

Disclaimer: This report relates only to the service viewed on the date of the visit and is representative of the views of visitors and residents who met members of the Enter and View team on that date.

Date of visit:	25 th April 2014
Name of Establishment:	Eversleigh nursing Home
Name of Manager:	Karen Carter
Address:	2 and 4 Clarendon Place. Leamington Spa CV32 5QN
Email address:	office@eversleighnursinghome.co.uk
Telephone number:	01926 424431
Names of Enter and View volunteer visitors:	Deb Smith and David Alexander
Time at the home:	From: 10:00 am To: 2:00 pm

SUMMARY

Purpose of the visit:	To see what life is like in the home from a resident's point of view in terms of quality and dignity and end of life.
General impressions of the visit overall:	It was a good, well run home that was calm and where the ethos was very much to treat the residents as one would want one's own relatives and loved ones to be treated.
Any recommendations:	None.

NOTES OF VISIT

1. What did you notice about the home when you first went inside?	It was calm, no smells and it felt like a gentle comfortable place to live.
2. How did the residents you spoke with describe their home? What adjectives did they use?	The residents said they loved being in the home. 2 of the residents we spoke with had moved from out of the area to be here. One said her daughter had chosen it as 'the staff don't leave'. They found the staff very helpful and talking to one of them her face lit up when asked about living in the home.
3. What sort of activities took place?	They have an activities co-ordinator and the activities range from quizzes to having people come in and do Easter services and having a Scottish piper amongst others. They do games and any activities the residents want. Alistair who does the activities not

	<p>only does them in the lounge but goes round to each resident each day and does things with them. He also has DVDs for them to watch and it seemed that he put a lot of time and energy into having a good mix of activities and including everyone. Alistair takes people out when he can and gets things from shops for people and has things ready for a celebration Leamington are having later in the year. He said that he feels well supported in his role.</p>
<p>4. What kind of links are there with the local community?</p>	<p>There are links with one of the churches in Leamington who come into the home, as well as various other Christian organisations. They have tried to get other religious organisations to come in but as there is very little demand from the residents for these other religions at present the organisations have not been willing to come in. They had a school come in to do things and one of the residents goes to a club in a local church once a week.</p>
<p>5. How did the staff relate to the residents and vice versa? What did you see to demonstrate this?</p>	<p>The residents seemed to trust the staff a lot and the staff were calm and gentle in their approach to the residents. When we talked to one of the staff she was very careful not to mention residents by name when talking to us.</p>
<p>6. How does the home hear the views of its residents?</p>	<p>The manager goes and speaks to each resident every day she is there. They have recently done a survey about meals. They have a meeting three times a month where relatives and residents are encouraged to attend and residents and relatives are encouraged to participate in the six monthly care plan review.</p>
<p>7. Did you see any issues related to the dignity of the residents being compromised? Describe what you saw.</p>	<p>No - in fact the opposite. There was a resident we spoke to who said her arm was hurting and the staff weren't getting the doctor or an ambulance. We spoke to the manager about this and both she and the assistant manager without hesitation told us how this was part of the resident's behaviour whenever she saw anyone new and that there was no issue about her arm. The staff</p>

	<p>were very calm with her and when as an epileptic she began to have some fitting in the dining room at lunchtime she was very quietly and calmly taken into the lounge where somebody sat with her and the whole incident was handled well without alarming the other residents but also while maintaining the ill resident's dignity.</p>
<p>8. Were you able to discuss the home's policy/practices around advanced care planning/end of life care?</p>	<p>Yes - we talked at length about this and they have very good arrangements. They have quite a lot of people come for end of life care and have achieved a Gold Standard award at commended level for their care in this area.</p>
<p>9. What did you like most about the home?</p>	<p>It didn't feel like a nursing home. It was somewhere that felt calm and a happy place to live. The fact that all the rooms are different shapes because of the fact it is 2 old houses put together made the rooms feel unique and individual.</p>
<p>10. If you met the care home manager, what did they talk to you about?</p>	<p>The manager gave very freely of her time and answered all questions we had. We talked about the home and about end of life care, dementia care and the whole ethos of care in the home. She has been there 4 weeks but seemed to have a lot of experience and be passionate about her role and seemed to have complete knowledge about all the residents, staff and how the home runs.</p>
<p>11. What would be the (at least) three positive things and three suggestions for improvement you would make about the home?</p>	<p>Three positives are: The calm atmosphere, the activity programme and the fact that residents who stay in their rooms are included and the glowing remarks from residents.</p> <p>We did notice that some staff were not wearing identity badges and that the pictures of the staff in the hall still have the previous manager's picture there. Having spoken to the manger we were assured these things are in hand and would very much hope they can be done as soon as possible. We have no other suggestions for improvement.</p>

12. Would you like a relative or friend to live in the home?	Yes very much so.
13. Were the staff happy to talk to you? What did you talk about?	The staff were happy to talk to us. We talked to the activities co-ordinator about his role and to one of the care staff at length about lunchtime arrangements and her work. The staff were most welcoming and treated us well.
14. Did you talk to anyone else i.e. relatives of residents?	When we were with one of the residents her granddaughter arrived and she again seemed very happy with the home and smiled very happily at us.
15. Any comments on the lunch time period from the residents perspective	The atmosphere in the dining room was calm and the radio was playing at a low level which was not intrusive but which kept any comments the staff were making as they worked with each other inaudible which maintained confidentiality. The resident who needed help was helped well and with dignity. The food was excellent and there was choice. The large majority of the residents had chosen to eat in their rooms and the staff were working hard to enable this to happen.
16. Did you have any final impressions when you left?	We felt that it was an excellent home and really don't have anything reservations about the quality of care.
17. Anything not covered above that you feel Healthwatch should know about from this visit.	We are aware that a number of residents are having end of life care and that we did not have opportunity to speak to them but we feel given the fact that are reaching the end of their lives this was totally appropriate.