



Details of visit

Service address:	Caddington Hall, Luton Road, Markyate, AL3 8QB
Service Provider:	Central Bedfordshire Council
Date and Time:	12th February 2015 10:00 – 12:00
Authorised Representatives:	Dave Simpson and Nicola King
Contact details:	Healthwatch Central Bedfordshire Capability House, Wrest Park, Silsoe, Bedfordshire, MK45 4HR Tel: 0300 303 8554

Acknowledgements

Healthwatch Central Bedfordshire (HWCB) would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View visit.

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.



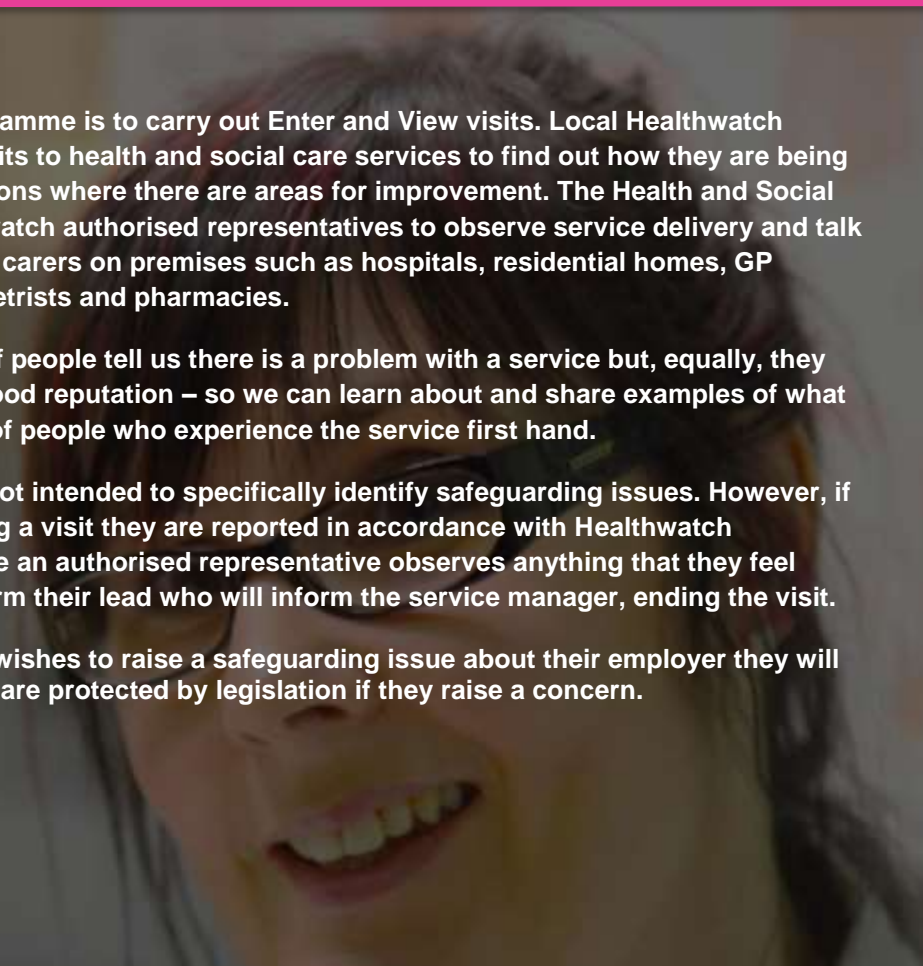
What is Enter and View?

Part of the local Healthwatch programme 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 managed and make recommendations where there are areas for improvement. The Health and Social Care Act 2012 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 will inform their lead who will inform the service manager, ending the visit.

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

- To engage with service users of care homes and understand how dignity is being respected in a care home environment;
- Identify examples of good working practice;
- Observe residents and relatives engaging with the staff and their surroundings;
- Consult with residents, relatives and staff about their experiences of the environment within the home and how care is delivered.



Strategic drivers

- Care Quality Commission dignity and wellbeing strategy
- Care homes are a Local Healthwatch priority

Methodology

This was an announced Enter and View visit.

