



Enter and View Report

Ashworth Grange

Published February 2015

Healthwatch Kirklees
Units 11-12 Empire House, Wakefield Old Road, Dewsbury, WF12 8DJ
Email: info@healthwatchkirklees.co.uk
Tel: 01924 450379



Contents

Visit Details	3
Purpose of the premises/service	4
Staffing/client numbers on day of visit	4
Acknowledgements.....	4
Focus of visit.....	4
Methodology	5
Who we spoke to	6
Overall impression	6
Comments on choice and dignity	10
Comments from residents from Residential unit:.....	11
Comments from residents from EMI unit:	11
Comments from staff:	11
Comments on activities provided	12
Comments from residents from Residential unit:.....	13
Comments from residents from EMI unit:	14
Comments from staff:	14
Comments on Food.....	14
Comments from residents from Residential unit:.....	14
Comments from residents from EMI unit:	15
Additional Comments.....	15
Comments from residents from residential unit:	15
Comments from residents from EMI unit:	15
Comments from residents about staff:	16
Comments from relatives/visitors:.....	16
Comments from staff:	17
Conclusion.....	17
Recommendations.....	18
Provider Feedback	19
Enter and view Recommendations	19
Feedback from Paula Whitley, Manager of Ashworth Grange	19

Visit Details

Name and address of premises visited

Ashworth Grange
Ashworth Green
Dewsbury
West Yorkshire
WF13 2SU

Name of service provider

Ideal Care Homes
Helios 47
Garforth
Leeds
LS25 2DY

Date and time of visit

Thursday 26th February, 10-12pm

Authorised representatives undertaking the visit

Shabana Ali, Katherine Sharp, Sue Hoyle, Frank Reddington

Contact details of local Healthwatch

Healthwatch Kirklees
Units 11-12 Empire House
Wakefield Old Road
Dewsbury WF12 8DJ

01924 450379

info@healthwatchkirklees.co.uk

www.healthwatchkirklees.co.uk

Purpose of the premises/service

Ashworth Grange is a Residential Home and is registered to provide residential care and EMI (Elderly Mentally Impaired) care for 64 Residents. Some residents fund their own care, whilst others are publicly funded through the local authority.

Staffing/client numbers on day of visit

On the day of Healthwatch Kirklees' visit, there were 55 residents at Ashworth Grange. Staff on the day were Paula Whitley, manager, Maria Hunter, deputy manager, Diane Wood, front of house manager, 8 care staff and 11 staff from the kitchen, laundry and maintenance. We were told that Ashworth Grange use their own bank staff and they have 52 staff available.

Acknowledgements

Thank you to all the service users, staff, visitors and relatives at Ashworth Grange who spent time talking to us about their experiences of using services or working here. Thank you to Diane Wood for helping us to arrange our visit for talking to us about how the service operates and for taking the time to show us around the home.

Focus of visit

The focus for this visit was to gather resident, carer and visitor feedback on how the service ensures that residents are able to make choices and feel dignified. We also looked at meal choices and activities available at the home.

Our decision to visit Ashworth Grange was due to it been an area of Kirklees we haven't previously visited we had received feedback about this service.

Methodology

We undertook an announced visit to Ashworth Grange, which took two hours to complete. During the visit we consulted with the front of house manager, service users and staff.

It was agreed that the visit would be informal and that prompt sheets using questions based around choice, dignity, activities and food choices would be used. It was agreed these questions would not be used in a specific order or asked of all clients. It was hoped that this unstructured method of speaking to residents would help them to engage in a free-flowing discussion based on their experiences of Ashworth Grange.

Some clients at Ashworth Grange have mild to severe dementia so we addressed residents from a kneeling or sitting down position, starting small discussions using short sentences with no complicated questions. We also observed body language to gauge interest in what we were asking.

We introduced ourselves and noted people's comments as they spoke to us (after getting their consent), and offered extra information about Enter and View visits to those that wanted it.

We also made general observations about the home, looking at how feels, smells, looks and sounds.

