

## Enter and View Visit Report

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**Name of Service Provider:** Runwood Homes

**Premises visited:** Orchard Blythe, Wingfield Road, Coleshill B46 3LL

**Date of Visit:** Tuesday 27<sup>th</sup> January 2015

**Time of visit:** 10:00am

**Registered Manager:** Hayley Ford

**Authorised Representatives:** Chris Bain, Michelle Williamson and Susan Jenkins

### Summary of findings

- Orchard Blythe is a 50 bedded care home located in Coleshill.
- There are 3 units in the home - Plum/Green Unit, Blue Unit and Lilac Unit.
- There are 57 members of staff who work at Orchard Blythe in a range of Care and Domestic roles.
- The current Registered Manager has been in post since for seven years and outlined a number of planned improvements to the home during our visit.
- There are monthly residents and relatives meetings to gather the views of the service users.
- The resident whom we spoke with was very happy with the service they received at the home.
- Overall the staff at Orchard Blythe were very positive about the home and the support they received. There were no improvements that the staff could suggest to improve the quality of the service provided to residents.
- We observed the physical environment of the home and highlighted some concerns around:
  - The condition of decoration in the communal bathrooms
  - Storage of hoists and mobility aids in communal corridors
- We observed the interaction between staff, residents and relatives. Interactions were respectful and friendly and consent was gained from residents when needed.
- We observed Service User Experience, Dignity and Respect during our visit. There were no concerns observed during our visit.
- We found no evidence to support the concerns raised to Healthwatch Warwickshire about the standard of care provided at the home.

## **Recommendations**

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

- *The communal bathrooms throughout the home are given priority and a timescale for refurbishment*
- *The concerns raised around storage of hoists and mobility equipment in communal corridors are addressed*

## 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):*

The visit to Orchard Blythe was unannounced, which means that no one at the home knew we were coming.

On arrival at the home we were met by the Registered Manager, Hayley Ford who was our point of contact throughout the visit. Hayley facilitated our visit and provided access to all relevant areas of the home.

Orchard Blythe is a purpose built home with 3 separate units across one level. Plum/Green Unit can accommodate 20 residents. This includes 3 beds which are used by George Eliot Hospital as moving on beds and 2 beds which are used by Warwickshire County Council as respite care. The Blue Unit can accommodate 15 residents and the Lilac Unit also can accommodate 15 residents.

There are currently 50 residents at Orchard Blythe and no vacancies. There are no shared rooms. All bedrooms have a wash basin and toilet and the rooms in the Lilac Unit have their own wet room. There are communal bathrooms in each unit.

We conducted an in-depth interview with Hayley, the Registered Manager who has been in post for seven years.

Hayley confirmed that usual staffing for the home was 7 Care Staff across all the units in the morning, 7 Care Staff across the units in the evening and 3 carers at night. There is also 1 activity coordinator who works 4 hours per day, 7 days per week, a maintenance man and domestic staff. There were 57 members of staff in total at the home plus the Registered Manager and Deputy Manager. A number of staff at the home have worked there for more than 20 years. The staff at the home are permanent, however on occasion the need arises to use agency staff. If this is the case the home always use the same agency, who they have been using for 2 years.

Hayley informed us of the plans that were in place for the home. Hayley informed us that the older areas of the home were due to refurbishment, including the refurbishment and expansion of resident's bedrooms and addition of wet rooms. The Lilac dining room is also being expanded as it is not currently fit for purpose. There was no timescales available against these planned refurbishments. In the Blue Lounge, there were plans to remove brick partitions and replace the flooring. Hayley advised us this would be done in the next six months. On the day of our visit, there was work taking place to replace the counter tops in the Plum/Green Unit. A maintenance man is also employed full time to address the ongoing maintenance of the home.

Hayley explained that the views of residents and their relatives were important to Orchard Blythe. The resident's meetings are run independently by volunteers who have or have had in the past a relative at the home. These meetings are held on the first Wednesday of every month. There are also monthly relatives meeting, although there has not been anyone in attendance at these recently.

Hayley also informed us that they conduct a survey with residents and their relatives. Following this survey an action plan is produced to address any concerns raised.

Hayley operates an 'open door' policy, whereby any resident or relatives can approach her with their comments or concerns.

## **2. Purpose of Visit**

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

The visit to Orchard Blythe was in response to concerns received by Healthwatch Warwickshire about the standard of care provided at the home.

## **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.

The Authorised Representatives observed the activity taking place in the communal areas of the home, including the period over lunch.

The Authorised Representatives also spoke with residents, relatives and visitors and members of staff throughout the visit.

## **4. Observations/Findings**

*These should be summarised under the following headings:*

### **Physical Environment**

Orchard Blythe is located off the main road in Coleshill. There is a large car park available for staff and visitors, which was clean and tidy.

