

Healthwatch Cheshire West Enter and View Report	
Enter and View Visit to	Overdene House John Street, Winsford, CW7 1HJ
Date	22 <sup>nd</sup> January 2015
Authorised Representatives	Margaret McDermott, Neil Garbett, Lynda Kenny
Staff Present	Yvonne Burutsa - Manager
Background	Overdene House is advertised as a 70 bed care home offering nursing, residential and respite care as well as providing specialist care for young people with disabilities. Owned by HC-One Ltd., the two-storey home is located in a residential area near to the town centre of Winsford. At the time of our visit Representatives were told that the home had currently 47 residents.
Overall Impression	<b>Most residents seemed happy with the care that they were receiving and general care Representatives thought was good.</b> However, a number of residents who spoke to representatives were not happy, reflecting in their comments a perceived lack of team-work. Representatives felt a general feeling of unease amongst these residents. Staff appeared open, keen and transparent, some expressing an interest in having more involvement in decisions affecting the home. Overdene seems to be run efficiently in regard of the essentials but in need of some refurbishment - especially the residents' garden. Staffing levels appear adequate although Representatives felt that the upstairs unit would benefit from greater personnel support. There appears limited time for spending periods with individual residents, and there is little evidence on display of entertainment or activities that take place. Representatives were able to walk around the home unattended.
Any ideas or suggestions for improving service?	<ul style="list-style-type: none"> <li>• Representatives feel that the home should review its work in relation to the commendable company objectives published on the HC-One website.</li> <li>• The new manager seems keen to 'get things right' at the home and as such she should be supported by the company in terms of resources.</li> <li>• Regular visible plans should be established to involve the staff and more able residents in decisions made including improved mechanisms for recording, logging and acting on residents' views.</li> <li>• The home is encouraged to provide a structured and engaging programme of activity having a range of activities/entertainments geared to the needs of the residents and that this includes greater efforts made to encourage residents to move out of their room and to stimulate involvement generally; that consideration should be given to staff training for this.</li> <li>• A larger, better-equipped activities room is needed. Externally, the garden furniture needs replacing and outside seating areas made more interesting and engaging for the residents.</li> <li>• <b>Activity planning meetings/disputes should be organized outside the eyes and earshot of residents and visitors.</b></li> </ul>

## Environment

Entrance to the home was via the main entrance; this fitted with a security system. The main entrance, bordered by necessary neat and tidy offices, was spacious with visitor seating arranged around a small occasional table. A number of information leaflets were available. As you enter the home there is a signing in book and ahead the reception office and manager's office with comfortable chairs outside. Information about HC-One is available but nowhere did Representatives see a complaints procedure for residents or visitors.

### General comments:

- Clear information is visible on infection control
- **The home appeared clean in all areas visited by Representatives and cleaning staff were observed working really hard. In particular Bathrooms and toilets were all clean and corridors were not cluttered. Visitors' toilets were spotless**
- One or two areas; particularly activities areas; seemed a little cluttered.
- A strong smell of urine was noted in one upstairs area; however, Representatives feel that this could have been as a result of an accident
- The main lift in the facility was clean and uncluttered
- Decoration throughout the home is mainly functional magnolia and in certain areas obvious refreshment was required
- Residents' rooms appear to vary in size and that this is as a result of double rooms being converted to single
- **Residents appear to be able to have good range of personal belongings and photographs in their own rooms.**
- **Laundry services appeared excellent and was praised by residents.**

**Downstairs** - A large lounge was observed. This room also served as a dining room and had a kitchenette area at the end. Residents and visitors were able to make drinks when required. A conservatory led off the lounge providing space for additional activities. At the time of our visit residents were completing a jigsaw puzzle here. This area was furnished with an upright piano (well in tune) but residents commented that at the moment no one could play. In the conservatory at the time of our visit sat two large bulky wrapped packages which one resident said she thought were sets of drawers. We were informed that these had been there a couple of days.

Outside the home a small garden is available but baskets and bird feeders were observed in a poor state of repair and range of plants seemed limited. Hanging baskets all had dead flowers in. A large laurel hedge needed clipping. Outside seating is available for residents but the garden furniture was in a poor condition, needing checking, sanding and finishing. Also observed outside the conservatory were many cigarette ends giving a perception of lack of interest in the surroundings.

Representatives felt that pots could have either been taken down or replanted with something winter flowering - something that perhaps may provide an extra activity for residents.

At the far rear of the building behind a shipping container; presumably used for outside storage; Representatives noted at least one old mattress and some wooden furniture that had been put out for waste collection.

