



Enter and View Visit

**Rossetti House Care Home
Welshmill Lane Frome BA11 2LL**

12 February 2015

Authorised representative(s) undertaking visit:

Cliff Puddy, Elaine Hodgson, Joan Lee

Healthwatch Somerset

Tel: 01823 751404

Email: info@healthwatchsomerset.co.uk

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Acknowledgements

Healthwatch Somerset would like to thank the staff and residents of Rossetti House residential Home for making us feel welcome and offering assistance during the Enter and view visit.

Purpose of the visit

- To seek the views of those who live in residential services, on the health and social care services that they use, including the residential service that they live in.
- To find out how those in residential care access the health and social care services they need.
- To Identify and highlight areas of good practice to share with other providers

Methodology

The home was notified about the Enter & View visit two weeks prior to the visit. A letter was written to inform residents and visitors, which the home was asked to display.

On the day of the visit, the Enter & View team were keen to ensure that their presence did not get in the way of the care being given to residents. They had therefore requested to meet with the manager or senior member of staff on duty to discuss how the visit could be best managed, and be informed of any issues that they needed to be aware of.

The Enter & View team were given a tour of the home and time to talk with staff before joining residents for lunch where they were able to talk with residents in more relaxed way. The team then met in a quiet area of the home to collect their findings before giving a brief verbal feedback to the manager.

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Summary

The majority of residents we spoke to during the visit praised the home and the care that they received. Staff were observed to support residents in a dignified and caring way. Residents told us that there was always something to do in the home, that the food was excellent and that they felt listened to. A number of good practices have been noted and one recommendation has been made to help the service make a slight improvement in its catering.

Findings

The Environment

Rossetti house is a 70 bed care home in a purpose built building which opened in 2013. It has three floors, each focussing on a particular element of care, nursing, residential or dementia. The rooms are all spacious, en-suite and well equipped with the opportunity for residents to furnish with their own furniture and belongings. Each room has a personalisation box to the side of its entrance for residents to fill with personal items and mementos reflecting their life and personality. Staff work with those residents who have no relatives to create their memory boxes.

There are communal seating areas at the end of each floor which are being developed to facilitate residents interests and maximise their opportunities for social interaction as well as appreciation of the natural environment the home is located in. There are several lounges, some with TV screens and some without providing choices for residents to engage in conversation, watch television, listen to music or enjoy quiet time with others or alone. There are 2 dining areas on each floor providing opportunities for residents to eat with relatives and visitors in a more private and personal atmosphere if they wish. Residents can also choose to eat in their rooms if they prefer to.

The home has its own Spa providing hairdressing, nail and massage services as well as an activities room and cinema which can be used to residents at any time and shows films weekly based on residents choices.

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The home was observed to be warm and clean throughout. It is pleasantly decorated with colourful pictures and noticeboards informing residents of internal and external activities and facilities. There is a high level of comfort in the decoration and furnishings which create the impression of being in a boutique style hotel.

The Staff

Throughout the visit, staff were observed to support residents in a kind, respectful and dignified way. Staff were observed to knock before entering a resident's room and heard to ask residents their preferences for the door to their room being open or closed. Cleaning, catering, activities and care staff were observed as they carried out their daily activities including cleaning, caring for individual residents, providing food and drink and generally interacting with residents and visitors.

Whilst carrying out the tour of the home the Enter and View team experienced a member of staff support a resident who had become confused about where to locate their clothing that had been laundered. They also observed staff responding to requests from residents and initiating contact with residents in a natural, friendly and respectful manner.

Involvement

Staff at Rossetti House incorporate involvement throughout the range of tasks they carry out in their work.

Residents are involved in planning their care and devising their care plan when they move into the home. This incorporates discussion about residents' needs and preferences relating to a range of personal daily living routines and activities.

Residents have opportunities to participate in and recommend social and individual activities they would like to be involved in. Dry wipe notice boards are used to keep residents informed about activities and events that are being held and organised within the home, as well as those that are being held and organised by external groups and organisations.

Activities staff keep detailed notes of participation by residents in activities and outings as a mechanism for monitoring residents social engagement and interaction,

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develop their knowledge of residents and ability to communicate with them in a person centred way. The information is also used to ensure that all residents are able to access to and take part in the range of internal and external social activities, events and outings in line with their interests, preferences and abilities.