Relatives and visitors had the opportunity to speak to us directly or fill in a survey about their friend or family member's experience whilst staying at Ashworth Grange.

Staff had access to a survey about working at the service which they were able to complete at the time of our visit and post anonymously in our ballot box.

Both staff and visitors were left a link to the surveys to fill in online within a week of the visit.

Who we spoke to

On the day of the visit, we spoke to residents and staff. We were unable to speak to everyone on the day as some people were resting or because of the limited time of the visit.

Please note: This report relates only to a specific visit and the report is not representative of all service users (only those who contributed within the restricted time available).

Overall impression

Ashworth Grange is a well signed and presented, impressive two storey building with neat, well maintained gardens and a car parking at the front with a few disabled parking bays and a bicycle storage area. The fire assembly point is in this area also. Ashworth Grange is set in a residential area of Dewsbury around 15 minute walk from the town centre.

The entrance to the building has double automatic doors which lead into a locked foyer area where visitors are able to wait inside until the main reception door is answered. When we visited, the doorbell was answered promptly, in a friendly manner and we were asked to sign in the visitor book. The home's adopted cat, Charlie, lay on the signing in book and was still there at the end of the visit. We were told he doesn't go on the units and prefers to stay there. We were not asked for any ID but we were expected at this time. There was access to hand sanitizer gel for all to use in this area.

It was explained to us that the manager was in a meeting and Diane, front of house manager, would be helping us on the visit.

The reception area was spacious with a grand staircase leading to the upstairs units. There was a display screen on the wall giving details of breakfast, fitness classes and pictures and details of staff. Notices about hygiene, safeguarding and the process of how to complain were displayed. Daily newspapers were on the reception desk with post waiting to be delivered to relevant people. Two staff were taking a break in the entrance area but moved on soon after we arrived.

To start the visit we had a meeting with Diane, the front of house manager in the Café room on the residential unit to obtain some preliminary information

about Ashworth Grange. During the time we spent with Diane she dealt with numerous tasks with ease and in a friendly manner. These ranged from answering the door and speaking to a member of staff who needed her, to passing on messages to a resident regarding a visitor.

Diane told us both herself and Paula train the staff on various subjects. All fire training is done in-house and staff go on mandatory training (dementia, safeguarding, moving and handling, COSH) every year. Staff are required to attain a level 2 once they are recruited. We were informed that staff get paid for their training time attended. It was explained that staff have staggered breaks taken at convenient times arranged by themselves; these consist of 15 minutes in the morning and afternoon and 30 minutes at lunchtime and these are taken separately so that a member of staff is always on each floor. There are a maximum of 16 residents for two care staff. If someone is away from the unit another member of staff will be moved to there to cover.

Visitors are welcome at any time but it is understood that mealtimes are avoided unless they wish to stay to eat with residents when advance notice is preferred. Well behaved animals are able to visit residents by arrangement and we were told that two visitors brought dogs to the building yesterday. At present there is no policy on pets to enable residents to bring their own to live there, but if someone wanted to bring a pet it would be risk assessed at the time and a decision made.

The building is the same design on both sides which we found a little confusing as the directions on where to go are not clear to visitors. There are four different units with up-to 16 residents on each; two EMI units on one side and two residential units on the other side, both consisting of an upstairs unit and a downstairs unit. Residents can move between both the ground and upper floors of their areas using a lift. There are two lifts in the building one on each side, these can be used alone by residents after a risk assessment has been completed. The lift opens and closes automatically so residents can use with ease. The lift on the EMI unit was covered in finger prints inside at the time of the visit and would have benefitted from being cleaned. There is a quiet lounge room and communal lounge with dining area on each unit. The communal room with kitchenette dining space have areas set aside with easy chairs and a settee giving a homely sitting room feel to them. The communal rooms were warm and comfortably decorated with chairs and tables placed in a suitable way to allow socialising.

There were handrails to support independence and the corridors were wide. There were visual aids of red and blue lights near the skirting board along parts of the corridors so residents can follow the lights to guide them in these areas.