The ground floor appears to have many vacant rooms.

**Upstairs** - A large lounge was observed with many residents seated. This room is long with a TV at one end - Representatives felt that some residents who wished to watch TV were seated a long way away from the screen and we were not sure that everyone could see. At the time of the visit this area had no tables for group activities or books.

**Dining** - Rooms both upstairs and downstairs were clean and welcoming. Representatives felt that space was used well in these areas. There were four dining tables in the dining area; one was nicely

laid with linen napkins, the others had no napkins.

**Kitchen** - Located next to the dining area this appeared to be well maintained and clean. Representatives spoke to a member of staff who commented that he was the second chef three days a week; drove the mini bus on Thursdays and helped with activities on Fridays although he had had no activity training. He said all food was freshly made with fresh ingredients and all meat used can be traced to the farms it came from. The food menu was displayed outside the dining room and there appeared to be a three monthly rolling programme. He told me the cakes were all homemade, however, another member of staff did not agree with this statement.

**Laundry** - This was observed and appeared clean and well organised and Representatives understand there is a full time laundry assistant employed. One Resident actually commented on the quality of the laundry saying that her clothes, *“Were always beautifully cleaned.”*

**Activity Room** - All Representatives visited this area independently. All felt that this was small and untidy and did not look well equipped or well used.

**Salon** - There is a hairdressing salon in the main corridor near reception.

**Staff Room** - There is a pleasant staff room, staff are able to purchase meals at a subsidised rate. There were facilities to make drinks and a microwave in the room.

**Maintenance** - Representatives were informed by maintenance staff that Portable Appliance Testing (PAT) is contracted out and done yearly. The fire alarms were tested while a Representative was on site. Staff commented that Manual Handling equipment is regularly checked and serviced.

## Health and Wellbeing

Staff made Representatives feel welcome and were; though a little guarded at times; open and appeared honest in answering questions. There were some good examples of team work observed; these included staff interaction with residents, distribution of drinks and refreshment, help with moving to different locations. One member of care staff showed exceptional patience with a resident who was complaining about their seating position. Cleaning staff were observed working extremely hard with one of the cleaning team saying, *“I love my job!”*

**Care staff had good interaction with the residents who told Representatives they were kind and caring.**

Although a great many service users commented that they were pleased with the care they were receiving, some of the younger residents; who openly and candidly spoke to Representatives, expressed some concern about team work and involvement in decisions about services provided. These comments were also echoed by members of staff who spoke to representatives in confidence and further commented concerns on staffing levels.

Representatives noted these comments in relation to the policy of HC1 -

- *“Each individual’s care plan is tailored to meet their specific needs with support from our experienced and qualified teams that are available 24 hours a day.” AND, “Our staff are provided with on-going opportunities for learning and development to ensure that the care they give is not only the kindest possible, but is also delivered from a sound, professional knowledge base.”*

There was no real evidence to confirm that service users and families are listened to and at the time of our visit Representatives were unable to speak to relatives.

**Resident’s privacy and dignity did seem to be respected.**

**Medication** - At the time of our visit two members of staff were completing a medication round. This seemed efficient and a number of safeguards and mechanisms were observed with records

being completed and appearing detailed and up to date. Staff completing this task acknowledged this as a vital role, however, they did comment that medicine administration took up a significant chunk of their time with a medicine round taking about two hours in duration.

**Hand sanitizers** - These were not visible on either floor.

**Mealtimes** - It was noted that the home operates with a protected mealtime policy. Downstairs dining was observed by Authorised Representatives. During dining; so not to disturb; a Representative sat in the conservatory while lunch was in progress and was joined by a resident and his wife. This individual told us that he was not allowed to eat in the dining area because his wife wanted to eat with him; a regular occurrence we were told. Another male resident also joined them. Our Representative noted that another resident was eating in the lounge with visitors who had brought a dog with them. The food was brought into the conservatory and put on the table, there were no place mats and no napkins brought for them. The food although reasonably tasty, our Representative was told, by those eating, did not look appealing to the eye. One resident did not have the most appropriate cutlery, something rectified by Representative.

A Representative went to the young adult unit and spoke to the nurse in charge who told us that she was new to the position. A view of the drugs room and MARS sheets appeared to suggest good order. Representatives asked to speak to a resident on the unit and was introduced to a female resident; a bariatric patient. She told us that she had been resident in the home for ten years. She was not a happy lady and with the help of sign language expressed to the Representative how the home had gone down over the years. She was obviously an intelligent lady who was in need of activity and stimulation. She did convey to the Representative that the staff were caring and her nursing care was good. When the Representative suggested that she talked to the manager about her concerns she again intimated that was no good. Representative noted that the woman's finger nails were in sad need of attention.

