

Enter and View Visit Report

'What Good Looks Like'

1. Visit Details

Premises visited: Pendlebury Court, St Mary's Road, Glossop, Derbyshire SK13 8DN

Purpose of the service: Pendlebury Court is a Residential Home for Older People, which supports up to 39 residents at any one time.

Date and time of visit: 7th February 2014 between 13:00-15:00

Authorised Representatives: Lesley Surman and Amy King

Contact Details: Healthwatch Derbyshire, Suite 14, Riverside Business Centre, Foundry Lane, Milford, Near Belper, Derbyshire DE56 0RN Tel: 01773 880786

2. Acknowledgements

Thank you to all the staff, residents, and relatives who took the time to speak to us during the visit.

3. Disclaimer

Please note that this report relates to findings found on the specific date and time specified above. It is not representative of all service users and staff only those who contributed within the restricted time available.

4. Purpose of the visit

Healthwatch Derbyshire wants to ensure that everyone who lives in Derbyshire, including those who live in a care home, get the opportunity to engage with Healthwatch to have their say about the health and social care services they are receiving.

For the purpose of this visit, Healthwatch Derbyshire wanted to observe 'What good looks like' within a care home setting.

Pendlebury Court was randomly selected, alongside 9 other Care Homes who had been awarded the Derbyshire County Council Bronze Dignity Award.

The purpose of the visit was to:-

- Identify examples of good working practice.
- Observe residents and relatives engaging with the staff and their surroundings.
- Capture the experience of residents and relatives and any ideas they may have for change.

5. Methodology

This was an announced Enter and View visit.

Authorised Representatives conducted short interviews with some of the staff of each care home. Topics such as quality of care, safety, dignity, respecting and acknowledging the resident's and their families' wishes and staff training were explored.

Authorised Representatives also approached residents at each of the care homes to informally ask them about their experiences of the home, and where appropriate, other topics such as accessing health care services from the care home may also have been explored, to help with our wider engagement work.

A large proportion of the visit was also observational, involving the Authorised Representatives walking around the public/communal areas and observing the surroundings to gain an understanding of how the home actually works and how the residents and service receivers engaged with staff members and the facilities. There was an observation checklist prepared for this purpose.

The visit was approximately 1 ½ - 2 hours in duration.

6. Findings

Exterior

The exterior of the building was well presented and welcoming. There was ample parking available. The Manager was there to greet us at the door and gave us a parking pass. She informed us that the car park is closely monitored to ensure people don't use the car park inappropriately.

Interior

We were greeted by the Manager herself who was very welcoming. The home had a very warm and friendly feel to it. The home smelt fresh and clean. Residents were seen making use of the various different communal areas.

In the entrance we were able to see:-

- Photos of residents at various events held within the home. There were lots of pictures to be found around the home showing the residents involved with different celebrations.
- A blossoming dignity tree. The residents, staff and relatives/visitors were all invited to write on a leaf what dignity meant to them and stick this on the tree. This information, we were told, was used to inform practice/policy.
- A certificate showing their association with Advocacy Alive. A representative of Advocacy Alive visits the home unannounced every two months; talks to residents and feeds back to the Manager if there are any problems.
- There was a light airy feel throughout the home. Upstairs bedroom doors were made to look like front doors; the corridor was decorated to look like apartments.

Manager's Meeting

The new Manager, Sarah, had only been in post for 10 weeks. The previous manager had stepped down to take a team leaders post which better suited her domestic circumstances.

Lorraine, the Operatives Director, also joined our discussions and helped in showing us around. Both Sarah and Lorraine were aware of Healthwatch and the purpose of our visit and they were very accommodating, showing us around the home and helping us to understand the working of the home.

The Manager explained that there had previously been issues with the home and sees her appointment as a fresh pair of eyes and that since she took over she has made several changes. She told us that subtle changes have been made that have already made a large impact of staff and residents. The changes include:-

- Increasing the number of activities for residents.
- Creating a networking group for the staff.
- An increase in the amount of supervision sessions for staff, which are now inclusive of dignity work.
- The introduction of reflective practice exercises with staff.

The Manager told us that all of the staff members have been very positive about the changes and that they are able to see the improvements for themselves. Apparently they have said of themselves that they can do better. The Manager went on to say that residents have noticed an improvement and have commented so.

The Manager explained that she found it particularly useful to engage with other care home managers to discuss similar issues or difficulties they are having. They found the Glossopdale Home Owners meetings particularly useful for this. They saw it as an opportunity for networking but also, a chance to see if the issues they are having are isolated incidences or are spread across the board.

We spoke about staff training and we were informed that staff were currently trained, or at least working towards, their Diploma in Care. Senior staff members had all undertaken Team Leader training. However, since the training provided by Derbyshire County Council has moved to Doveholes/Chesterfield it has become more problematic; a view shared by other care homes in the area.

We were informed that staff turnover is low and that the staff who worked at the home had been there for a long time. All staff were seen to be very interactive with residents.

The Manager's own children visited the home often and readily interacted with the residents.

The home has recently undergone a refurbishment and the staff and residents were encouraged to have a say in the planning. The new chairs are comfortable and attractive but are still practical.

Rooms are freshened up/refurbished as necessary between residents.

We spoke about accessing services outside of the home. The Manager stated that quite often phone consultations with GPs are given as opposed to the doctor actually attending the home. However, she didn't have a problem contacting a doctor, district nurse or any other professional or getting them to attend in person if that was what she needed.