We noticed a hoist standing in the corridor at one side obstructing the handrail at one side on one floor. There were plenty of pictures on the walls creating a homely feel with old photographs of Dewsbury as well as pictures of former film stars. Some of the corridors were named after them such as Ginger Rogers Street and Charlie Chaplin Road. The light décor gave a calm feeling to the corridors. There was a fish tank in the corner of one corridor.

Bedrooms are all en-suite and can be personalised, although decorating is arranged by the home due to fire regulations. There are no double rooms at the moment but two very large singles that could accommodate a couple if needed. Bedroom doors had residents' names on and we were told that residents had bells in their rooms to call for assistance should they need it.

After looking around the home the visiting representatives split into two pairs and visited two units each.

Residential units

The rooms were light and airy and pleasantly decorated with identical main lounges, with a dining area and mini kitchen. There was a television in this room and the dining room was set for meals with table cloth and cutlery settings. The mini kitchen was open plan for residents to use to make drinks and snacks, with staff assistance. Refreshments were available in both of the lounges with fruit, snacks and crisps for residents to help themselves to. The downstairs main lounge had access to the garden which was designed well with seating placed around the area. There was a smoking area for residents also in this area.

One resident received a letter while we were there and we noticed that although the staff member was busy they stood next to them to read the letter aloud as they were not able to read this themselves.

Each floor has a quiet lounge; the one downstairs on the residential unit is a café bar, Annie's café, which is used by residents from all units to as a quiet place to make warm drinks for themselves and visitors. This is also opened on certain days as a staffed cafe bar. The room was set up in the style of a café with table covers on the tables and individually wrapped biscuits. This room is used in an evening as a small bar or social room to serve alcoholic and non-alcoholic cocktails and other drinks to residents. On the two occasions we met in this room it wasn't in use, but we were told by a resident later they often used the café during the week to have a drink and often socialised on an evening there too.

A new library room upstairs had just opened recently and a resident mentioned this was a nice area. The new room was advertised on the information board and this was an area which told the residents what was going on and any changes or events happening. It mentioned the new library and a shop is in the making and a cinema room also was been developed.

The quiet lounge upstairs was also unused at the time of our visit and not very warm. The décor was pleasant and fresh and there were no unpleasant odours in this unit. The staff were very busy during our visit, supporting people getting up and taking breakfast. We noticed that a staff member grabbed just a few minutes to sit down and have a drink before completing other tasks. When we spoke to residents on this unit we noticed many wanted to reminisce about the past and hoped they were able to do this regularly with staff.

EMI Units

The EMI unit was the same arrangement as the residential units with two main lounges with a television in each, also easy chairs and mini kitchen dining area. These also had two quiet lounges on each floor. The rooms were light with good décor. When arriving onto the upstairs corridor we noticed an unpleasant smell of urine and we mentioned this later to Diane.

The garden leading from the EMI unit on the lower floor is gated and secure and residents are accompanied when needed in this area. We were told there was a sweet shop and reminiscing room being developed upstairs on the unit for all to use.

Even though we were there visiting, staff were too busy to change things for our benefit as they were doing their daily chores. We noticed that staff were speaking to residents, but only to see where they wanted to sit or whether they wanted a drink before moving off to collect another resident. Residents sat in the lounge and often therefore had no staff about for some periods of time.

The lounge area was quiet and the feel of the unit was calm even though staff seemed very busy throughout the time we were there. During the visit a member of staff was seen holding a door open and calling through for other staff to help with something.

We witnessed one resident wanting to go to the toilet but a member of staff said that she would have to wait. The resident said, "*Do I have to wet myself?*" The conversation was repeated as the member of staff explained further that she would have to wait until there were other staff to help as this was needed

to take her to the toilet. Staff member “You know I can’t take you without another member of staff here, let (X) get here” the resident then replied “do I have to wet myself?” The resident was then given a drink and still hadn’t been taken to the toilet when we left the unit. At the time of this incident there was one care worker with seven residents in the lounge area.

