

Enter and View Report: Loxwood House

| | |
|-----------------------------|--|
| Service address: | Loxwood House Residential Home, 17 Old Shoreham Road, Hove E Sussex, BN3 6NR |
| Service Provider: | Brighton & Hove City Council |
| Date and Time: | Monday 9 th February 2015, 1pm - 4pm |
| Authorised Representatives: | Paul Wilson and Sylvia New |
| Contact details: | Community Base, 113 Queens Rd, Brighton, East Sussex BN1 3XG |

Acknowledgements

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

Disclaimer

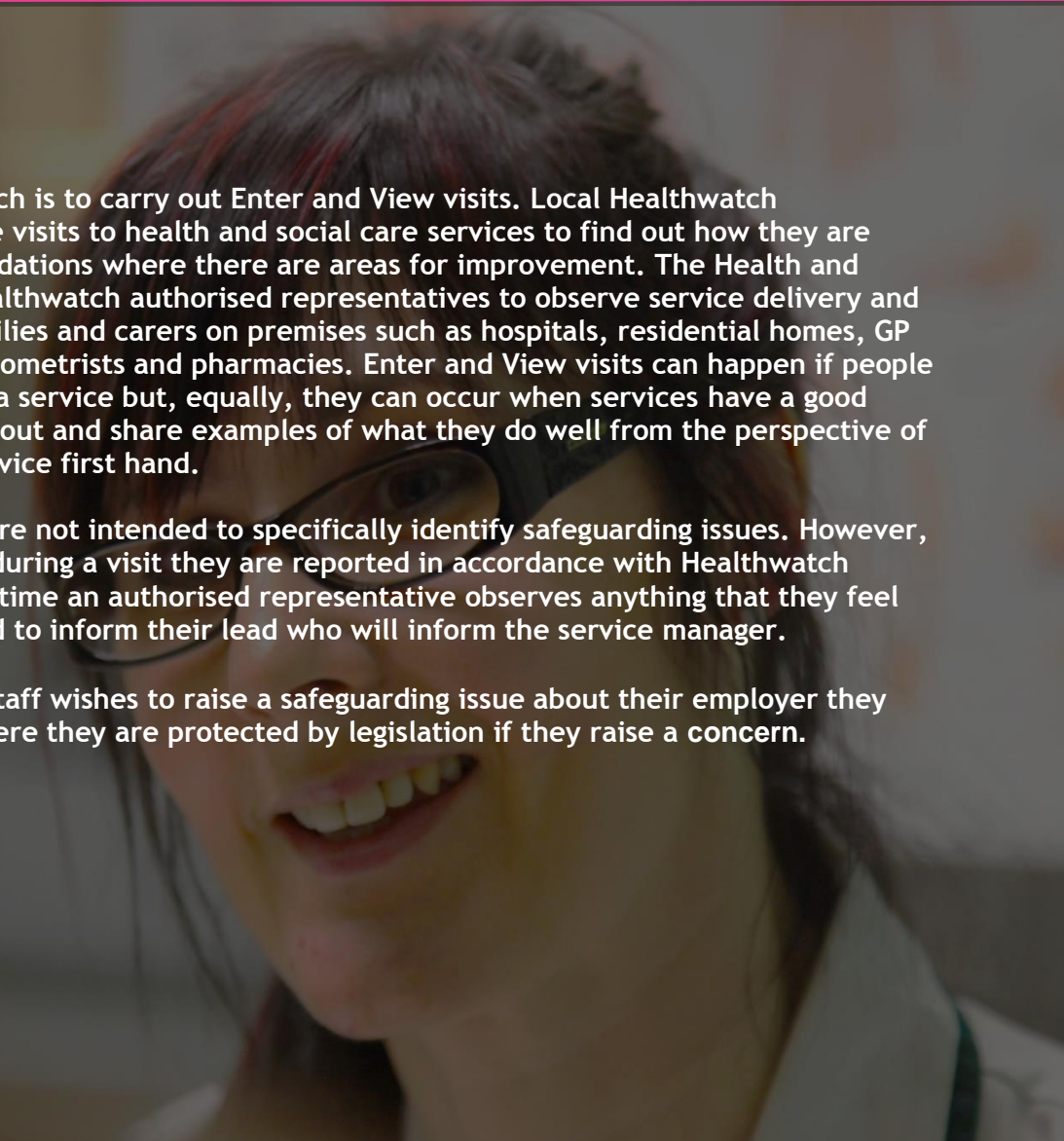
Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

What is Enter and View?

A part of the role of Healthwatch is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as 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, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.





Purpose of the visit

Healthwatch Brighton and Hove decided to conduct six Enter and View Visits between October 2014 and March 2015 to social care services including day centres and care homes.

As a result of evidence gathered by Healthwatch's predecessor Brighton and Hove LINK, the theme chosen was occupation and social activity.

The establishments were chosen based on a range of criteria. The type of service that is provided was taken into account to ensure we were talking to a range of service users and residents. We also wanted to make sure we visited people from all over the city, so the location of the service was also taken into account. Finally, we talked to colleagues in Brighton & Hove City Council and Brighton & Hove Clinical Commissioning Group about potential services to visit.

