

Enter and View Report

Visit details

Service address:	61a Weston Park Avenue, Shelton Lock, Derby, DE24 9ER
Manager:	Josie Woodman
Service Provider:	BUPA Care Homes
Date and Time:	Wednesday, February 5 2014
Authorised Representatives:	Rebecca Johnson and Steve Barr
Reason for visit:	Healthwatch Derby Enter and View Programme
Declaration of interest:	There were no declarations of interest on this visit

Acknowledgements

Healthwatch Derby would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

What is Healthwatch

Healthwatch Derby is an independent consumer champion created to gather and represent the views of the public. Healthwatch Derby plays a role at both a national and local level, making sure the views of the public and people who use services are taken into account.

What is Enter and View

Part of the Healthwatch Derby program is to carry out Enter and View visits. Healthwatch Derby authorised representatives carry out visits to health and social care services to see how services are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allow representatives of Local Healthwatch organisations to enter and view premises and carry out observations for the purpose of carrying on of Local Healthwatch activity including hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service, but they can also happen when services have a good reputation – so we can learn about and share examples of what they do well.

Disclaimer: This report relates only to the service viewed on the date of the visit, and is representative of the views of the service users, visitors and staff who contributed to the report on that date.

Purpose of the visit

This visit was part of Healthwatch Derby's work around residential and nursing homes in the city, looking at the experiences of the residents, their visitors and carers, and was therefore an announced visit.

Methodology

During the visit a tour of the facilities is carried out as well as resident interviews. Visitor and staff surveys are then left with freepost self addressed envelopes to be completed and returned within a two week timeframe.

Introduction/summary

Shelton Lock is a purpose built home, providing personal and nursing care for up to 40 adults aged 65 years and over, as well as care for specialist conditions including head/brain injury, Huntington's disease and Parkinson's disease. It is based in a fairly quiet residential area close to local amenities.

Observations

Outside

Observations

- The exterior of the home is well signposted, advising visitors where to park and how to gain entry.
- As the home is set back from the road it can be quite easy to miss the turning. Clearer signing could help alleviate this.
- There is a nice and tidy garden at the rear of the home with benches, green house, aviary, rabbit hutch, outdoor games and lots of planting areas for the residents and their visitors to enjoy.
- The 'Bupa' Bunting hanging outside the front door is worn and torn and needs replacing or removing.
- A gentle ramp leads to the wide power assisted front door.

General

Observations

- Well laid out fire points with AlbacMat evacuation mats, detailed evacuation instructions and extinguishers are found throughout the home.
- The display board by the main door which shows names and photos of the staff needs updating as not all staff appear to be shown.
- Several bookshelves in the corridors have been filled with donated books for the residents. These can be either loaned or purchased for a small price with the monies going towards the residents' fund.
- Automatic air fresheners placed around the building help to keep the home fresh.
- The corridors are bright and well lit with plants and artwork giving the home a friendly and welcoming feel.

- A hand sanitizer point has been set up in the main lobby along with signage explaining the importance of sanitizing.
- Certificates are displayed in the main reception showing the staffs competencies and care qualifications along with the homes registered status.
- Information boards are displayed throughout the home providing details of upcoming events and services, answering common questions and general information for staff, residents and their guests.
- The staff appeared to be very attentive to the resident's needs, showing both dignity and respect.

Dining Room

Observations

- A bright, well-kept and clean environment with nicely laid out tables.
- Soft music plays in the dining room which helps add to the pleasant atmosphere.
- A water and a snack pot dispenser has been provided for residents and guests to the home.
- The dining room has been colour coordinated. Curtains, artwork, soft furnishings and ample natural light give the room a warm and welcoming feel.
- A large display board in the dining room shows all of the menu options available.

Main Lounge

Observations

- A large, pleasant looking room with lots of seating and old fashioned furnishings and ornamentations.
- Some of the doors in this area are in need of re-painting due to wear and tear.
- Stereo system for music and games along with a selection of older music for the residents to enjoy.
- The home uses a wide selection of seating to make sure that all residents are comfortable and well supported.
- The homes activity coordinator uses this lounge to provide some of the entertainment for the residents.
- The home has arranged for a children's choir to regularly visit and perform for the residents.