The Manager told us of aspects regularly monitored for each resident:-

- Capacity assessments are made twice a monthly.
- Power of Attorney records are made clearly visible in patient notes.

- Best interests are reviewed monthly.
- Care Plans are reviewed monthly, or more regularly if changes occur.
- Deprivation of Liberty assessments are made as part of risk assessments.
- Recently, the process of obtaining and recording advanced decisions has been reviewed and relatives are a part of that process.
- Nutrition and hydration is an area that is clearly monitored. Residents are weighed every week and a monthly audit is taken. If a resident has lost/gained over a kg in a month, a GP and Dietician referral is made. The home works closely with the dietician who advises in respect of individual resident's needs and helps in developing the main menu.

We spoke about how staff, residents and relatives are able to feed back to the management:-

- Staff meetings are an opportunity for staff to voice what they think is, or is not, working but feedback by informal means is also encouraged.
- Home meetings have been held in the past but it is felt that more information is gained by more informal interactions with residents and relatives.
- The home has regular visits from Peaks and Dales Advocacy. The same advocate comes to the home on a regular basis, the residents know her and they are encouraged to speak about their experiences/feelings of living within the home. The advocate then feeds back any information gathered to the Manager. Residents and relatives are always offered the assistance of an advocate should they need it.
- There is a resident and relative questionnaire that is available in the entrance of the building.

The Manager explained that she is very keen to continually gather feedback.

There is a strong emphasis on this being 'home' for the residents and their independence is encouraged and respected.

There are residents who regularly take themselves into town or to neighbouring Hadfield using taxi services; their routines are well known and people look out for them.

Many of the other residents still go out into the community assisted by staff members. The home supports residents to do this wherever possible.

Many residents go to family for tea/dinner/Christmas.

Residents are often taken to one of the local eateries for breakfast or lunch which they really enjoy.

They have an Activities Co-ordinator 5 days a week. There were different activities going on in different areas of the home while we were visiting.

Talking to Residents

'Resident 1' is actually a day care resident. She explained that she likes to visit the home and comes once a week. She enjoys the interaction with the other residents and the staff. She explained that she knows all of the staff and she isn't afraid to tell them what she wants and what she doesn't. She also explained that there are lots of activities that take place, but she doesn't really like to get involved and would just rather have a chat with the other ladies or listen to music.

'Resident 2' explained that she also likes being at the home, she said that she sometimes gets involved with the activities, but also just enjoys having a chat with the other ladies. She explained that she really enjoys the food here and that it's all nicely home cooked.

'Resident 3' doesn't like to join in but does like to be able to see what is going on. She likes the home and the food is nice.

'Resident 4' likes the activities, '*... well most of them*' and she likes to be able to go out with her family. She feels able to say if she doesn't like something.

Speaking to a group of three residents, they all explained that they had built up a wonderful friendship and that living in the home was very enjoyable. They all really enjoyed the food; one lady said that if they don't like something, they get something different. Another lady I spoke to was Italian. She goes shopping to buy Italian ingredients. The cook is happy to cook her something with these ingredients but she also likes to cook her own food in the kitchen with assistance from the kitchen staff. All of the three residents like getting involved with the activities.

Talking to Relatives

'Relative 1' said that she was very happy with the care her husband is now receiving. She explained that she likes to be there with him as much as possible and that the staff accommodate this. She explained that her husband is quite negative and won't get involved in any of the activities or even eat any food without encouragement. She said that now staff are aware that he needs a little persuasion to eat, he does tend to eat a little better. She also explained that the home is very inviting, the staff are all very friendly and some of the residents have become good friends of hers.

She also explained that things haven't always been this good at the home, but the recent change in management has changed the home for the better. She explained that there is much more for the residents to do and the staff seem to be much more aware of the needs of the residents.

'Relative 2' was visiting her mother who was having a restless and difficult day. She explained that she was much happier having her mother in this home. She has a lot of experience of nursing and care homes and this is where she wants her to be. The staff are good and supportive to all of them. She feels guilty that she has had to put her mum in here but she couldn't cope and the staff make her feel better about it.

Several relatives were seen assisting their loved ones throughout the day. Some relatives arrived in the early morning and did not leave until well into the evening. There are no strict visiting hours.

7. Summary of Findings

Residents report that there are a lot of activities taking place in the home, and that they are provided with ample opportunity to interact and chat with other residents.

Residents report that the food is good, and that the home is flexible to their needs and wishes.

Relatives report that the staff are very friendly and helpful.

The home has a warm and friendly feel to it and smells fresh and clean.

Residents are encouraged to give feedback about their experiences and any changes they would like to make through the Advocacy Alive representatives who visit the home unannounced every other month.

A blossoming dignity tree allowing staff, relatives and residents the chance to write down what dignity means to them, ensures that their views inform policy and practice in the home.

8. Recommendations

This report highlights the good practice that we observed and reflects the appreciation that residents and relatives feel about the care and support provided.

We would recommend that Pendlebury Court:

- Continue to make use of the Home Owners meetings and other support groups within the community to give strength to shared difficulties.

We would recommend that Derbyshire County Council:

- Take into account feedback on the location of the training at Doveholes/Chesterfield.

9. Response from Lorraine Riley, Director of Operations, Pendlebury Care Homes Limited.

I have reviewed the report for any factual inaccuracies and I feel the report is representative of everything discussed on the day of the visit and I am happy for the report to be published in due course.

I would like to add that both representatives that visited Pendlebury Court were very professional throughout the visit.