Residents meetings are held every 6 weeks, alternating between the afternoon and evening to maximise opportunities for attendance by residents with different daytime commitments. One of the residents we spoke to finds these meetings very interesting and informative. This gentleman explained that he often speaks up on behalf of other people who might not feel able to speak for themselves, and felt that those managing the home really listen to what the residents have to say.

Community involvement

Residents are encouraged and supported to be a part of the local community in a variety of ways including use of its shopping, social and entertainment facilities. Rossetti House is some 10 minutes' walk from the centre of Frome. There is a pleasant riverside walk which is over quite level ground from the home into town. Activities Staff accompany residents who need someone with them when walking into Frome.

A number of charities including the Women's' Institute and the Rotary club use space in the home for meetings. A variety of groups and individuals come into the home some on a regular basis such as those who bring in Pat dogs, volunteers who run "Teapot Tuesdays", singing, Tai Chi, and storytelling sessions and others like the Brownies who visit annually at Christmas and sing with the residents. The home has a group of approximately 10 dedicated volunteers who regularly visit and support a number of activities. It also works with local students on work experience and Duke of Edinburgh schemes.

There are gardening allotments opposite the home, one of which is kept by the home and provides opportunities for residents with a gardening interest to mix with other gardeners as well as grow produce that can be used in the home.

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How do the residents of Rossetti House access health and social care services?

Faith and Religion

A local minister visits regularly and holds services for those who want to attend. Some residents attend local churches.

Dental Services

A dentist visits on a regular basis and those who are mobile are supported to attend a local dentist service.

GPs

A medical officer from one of the local medical practices visits weekly and those who are capable visit their own GP locally.

Transport

The home has its own 9 seater minibus which includes space for 4 wheelchairs.

Other Services

Opticians and Chiropodists visit the home on a regular basis.

What do the residents think about Rossetti House?

Staff

Residents who spoke to us were all positive about the staff in the home, one resident felt that he was waited on hand and foot by the staff.

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Food and Dining

Residents commented on the range of choice in food as well as how much they enjoy the food. One resident said she found the portions rather large.

Activities

Residents who spoke to us appreciated the fact that there is always something to do in the home.

Residents also appreciated the fact that they were able to live independently in the home and some said there was nothing they would want to change about the way the home was.

Specific Areas of Good Practice to Note

- The use of colour in the dementia unit to denote different surfaces, doorways and edges
- The use of pictures on doors and cupboards for those who might have difficulty reading
- The high level of attention to person centred care shown in planning and delivering care
- The use of posters in lift areas to highlight residents rights to give feedback and raise issues and concerns about their care
- Displaying information about staff on duty at all times with names and times of being on duty for all residents and visitors to be aware of
- The use of different coloured staff uniforms to differentiate between the different roles held by staff
- The friendly and helpful nature of the staff towards residents and visitors
- Management of discharge from hospital with a time limit for receiving residents to ensure that medication and equipment needed is available when individual residents are being discharged to the home
- Staffing ratios 6 staff members to 20 and 30 beds during the day and 7 at night
- Accommodating relatives who want to sleep over when a resident is ill

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- Displaying health and safety notices about preventing the spread of the noro virus, the presence of Oxygen in rooms and hand washing after the visit of the PAT dogs
- The regular residents meetings and varying the time of these to include all residents
- The availability of water throughout the home through the use of water dispensing machines
- The range of seating and dining areas creating an ambience more akin to a hotel than a care home
- The use of dry wipe boards for communication between residents and staff
- The highly personalised approach within the home avoiding experiences of institutionalisation
- The varied and high quality dining provided for residents and visitors □ The use of cling film to keep food fresh and risk free

Conclusions

Rossetti House is providing excellent quality of care. It uses a fully person centred approach and aims to support all of the residents to live in the home according to their personal preferences and needs.

Residents are supported and cared for in a dignified and respectful manner, they feel listened to and valued.

Staff working in Rossetti House demonstrate high levels of commitment to achieving the best possible outcomes for residents.

Work in the home evidences many areas of good practice which could be shared with other care home providers.

Recommendations

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Recommendation 1

Residents could be offered a choice in the size of portions for meals to incorporate varying levels of appetite

Recommendation 2

Opportunities for contributing to good practice sharing should be taken up where possible to enable other providers to learn from Rossetti's standards of excellence

Disclaimer

- This report relates only to a specific visit (a point in time)
- This report is not representative of all service users (only those who contributed within the restricted time available)

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