role, which is perfect for me. You meet lots of characters. You help them learn and they help you learn."

Training

- Staff found training to be effective and useful for their roles.
- Trainings staff undertook include; safeguarding, risk assessments, autism awareness, fire trainings, and health and safety.
- Continuing to be trained and developing their skills is something that staff were very interested in. Especially as the home will be including more clients with complex needs in the future.

Accessing community health and social care services

- Staff mentioned that they help residents attend appointments by reminding them when they occur. They do so to help them learn how to become more independent.
- Staff did not report any major delays with accessing other services. They find having relationships with those in the MINT team helps them expedite things.

Communicating with patients and their family

- Staff said that there are no issues communicating with patients or their families.
- One member of staff told us that communication with those who have more complex needs can be difficult.
- One member of staff commented that communication can help prevent any issues that could occur in the home.

4.4 Management Feedback

We also spoke with the manager of Marron House about a variety of topics including how to help residents become independent, raising safety concerns, challenging aspects, and improvements to the home.

In Summary

Helping residents to become independent

- Due to covid, we have had some residents stay longer than they normally would have. However, we have had 4 move out so far this financial year, with a further 4 ready to move out as soon as the council finds them a placement.
- We hold cooking classes in the common kitchen to help residents learn how to cook independently.

Raising Safety Concerns

- All staff are trained on how to raise a safeguarding alert.
- Safeguarding alerts are very rare.
- All staff must do an inspection of door alarms when they start their shift.

Challenging Aspects?

- Recruiting permanent staff has been a challenge, due to some not wanting to do a night shift. We do not want just agency staff who do ad hoc shifts, we believe strongly in having consistency.
- The budget can be a challenge. We recognize that the outdoor area is in great need of upkeep, but we only get it taken care of every few months, when the council has the lawn mowed. We want to make more renovations, but cannot until we find additional revenue.

Improvements

- We want to improve the garden, we think that having a nice outdoor space would be very good for the residents, the primary barrier here is cost. We have had estimates that we simply cannot afford at this time.
- As there is a desire for us to take on those with more complex needs, we are aiming to train up our staff in order to best meet these needs.

5. Recommendations

Healthwatch Ealing would like to thank the service for the support in arranging our E&V visit.

Based on the analysis of all feedback obtained, we would like to make the following recommendations.

Recommendations

Diet

- While residents do have access to kitchens both in their flats and in the communal area when we spoke with them regarding their diets, they did mention they tend to default to getting a takeaway.

5.1: We recommend having a discussion with clients about the financial sustainability of relying on takeaways. We recognise that clients are adults who can make their own decisions, however, once they leave Marron House they will have expenses that will make this practice financially unsustainable.

Response: We have been utilizing key working sessions to explore residents' physical well-being which includes nutrition intake.

As a result, residents have taken positive steps towards cooking for themselves and occasionally cooking in the communal kitchen. We also have cooking lessons with staff weekly. This is followed by a meal provided to all residents. This has been popular and has been persuading people away from take aways.

Environment

- The garden area of Marron House is in need of great care, there were empty drink cans in the long grass. A bench for residents to use had a broken board.

5.2: Where the budget allows, make improvements to the garden. Work with the council and other organisations to make improvements to the outdoor spaces. Seek out grants to help fund renovations.

Response:

We have liaised with the LA who are attending on 02 June to trim down the grass so that it is more presentable and enables us to carry out well-being activities outside.

We have also purchased and placed physical well-being equipment available for residents to use.

We are also purchasing a BBQ for us to use during events in the warmer season.

Resident Improvements

- A resident suggested a gym as a part of potential improvements

5.3: Consider this point when doing outdoor renovations. Perhaps allow for a space for residents to exercise outside.

Response: We currently have placed outdoor gym equipment that is supervised by staff. Over the last 2 months (especially with the weather improving) there has been an increase in residents using the gym.

Improvements

- Members of staff we spoke with mentioned that they would like to have access to overtime, and if given overtime work it in Marron House instead of another care home within the network.

5.4: Where budget allows, consider the above point. Having workers who are dedicated to a single location can help residents with a sense of continuity.

Response: We now have full staffing complement and therefore enables us to avoid the usage of temp workers. With a single staffing unit, we are able to create meaningful relationships with residents with trust where we can support in in their recovery journeys.

- The home will soon be taking on those with more complex needs

5.5: Given that staff have expressed satisfaction in the training they have received thus far, ensure that additional training is offered and complexed ahead of taking in clients with more complex needs

Response: We have now Enrolled on the Ealing local authority training programme that emphasizes on complex mental health needs. All staff have taken part in this training and will be enrolling on any further offers. Our

commissioners have informed us that they are happy for us to enjoy training offers from the local authority.

Moreover, we in SIG offer a mandatory training program that focuses and various element of service delivery. This includes various modules that support dealing with complex behaviors.

Safety

- The home has a very comprehensive safety plan

5.6: ARs were very impressed by the safety plan at Marron House. It was very comprehensive, especially the sections on fire safety. We recommend sharing this plan with other homes, as it should be the standard for safety plans in the borough in our opinion.

Response: n/a.

6. Glossary of Terms

AR	Authorised Representative
CQC	Care Quality Commission
Enter & View	E&V

7. Distribution and Comment

This report is available to the general public, and is shared with our statutory and community partners. Accessible formats are available.

If you have any comments on this report or wish to share your views and experiences, please contact us.

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