Entry to the home is through an unmanned reception area, and the entry buzzer is answered by nearby members of staff.

The reception area was spacious and uncluttered. There was alcohol gel available to visitors to sanitize their hands. By the Registered Manager's office there was an up to date notice board with pictures and names of current members of staff.

Throughout the home the decoration in the communal corridors and lounge/dining areas was of a good standard, with the flooring in good condition. In the Plum/Green unit work was taking place to replace the counter tops in the dining room. This area was not being occupied by resident's, who were using the Blue Unit for dining that day.

The bathroom on Plum/Green unit was clean and functional. It was noted that the pipes in the shower area appeared to be coming away from the ceiling and the bathroom decoration was in need of refurbishment.

The Lilac Unit is the newest area of the home. All bedrooms in this area have their own en-suite shower room/wet room. We visited the communal bathroom and it was observed that there was not an emergency pull cord next to the toilet. It was also cold in the bathroom, although we were advised that due to the resident's having their own facilities, the communal bathroom was not used frequently.

The Lilac lounge used to be day care facilities and is not currently suitable for the number of residents who use the lounge. As discussed with the Registered Manager there are plans to expand this area but at the time of our visit there was no timescale against this.

In the Blue Unit we visited there were two communal bathrooms. In general the bathrooms were clean and functional but were in need of refurbishment. In the bathroom by Room 7, we found a used razor on the shelf and the shower pipes appeared to be loose from the ceiling.

Throughout the Blue Unit we came across a number of obstructions and trip hazards in the communal corridors. By Room 5 there were 2 chargers for mobility equipment left on the floor. By Rooms 9-10 and 12-15 there were various wheelchairs and hoists being stored by the rooms which would restrict the escape route in the event of an emergency. We raised this with the Registered Manager who acknowledged the issue and advised us that a storage cupboard is being refurbished to address the problem.

### **Staff**

Our Authorised Representatives observed interactions between staff, residents and relatives during the visit.

We saw friendly but respectful interactions between the staff and the people who lived there. Staff called residents by their preferred name and where necessary, they crouched down so that they were on the same level as the person they were speaking to.

We observed the staff requesting the residents consent before carrying out a range of activities. For example, a member of staff needed to move a resident's wheelchair to allow them to move the medicine trolley. They asked the residents consent and clearly explained their reason for moving them. When assisting residents to move around the home, the staff allowed the residents take the lead.

We also observed the staff speaking to relatives and visitors to the home in a friendly and welcoming manner.

The members of staff we observed were all wearing a name badge. All members of staff were wearing their uniform and were well presented.

### **Service User Experience, Dignity and Respect**

We observed residents in both the communal lounge of the Blue Unit and Lilac Unit. The residents appeared to be comfortable, clean and well dressed for the current weather conditions.

The lunch period was observed during our visit. In the Blue Unit residents were seated at the dining tables. A member of staff provided drinks and interacted with the residents whilst they were waiting for their lunch. The Registered Manager also visited the residents during lunch. It was noted that the radio in the dining area was on during lunch and was quite loud which could affect the dining experience of the residents on that table.

In the Blue Dining Room there was a resident who required assisted eating. This resident was assisted by a member of staff on a one to one basis in a dignified manner. The member of staff providing the assisted eating encouraged the resident to eat and provided praise and conversation during the meal.

### **Staff Feedback**

We spoke to six members of staff during our visit to Orchard Blythe. All members of staff were willing to freely engage with our Authorised Representatives.

All members of staff we engaged with were very positive about the home and the support they received.

A member of staff told us that they loved working at the home. They felt there were enough staff, but they were busy and everyone helped each other out.

Another member of staff told us that they wouldn't change anything about working at Orchard Blythe.

A different member of staff said that they have enough time to do all that is expected of them and they enjoyed their work.

All members of staff whom we spoke to confirmed that they received regular support from their manager and the opportunity to undertake additional training and qualifications.

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

*Please ensure anonymity at all times*

#### **a) Patients/Residents**

We spoke to one resident during our visit to Orchard Blythe.

The resident said that the home was 'super' and that they 'have never been looked after so much'.

They commented that the rooms were 'lovely' and the food was 'very nice'. The resident told us how they liked to do lots of hobbies and the home were accommodating towards them. The resident could not think of anything to improve the home and 'would recommend it to anybody'.

#### **b) Relatives/Carers**

We were unable to speak to a relative or carer on the day of the visit.

#### **c) Other professionals**

We were unable to speak to any visiting professionals on the day of the visit.

**6. Follow Up Visit : YES** *(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.*

A follow up visit is recommended in 6 months to follow up on the planned improvements discussed with the Registered Manager and Healthwatch Warwickshire's recommendations and report back on these.