### Activities and Community Links

**This seemed to be a little haphazard and Representatives express some concern on the apparent lack of structure to activities that are organized.**

An activity schedule was clearly displayed in the main hallway featuring the daily events but representatives saw no evidence that this was being kept up. Two featured activities were a Wii competition (that day) and a future Valentines party.

*(Representatives were dismayed to later find out that there was only one working Wii controller).*

There was no evidence of craftwork visible in the home and, apart from two watercolour pictures - left on a window sill no evidence of creative activity. An upstairs activity room seemed a little small and though stacked with games and books seemed to lack organization. The room itself appeared under-used and to all Representative observers, appeared as a dumping ground for stuff.

Two activity personnel are employed, one relatively new to the position and one who Representatives understand has been there for some time. One told a Representative that she would rather work in the kitchen. The other also commented that they would like to be in the kitchen full time but in order to make up hours, are used to help out with activities on a Thursday and a Friday. One commented that the only bit that they enjoyed was driving the bus. Conversations with staff and residents appeared to indicate some problems encountered when the mini bus had to be used. Representatives were informed that residential meetings are held once per month but noted that minutes did not appear to be published in a visible space. From talking to residents Representatives understanding is that meetings generally only have about six attendees of which four are 'regulars.'

**Additional Services** - Representatives understand that a hairdresser visits weekly and chiropodist six weekly on request.

## Feedback

Representatives spoke at length to an elderly gentleman in his own upstairs room who was watching TV. He commented that he was very happy with the care he received and that the staff were both kind and thoughtful towards him. He liked living in the home as he had lived in Winsford all his life and felt that he was still close to his family. He commented that he got plenty of cups of tea and that he enjoyed the food.

Another elderly lady was spoken to in her room on the downstairs floor she commented that she felt well looked after. She was happy that she had been able to bring personal items into the home including a wide array of photographs and ornaments. She commented that her clothing was always washed nicely.

A gentleman in the downstairs lounge commented that he would personally like more to do and said that, ***“Some of the music choices he felt were a bit odd.”***

Staff on both upstairs and downstairs areas were spoken to by representatives - on top of their wish list was more help in terms of additional staffing but they all seemed to understand the problems with budgets etc.

One Representative spoke to a resident and his wife over lunch who had been very unhappy with the mental and physical stimulation offered by the home. Another gentleman resident agreed with them. The resident's wife commented that things had recently improved a little but felt that residents should be encouraged to come out of their rooms more. She could not understand why the home had not held a Christmas fair last year and further complained about the Halloween party which she felt, ***“Had little effort going into it.”***

One resident told a representative, ***“That they had monthly resident and family meetings but they weren't very useful.”***

Two residents said that the food was, ***“Often undercooked and difficult to chew.”*** - They told Representatives that they had complained, ***“But nothing gets done!”***

One resident told us that they could not go on outings because her wheelchair did not fit in the bus.

## Additional Comments

Particularly in relation to the fact that some residents are of a younger age range, representatives were surprised to understand that there is no Wi-fi in the home.

**On two occasions separately, about an hour apart, while Representatives were talking to residents and relatives, a confrontation took place between two staff involved in activity co-ordination. It seemed obvious to both Representatives who witnessed this, that fresh ideas to stimulate the residents were resented by some, and a lot of nurturing, encouragement, interest and support by management will be needed to move this forward.**

- **Mini Bus** - This appears to be a useful resource for the home, however, in talking to Residents and staff it is only available on occasion due to the availability of staff who have further commitments. On the day we visited Representatives' understanding is that a planned trip out in the bus had been cancelled as one resident had to go to the surgery at 1.00pm.
- **Authorised Representatives express some concern that in speaking to many residents on the day - that these individuals did not feel that they had been listened to when concerns had been raised and that this generated some unease and unhappiness.**
- **DVD** - Residents commented that DVD player doesn't work and the range of DVDs are limited. A member of staff comments that DVDs can't be played anymore due to copyright licences. From talking to residents it is clear that many would like to watch a DVD -particularly in the evening.
- **New care Planning System** - Representatives understand that this is being introduced following initiatives at the nearby Swanlow Surgery and have some concerns on its possible impact on already stretched staff time.
- A broken chair was noted in the upstairs lounge (reclining mechanism) this should be fixed or replaced.

**Feedback from Provider of Service**

*At time of publication no feedback had been received from the provider of this service.*