

## Visit Final Report

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**Name of Service Provider:** Four Seasons Health Care

**Premises visited:** Marquis Court, Windsor House

**Contact Details:** (email/telephone number for the provider) 01543 422622

**Date of Visit:** 25<sup>th</sup> March 2014

**Time of visit:** 9.45am

**Home Manager:** Jane Woods

**Authorised Representatives:** Beryl Gregory, Chris Ralston

**Observers:** Iris Nock, Noel Davies

### Summary of findings

Windsor House gives the impression of being well managed

Service users appear to be well cared for and there are sufficient staff to meet their needs

Some activities and social interactions are being provided for service users

The internal environment is in need of some refurbishment

The effectiveness of the visit was inhibited by the absence of the Home Manager

### **Recommendations**

*Please use bullet points for the recommendations and if needed any reasoning behind the recommendations.*

The management arrangements in the absence of the Home Manager should be reviewed

## **1. Report Overview**

*Provide a short summary of the visit, including a brief description of the service visited (please include the name of the person who conducted the visit if different to the home manager):*

A new Home Manager, Jane Woods, has been appointed. Unfortunately she was not available for the Visit. The Assistant Manager delegated a Senior Care Assistant, Ginny, to assist with the Visit.

The Senior Care Assistant was not able to respond to a number of queries or give a comprehensive overview of the service. There was no access to written procedures in the absence of the Home Manager. The visit was therefore not as comprehensive and rigorous as usual.

The service is divided into 3 units on separate floors. The ground floor is the Enablement Unit for those with fewer nursing needs. The middle floor is for those whose needs are predominantly for nursing. The top floor is for those with the most complex needs, it includes people with challenging behaviours.

## **2. Purpose of Visit**

*Put in a small paragraph about why the visit was undertaken*

There have been past concerns about the availability and quality of staff training, the arrangements for supported eating, and a lack of activities and social stimulation for patients/ residents.

The new Home Manager, Jane Woods, is very experienced and has indicated that a program of improvements is being put in place. The visit is to give assurance that there have been sustained improvements in the quality of care experienced by service users

### **3. Approach Used**

The approach used e.g. direct observation; talking to Staff; talking to Patients/Residents; talking to Relatives/Carers/Visitors; evidencing written procedures etc.

- Direct observation of meal times
- Interviews with carers/relatives
- Interviews with staff

There was no opportunity to look at any written procedures as the office was locked in the absence of the Home Manager

#### **4. Observations/Findings**

*These should be summarised under the following headings:*

##### **Section 1 - Physical Environment**

The external environment and approaches are well maintained, although parking spaces are limited

The internal environment is in need of refurbishment in some places. The ARs were informed that the carpeting is due for replacement which may help to lift the appearance of the public spaces.

The corridors are themed and the room doors have the name, photograph, and short life story of each service user. Each room is en suite and has an effective buzzer system.

There is a conference/training room, laundry room, and a hairdressing room. The kitchen is located on the middle floor and serves food on heated trollies to the other floors.

##### **Section 2 - Staff**

The ARs were informed that sufficient training is offered to staff, although they were not able to view the training matrix. Staff appear to have the option to pursue NVQ levels 2 and 3.

The ARs were informed that staffing levels are now adequate, although agency or bank staff are sometimes used at night. The Senior Care Assistant was not able to confirm actual numbers of agency/bank staff, but did indicate that preference was given to giving extra shifts to permanent staff before using agency/bank. The ARs were not able to verify this information in the absence of the Home Manager.

##### **Section 3 - Service User Experience, Dignity and Respect**

The ARs were informed that an activities co-ordinator has been employed from Monday to Friday, although it was not clear how many hours they do per day or week. They have to provide activities for all 3 floors. We were informed that attempts are made to personalize activities to the needs and abilities of service users. The ARs were not able to observe activities.

Lunchtime was observed and supported eating arrangements appeared to be satisfactory. There was a choice of menu available both in advance and on the day if service users changed their minds. Drinks and snacks were available at all times.

##### **Section 4 - Service User / Relative or Carer story**

### **Section 5 - Staff Feedback**

Staff said that “things have improved” since the arrival of the new Home Manager. A recently appointed RGN said that it was caring environment, although it did need brightening up in terms of decoration and refurbishment. The RGN also said it was a good place to work and she was happy there.

### **Section 6 - Overall Lasting Impressions**

The relationships between staff and service users appeared to be comfortable and relaxed. The overall impression was that the service was well managed.

Staff appeared to be confident that things have improved, and will continue to improve, since the arrival of the new Home Manager.

**5. Feedback from Patients/Residents/Relatives/Carers/Staff**

*Please ensure anonymity at all times*

**a) Patients/Residents**

**b) Relatives/Carers**

A visitor who had come to take her mother to lunch said that her mother was happier in Windsor House than she had been living at home because of the consistent quality and continuity of care she was receiving.

**c) Staff/Other professionals**

**6. Follow Up Visit : NO** *(delete as appropriate)*

*Authorised representatives to state whether they feel a follow up visit should take place, the purpose of visit, and an approximate timescale for this.*

**An immediate follow up Visit does not seem to be necessary and is not recommended.**

**A Visit in 2015 to give assurance that the promised and actual improvements are in place may be helpful**