We spoke to Diane and explained we would be speaking to our director about this as it was a concern and would she pass this information to her manager. She agreed this was not acceptable.

In the main lounge some residents were sleeping in an awkward position in the easy chairs and one resident spent the whole time on her own walking up and down the corridor looking where to find things. We found it difficult to communicate with some residents in the EMI unit as some had very limited or no communication at all. We couldn’t always use the prompt questions we had set out as it proved difficult to steer the conversation. With some residents we just generally chatted and gauged their reactions to us. Residents we were able to speak to told us they had friends to talk to and staff chatted to them.

Later in the visit we saw two staff were sat together having a break at the same time and we wondered if they are able to go off the unit to take breaks or if this was a short breather in between jobs.

All comments in this reports have been taken from conversations had during the visit to Ashworth Grange or gathered from surveys collected on the day.

There were no extra surveys filled in on-line during the time scale given

Comments on choice and dignity

When residents were asked about making their own choices in the residential unit they confirmed that they were able to decide what they wanted to do from getting up and going to bed when they choose to eating breakfast later should they wish. This showed that they were able to enjoy a sense of independence living at Ashworth Grange. We were told residents from the residential unit who are capable can make drinks for themselves and their visitors as they wish in the kitchenette. Residents on the EMI unit are able to make their own sandwiches and cup of tea if supervised. Residents are able to bring their own furniture and personalise their bedrooms depending on what the floor space permits.

We saw a member of staff carrying out a breakfast bowl from a resident’s bedroom who was still in bed showing that if someone chooses to eat in their

room this is accommodated. It proved more difficult to gauge in the EMI unit due to the difficulties in communicating with residents but we were told families get involved with the care plans and any residents with dementia, their care profile shows what they are capable of doing and what their likes are.

Comments from residents from Residential unit:

“Can get up when you want, some like to get up late, I get up for breakfast early as when I’m awake I like to get up”

“I don’t go to bed early, you can get up late if you want”

“I like to make my own bed, I can’t sit there watching someone else do it when I can do it, I make a drink if I want, it keeps you going doing stuff”

“I get up early”

“Can go to your room when you want”

“Can do what you want, when visitors come you can see them in your room, in here or in café”

“They call me by my name (nick name) I like that”

Comments from residents from EMI unit:

We had no comments from EMI residents about choice and dignity but we saw that choices were been made regarding access to snacks, residents that were able could help themselves to fruit and crisps as they wished. We witnessed staff asking where residents wanted to sit when they brought them into the room.

Comments from staff:

We had no comments from staff during our visit

Comments on activities provided

Activities are provided at the home by an allocated care worker who is also the activities co-ordinator, working two days on and four days off. At other times all other staff help with activities. We didn't notice any activities on-going at the time of our visit, as staff were involved in getting residents up and providing late breakfast and refreshments.

We were told activities include bingo, listening to music, sing-a-longs, jigsaws, café bar, and horse racing. Residents also recently had a manicure and hand massage. On occasions entertainers come in such as, singers and performers which residents really enjoy. Facilities for regular church services are provided in the quiet lounge room on the lower floor of the residential unit every second Wednesday. One day this week skittles were played in the lounge, most residents enjoyed it and those who didn't take part were encouraged to. Rewards and treats are given (e.g. a mug with their name on) for winning games and activities.

A resident told us there was a library upstairs and a coffee shop and that sometimes, *"we sit in there later if we want"* Trips out to places like Ponderosa and garden centres are also something the home has done before.

On Monday of this week baking was provided for residents to make buns for their afternoon tea. Other activities supporting independence are helping with folding laundry and napkins and one resident in the past enjoyed ironing. We were told by a resident that they liked to make their own bed each day showing us that resident's needs and wishes are accommodated.

The activities provided are displayed in the foyer on a coloured printed activity sheet. This has activities scheduled all day every day, including newspaper reading, watching old films or having a manicure.