Representatives were pleased to see the Healthwatch Central Bedfordshire poster notifying residents and relatives of the visit clearly displayed within the building.

On arrival, representatives were met by the Manager, who gave them a verbal introduction regarding the home, its history, the number of beds and residents, staff etc.

Representatives also approached residents at the care home to informally ask them about their experience of the home. Some family members and members of staff were also spoken to.

The authorised representatives explained to everyone spoken to why they were there and took notes.

After speaking with the residents and staff, on leaving, Healthwatch Central Bedfordshire leaflets were given to the Manager for distribution and display in the home.



Summary of findings

In May 2013, following a critical CQC inspection, the home was closed to admissions. At that time, the Manager in post and several members of staff, resigned.

The present Manager was appointed in July 2013 to improve the home and drive up the quality of care and support. Following a period of intensive hard work and recruitment of new staff, the home was re-opened in March 2014, shortly after a successful CQC inspection.

In May 2014, another care home in the area suffered a fire and 20 residents were evacuated to Caddington Hall in the middle of the night. All residents were accommodated at Caddington Hall until their home was repaired and it was safe to return.

The Manager also advised representatives that a number of staff left the home in August 2014, due to an uncertain future, when it was announced that management of the home would be transferred from BUPA to the Local Authority. The remaining staff were TUPE transferred to the Local Authority.

Recruitment of permanent care staff was planned and advertised, however this has since been cancelled due to a current ongoing review of options for the future of the home by the Local Authority. This has resulted in the home operating under considerable pressure which includes demoralised and disheartened staff. In addition, due to the absence of an activities coordinator, there is currently a distinct shortfall of organised activities for the residents.

The manager advised representatives that the current capacity and staffing of the home is as follows:

- 42 beds, with 21 currently occupied.
- One room is en suite.
- Respite care is available as required
- No rehabilitation beds are available.
- A total of 51 staff are employed including the Manager and Deputy Manager, two cooks, carers, team leaders, cleaners and maintenance staff.



Results of Visit

Environment

On entry, representatives found the environment to be clean, warm, light and airy. The atmosphere was 'neutral' in that there were no apparent smells, good or bad.

Representatives were shown around the home, which is a single storey building, divided into five units, two for dementia residents and two for the frail elderly. The fifth unit is currently closed due to lack of staff; however this had been earmarked for dementia patients.

The units, which are all named after flowers, are self-contained, with a kitchen, lounge, communal bathroom and WC in each unit. The units all offer various different views over the garden areas and enable residents the opportunity to observe frequent visits from the local wildlife. The gardens are accessible to residents including those in wheelchairs.

Notice boards around the building clearly display pictures of previous activities and there were many cards on show from families and friends thanking the staff for the care afforded to their relatives.

Promotion of Privacy, Dignity and Respect

All residents seen during the visit appeared clean, well dressed and cared for.

Residents' Care Plans are kept in the Duty Senior Carer's (locked) office, and can be viewed on request by relatives. DNRs are also kept in this office, which are regularly reviewed by GPs.

Representatives were advised that the home provides the following visiting services:

- Hairdresser – weekly on Wednesdays.
- Chiropodist – monthly.
- Optician – twice yearly (Vision Call).
- Dentist/hygienist - as required.

Promotion of Independence

Residents are encouraged to bring their personal possessions, TVs, photographs, pictures, ornaments and small pieces of furniture to create familiar surroundings. Relatives may also decorate the resident's rooms.

Representatives observed residents in wheelchairs being moved around the home without difficulty, and in warmer weather all residents have access to the garden areas.

Interaction between Residents and Staff

The representatives spoke with residents in the communal areas. The residents spoken to stated they were comfortable in the home and quite happy.

The residents appeared to be pleased with the care received however the majority of residents felt that the activities on offer were very limited.

Representatives observed staff members engaging with residents and calling them by their first names.

Residents

Residents spoken to confirmed that they felt warm, safe and secure at the home. One resident however stated that the home needed more residents because *'the atmosphere seems empty – you rattle around like a pea in a drum'*. The majority of residents spoken to were all very concerned about the future of Caddington Hall and many were fearful that the home would close and they would be moved to another home that would not have the same level of care or environment they currently enjoy at Caddington Hall.