TV Room

Observations

- This long thin room has a conservatory feel to it with a large room length window overlooking the garden and aviary.
- Comfortable seating set up in small groups allows several people to use this room for a variety of activities.
- A large TV has been set up at the far side of the room with a sofa and seating facing it. Residents have a good selection of Freeview channels to watch or can watch DVDs from the homes collection.

Second Lounge

Observations

- This room has been pleasantly decorated and upholstered and provides an alternative lounge area.
- An Art Corner has been set up in the room and is well stocked with arts and crafts materials.
- Comfy seating allows residents to sit and relax in this room rather than being in the more lively main lounge.

Reminiscence Room

Observations

- A bright and airy room with a large fireplace, old fashioned furniture and a comfy feel.
- The room is quite cold and needs better heating for it to be properly used during the colder seasons.
- Large patio window allowing a good view of the garden and a breath of fresh air for those unable to go out into the garden.
- Provides a comfortable and welcoming private space away from the main lounge rooms.

Bathrooms

Observations

- The homes downstairs bathrooms are equipped with hoists and well maintained assistive nursing baths.
- The bathrooms are in need of decorating and are looking a little worn compared to the rest of the Nursing Home.
- The bathrooms are of a good size allowing wheel chair users to safely use them
- There are two downstairs bathrooms and one upstairs shower for residents.

Hair Salon

Observations

- A welcoming and well equipped, hair salon which is visited by a professional hairdresser on a regular basis.

Laundry

Observations

- The homes laundry is washed and dried on site by a member of staff. Clothing labels are sewn into the residents clothing to help prevent mix ups.

Medical Room

Observations

- The home does not have a dedicated medical room, instead they are seen privately in their own bedroom.

Concerns Addressed During Visit

- There were no concerns addressed during the visit.

Interview/Survey findings

During the visit, Healthwatch Derby spoke to residents, and left visitor and staff surveys to complete anonymously. A total of 3 surveys were returned within a two week timeframe.

Residents Surveys

- 3 resident surveys were completed at the time of the visit.
- 2 out of 3 responses said they were happy living at this home
- 2 out of 3 responses said they felt respected as an individual at this home.
- 3 out of 3 responses felt they could make informed decisions on about their daily lives at this home.

Visitor Surveys

- Unfortunately there were no visitor surveys returned during this Enter and View.

Staff Surveys

- Unfortunately there were no staff surveys returned during this Enter and View.

Conclusion

During the visit it was apparent that trends were emerging, namely issues around:

- As the home is set back from the road it can be quite easy to miss the turning.
- The display board by the main door which shows names and photos of the staff needs updating as not all staff appear to be shown.
- Some of the doors in this area are in need of re-painting due to wear and tear.
- The reminiscence room is quite cold and needs better heating for it to be properly used during the colder seasons.
- The bathrooms are in need of decorating and are looking a little worn compared to the rest of the Nursing Home.

Evidence of best practice

Evidence of best practice include:

- Information was well presented at the home regarding activities/events/services, answering common questions, general information and the importance of hand sanitizing to reduce the risk of infection for residents, visitors and staff.
- The staff were observed being very attentive to the resident's needs, showing both dignity and respect.
- A water and a snack pot dispenser has been provided for residents and visitors at the home.

Recommendations

Recommendations include:

- Clearer signage from the road could be used to locate the home.
- Staff should ensure the 'staff board' is up to date on each shift.
- Some doors and bathrooms could be decorated to ensure they are up to date in line with the rest of the home.
- Bupa should install a better heating facility in the reminiscence room for it to be used throughout the year.
- Shelton Lock should consider applying to the Derby City's Bronze Dignity Award.

Service Provider Response

We shared the Enter and View Surveys amongst staff and at the Residents and Relatives Association, but unfortunately we did not receive a response. Internally, we have carried out a satisfaction questionnaire and an area that was highlighted for improvement was activities. At the time we did not have an Activities Coordinator but we have since employed someone in post and residents are now enjoying a variety of activities at the home.