The outcomes of all six visits will be combined into one over-arching report focused on activities for services users. This will then be shared with Brighton & Hove City Council and Brighton and Hove Clinical Commissioning Group.

This report focusses on the visit to Loxwood House Residential Home.





Methodology

Two trained and DBS checked Enter and View Volunteer Representatives visited Loxwood House Residential Home on Monday 9th February 2015, between 1pm - 4pm. They talked with residents, chatted informally to members of staff, and observed aspects of the residential home. The representatives used open questions to ask the service users about the service they were using at the time, as well as any other health and social care services they may recently have used.

The representatives also conducted a short observation about activities and social occupation. This involved the authorised representatives walking around the public/communal areas and observing the surroundings to gain an understanding of how the home actually works and how the residents and service users engaged with staff members and the facilities. There was an observation checklist prepared for this purpose.

Results of Visit

Spending time with other people

Different people had different preferences with regard to how they spent their time. Some people preferred to be in the lounges and communal areas so that they could chat to other residents and staff, whilst others preferred to stay in their rooms.



Everyone is very nice they really look after me



- A resident discussing staff at Loxwood

Staff

The owner explained to Healthwatch representatives that the home rarely uses agency staff, and that some staff members have been at Loxwood for over five years. It seems

that this allowed staff and residents to get to know each other well. Healthwatch representatives felt the premises were 'homely' in feel, and that the manager was very involved with the care of residents. Representatives were also told by the owner that he personally takes residents to all of their GP and hospital appointments. Overall, the representatives felt that residents were comfortable and relaxed with staff members.

Things to do

Residents have a range of activities at the home. Representatives saw board games available in communal areas, and observed one resident playing with Lego, supported by a staff member. We were told about a weekly karaoke evening with a raffle which residents enjoy. Some people are taken shopping in Hove to buy the prizes and said that they enjoy these trips out. Representatives were told that visits from relatives were rare for the majority of residents.

“ If someone asks me, I do it ”

- A resident discussing activities at Loxwood

Many residents attend day centres during the week, however some stay in the home during this period. When at the home, people are able to help with gardening or cooking. Some like to watch TV in their rooms. Healthwatch representatives observed an activities plan in the owner's office. This was not however put up around the home for residents to see, and was not accessible to people with learning disabilities. The staff said that all activities were verbally communicated to residents at the home.

Healthwatch representatives were told that an annual holiday is arranged for the residents, and photos of previous trips were stored on staff computers. Birthdays are celebrated with cake and a card signed by everyone. At Christmas, there is a visit from Santa and everyone gets presents - residents are asked what they would like beforehand.





Overall

Healthwatch asked the residents spoken with to rank how good the home was for providing activities and social opportunities. On a scale of 1 to 10, the average score from the residents was 10. However, representatives reported that this question was difficult for most residents to answer unaided.

Loxwood House Residential Home provides a range of positive activities for its residents. Helping to arrange yearly holidays is an example of best practice, and such support is a positive thing. However, it appears that ownership of some of the home's activities could be placed more in the hands of the residents. This could be done in a number of ways, highlighted in the recommendations.

Recommendations

1. Display an activity plan in communal areas, using large print easy read formatting with pictures, to reinforce staff messages about activities that are scheduled
2. Put up photos of residents on their holidays and doing activities in the home, to increase the homely feel of the premises and ownership of the space by residents
3. Consider putting photographs of residents on their bedroom doors so that other residents, including people with dementia, can easily recognise everybody's rooms.
4. Give residents who do not attend day centres some regular options for activities to do in the home when others are out.
5. Ask residents about the types of activity they would enjoy and look at how to include these in the activities plan.

Service Provider Response

- 1. Display an activity plan in communal areas, using large print easy read formatting with pictures, to reinforce staff messages about activities that are scheduled**

We will work toward displaying an activity plan as you suggest, but this may take little longer as it will need more staff team involvement and discussions with people in residence at the Loxwood “house meetings”. I have already given this task to one of my staff to implement.

- 2. Put up photos of residents on their holidays and doing activities in the home, to increase the homely feel of the premises and ownership of the space by residents**

I have already printed photographs of holidays taken by people in residence and photographs showing the Christmas celebrations including a visit from “Santa”. There are pin boards in the public areas displaying holidays, Christmas and food preparation by residents during our cooking club.

- 3. Consider putting photographs of residents on their bedroom doors so that other residents, including people with dementia, can easily recognise everybody’s rooms.**

All residents have a photograph now on their bedroom door as requested.

- 4. Give residents who do not attend day centres some regular options for activities to do in the home when others are out.**

We do already ask residents what activities they like to do and have promoted this with the meaningful activities we have formulated in consultation with the In Reach team of Brighton & Hove City Council in association with Rachael Jeacock, OT and Jan Deacey, RMN.

- 5. Ask residents about the types of activity they would enjoy and look at how to include these in the activities plan.**

As previously stated in my response, this is due to be undertaken at the next schedule “house meeting” which is the usual forum where residents’ preferences are discussed. This will take place in April 2015.