HWCB representatives were advised that residents are registered with the Caddington or Markyate GP practices; a fortnightly surgery is held with regular visits from the community matron.

Residents medication is delivered by a medication trained Team Leader and controlled drugs are delivered by two staff at all times.

Induction packs are currently not available for residents; these were previously provided by BUPA and were not replaced by the Local Authority.

Food

The menu is managed on a seasonal five week cycle (spring, summer, autumn and winter) and is available in pictorial and written formats.

The food is all freshly prepared, the home has a 'Food First' nutrition award and caters for special diets (diabetic etc.), and provides protein drinks, tea coffee and snacks mid-morning and mid-afternoon.

Recreational activities/Social Inclusion/Pastoral needs

HWCB representatives were advised that with the current suspension on recruitment, an activities coordinator was not in post.

Representatives observed carers at the home engaging with residents as much as possible despite current constraints. The Manager advised that she has been able to secure the services of a music therapy practitioner who facilitates 'musical movement' with residents on a Tuesday and Wednesday which can include one day per month at the weekends.

There is a church service held monthly for residents who choose to attend.

Involvement in Key Decisions

Residents and relatives meetings are held quarterly, although these have been held more frequently since the local authority announced options for the future of Caddington Hall, which includes a proposed option to close the home.

Concerns/Complaints Procedure

The manager, residents, relatives and members of staff all confirmed there is a complaints procedure, although no resident or relative spoken to mention as having used it.

The manager reiterated to representatives that she operated an 'open door' policy at the home and is attentive to all issues, concerns and/or suggestions.

Staff

All the staff seen and spoken to during the visit were friendly and helpful to the representatives and to the residents they were observed interacting with. All the staff, observed speaking to residents, clearly knew them well, using their first names.

The staff appeared to be well trained and representatives were confident the residents were well cared for. Staff training was previously carried out by BUPA, but was now managed by Central Bedfordshire Council (CBC).

HWCB representatives were impressed with the passion and dedication shown by all members of staff, despite the general feeling of demoralisation and dispirit which was prevalent in the home during HWCB visit. The majority of staff spoken with stated they had felt '*let down*' by CBC, due to the hard work and effort that had gone into improving the quality of care at the home over the previous months and were very concerned about the uncertain future facing Caddington Hall and what this would mean for the residents.

Visitors and Relatives

Representatives spoke with a few family members visiting residents in the home. One family member spoke very highly of the care afforded to her relative and advised HWCB representatives quite firmly that '*I want my mum to stay here; the quality of care is so good*'.

The family member also advised that, along with the vast majority of other relatives, they all felt that if the residents were to be moved '*en masse*' to a new facility, that the staff ought to be relocated with them to preserve the relationships established between the carers and residents, which was evident to the representatives during the visit.

The Healthwatch Central Bedfordshire notice was displayed in the care home advising relatives of the visit; however HWCB was not contacted directly by any relative prior to or since the visit to the home.

Additional Findings

Representatives noted that despite the uncertain future and challenges faced by the staff, the Manager and care staff appeared to be working hard to continue to deliver a high quality service with the support of the residents and their families. This has ensured that the home is operating to a very good standard of care with regard to dignity and respect.

Recommendations

This report highlights the good practice that was observed and reflects the resident's and relative's satisfaction with the care and support provided.

- Healthwatch Central Bedfordshire would recommend that all options proposed with regard to the future of Caddington Hall are fully explained to all residents, staff and relatives.
- HWCB would further recommend that the Local Authority continue a full programme of engagement and consultation with residents, relatives and staff to ensure that their considerations are taken into account prior to making a decision with regard to the future of Caddington Hall.
- HWCB recommend that, once the decision is made, arrangements are put in place to ensure residents and staff are fully informed of next steps.
- HWCB also recommends that this report is shared with the residents and their family members of Caddington Hall and to advise that if they should wish to contribute any additional comments about the report or any other issues or concerns about Caddington Hall, they should contact Healthwatch Central Bedfordshire direct on 0300 303 8554.



Service Provider response

Provider responded they were happy with the report and no amendments or additions required.

Cheryl-Ann Edwards
Manager
Caddington Hall