There is a hairdressing room on the residential unit, for all to use. This room was a good size and set up as a regular salon. The two chairs we noticed looked well used as they showed signs of wear at the top. We were told the hairdresser comes in three times a week and she knows what the residents like and dislike, some residents have a set routine and want to stick to the same day each week. We were told some residents from the EMI unit feel they have been into Dewsbury for their hair cut by the time they have come down stairs and sat in the room with the hairdresser for their appointment. This room was not in use at the time of our visit.

Residents have a discussion group on what they like and don't like and are able to choose what activities they want to do. We are not sure how often this is held.

Comments from residents from Residential unit:

When we spoke to the residents on the residential unit it was felt that although there were activities going on, that more trips would be better. One resident mentioned that gardening would be a good activity in the warmer weather.

"When entertainment here I join in, sing songs sometimes"

"I miss going out, I would like to go to the supermarket chose my own yogurts, the food is good I just want to go and choose other bits"

"You can see people you know and you feel better if you can get out" (about trips out)

"Singers are good"

"I don't mention things at a meeting. Be careful what I say" (about activities)

"Trip out at Christmas was good"

"Lots of things going on, don't go out apart from garden centre at Christmas"

"Gets depressing when you don't see anyone for days"

"Bingo good I never win, worth trying though"

"No trips at minute maybe in summer, would like to walk"

"Lots of things going on"

"I go in the garden in the summer"

"Sometimes wash up- not bothered" (about what they like to do)

"Some staff better than others, these today are good, sometimes disagreements with them but they alright, it was awful here yesterday staff shouting, a man went and told them"

Diane said yes she knew about this as everyone was getting very overexcited due to skittles game in teams, we did not obtain the impression this problem occurs frequently.

“I like to sit outside, knit and read”

“I used to walk a lot, I walk in the garden but would like to go out for a walk”

Comments from residents from EMI unit:

“Had a few walks around”

Comments from staff:

We had no comments from staff on the day.

Comments on Food

Meals are cooked and supplied from the on-site kitchen. There is a rotating menu, which is different every week, then changes each month. It was explained to us that residents and families are consulted on their likes and dislikes around food choices. Residents are asked what they would like from the menu for the next day’s meal. The home can make specific foods if a resident requests it. We asked how residents with limited verbal communication can get involved in making choices about their meals. We were told that staff can look at the care profile of what residents like and can get to know what dementia residents do or don’t enjoy. They can also tell from the residents faces whether they like the food or not. Families are asked if it becomes a problem but there hasn’t ever been one.

There is one sitting per meal and residents can eat in the dining room on one of the four units or meals can be taken in their own rooms. Visitors can be provided with a meal if a small amount of notice is given. Recently a visitor came to have lunch and they brought a relative with them and they were also accommodated. Residents can help to cook snacks if they want to in the small kitchenette.

On the Residential unit one resident was eating breakfast at time of visit (10.45am) it was nice to see that residents were able to make their own choices about meal times, another resident said she liked to come early to eat her breakfast. Drinks were offered on the units while we were there.

Comments from residents from Residential unit:

“They do take meals up to you in your rooms if you want it”

“Some staff have breakfast all ready and one staff is right good, breakfast is ready and covered up and you don’t have to wait a long time as you do with some of them” -Talking about the food and staff at breakfast time

Have toast for breakfast, it’s alright, not bad”

“I had porridge but you can have cooked breakfast if you want”

I like the food especially the diner” when asked what in particular they liked “All of it”

Comments from residents from EMI unit:

“Food is neither right nor wrong”

“I like the food here and I also like the company”

“Yes” (Do you like the food?)

“Yes when I want one” (about drinks when wanted)

Additional Comments

Comments from residents from residential unit:

One resident told us that a man is available to come and fix things that go wrong in their rooms. “He has been off lately, he’s really nice”

“I like it here, it is very clean and everything is done for me”

“My top was missing and they couldn’t find it we went to the room (laundry) and I saw it straight away, it was there. The lady that does it normally is good all back alright, there are drawers with names on, Just need to keep an eye on it” (about laundry)

“Every Wednesday clothes are changed in room and tided” (about bedding)

“Garden is beautiful”

“Nice place look after you okay”

Comments from residents from EMI unit:

“Very nice people and don’t ask for money”

“Very nice people, very nice”

When residents were asked how they felt about Ashworth Grange we were told:-

"It's alright here"

"Yes"

"Don't do too bad at all"

"Like it here"

"Yes"

"Well looked after"

"Much better home than another I was in before, luxury here" (talking about another home they had moved from)

"Rather be here, alright for showers and things" (After been in hospital)

Comments from residents about staff:

"One girl tidied all my wardrobe and made it tidy"

"They look after you"

"All staff good"

"Staff are always washing and cleaning, keeping it nice"

"If staff are busy you have to wait"

"Staff so busy with chores"

"Some don't come down until lunch and have to wait to be dressed" (about support from staff)

"Staff bring drinks around"

Comments from relatives/visitors:

There was one survey filled in at the time of our visit and the person confirmed that they were happy with the service and care given for the person they visit. They felt their individual needs were been met and they felt safe at the home. They agreed that they are kept informed of any care concerns and felt included in planning activities at Ashworth Grange.

Comments about local health and care services that come into the home:

"Excellent"

When asked what is good about this care home visitors said:

“Staff treat residents with respect. Care for individual needs. House-keeping is excellent home from home”

Visitors would change:

“All areas are excellent maybe more trips out”

Comments from staff:

We had no comments

Conclusion

Following Healthwatch Kirklees’ visit we found that Ashworth Grange was a well maintained and clean home with many extra comforts. The residents appeared happy and content to be there and many commented on the food being enjoyable and good. Residents on the residential unit explained that their needs and choices were met and although they enjoyed some of the activities many suggested that they would like more trips out. All residents looked well cared for but issues around dignity on one of the EMI units were questioned, as was the unpleasant smell on a corridor on the upstairs unit also.

We witnessed that the staff seemed to be very busy and we didn’t see much interaction or very little between them and the residents on most units, other than the necessary care. Many residents also questioned how busy staff were and told us they sometimes had to wait for help.

It was lovely to see that Ashworth Grange were updating activity rooms for residents to use and making alterations to improve their social enjoyment around the home. It was nice to know residents were able to socialise both during the day in the café room and at evening in the cocktail bar and that these extra services were provided to make a more comfortable and entertaining place to live.

Recommendations

1. We recommend that staffing arrangements should be in place so that quality of care is not affected during heavy workload periods such as mealtimes and provision of personal care. This is to ensure that the changing needs of individual residents during these times, are met.
2. We recommend having easy to read menu plans with pictures to inform dementia residents of their choices of food.
3. We recommend that an activity plan is available for everyone to see in communal areas such as the lounge to ensure that residents and visitors are aware of the range of indoor and outdoor activities available.
4. We recommend that more regular outings are arranged to support choice and independence such as shopping or walking.

Provider Feedback

Enter and view Recommendations	Feedback from Paula Whitley, Manager of Ashworth Grange
<p>We recommend that staffing arrangements should be in place so that quality of care is not affected during heavy workload periods such as mealtimes and provision of personal care. This is to ensure that the changing needs of individual residents during these times, are met.</p>	<p>Staffing levels are appropriate for the current resident's ratio. We have a deputy managers who are super numary that help where needed.</p>
<p>We recommend an easy to read menu plans with pictures to inform dementia residents of their choices of food.</p>	<p>Menu board ordered</p>
<p>We recommend that an activity plan is available for everyone to see in communal areas such as the lounge to ensure that residents and visitors are aware of the range of indoor and outdoor activities available.</p>	<p>Activity plans are given out in every bedroom and are displayed on every wing.</p>
<p>We recommend that more regular outings are arranged to support choice and independence such as shopping or walking.</p>	<p>Outings are arranged in the summer months.</p>