

Enter & View Visit

Kallar Lodge Residential Home

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Introduction

Healthwatch Barking and Dagenham is the local independent consumer champion for health and social care. We aim to give our citizens and communities a stronger voice to influence and challenge how health and social care services are provided for people in the borough.

Enter & View is carried out under Section 186 of the Health and Social Care Act 2012. It imposes duties on certain health and social care providers to allow authorised representatives of local Healthwatch organisations to enter premises and carry out observations for the purposes of Healthwatch activity.

Authorised representatives observe and gather information through the experiences of service users, their relatives /friends and staff to collect evidence of the quality and standard of the services being provided.

To do this we:

- enable people to share their views and experiences and to understand that their contribution will help build a picture of where services are doing well and where they can be improved,
- give authoritative, evidenced based feedback to organisations responsible for delivering and commissioning services and,
- are able to alert Healthwatch England or the Care Quality Commission, where appropriate, to concerns about specific service providers of health and social care.

Healthwatch Barking and Dagenham would like to thank the staff at Kallar Lodge Residential Home for their assistance during the visit.

Summary

Healthwatch Barking and Dagenham undertook a visit to Kallar Lodge Residential Home, to gather and record service users' views on 4 areas:

- nutrition,
- personal care,
- social activities and hobbies,
- staff interaction.

Healthwatch representatives found that the service users they spoke to on the day were happy. They looked happy and expressed they were happy with all 4 areas we sought their opinions on. However, due to the nature of their disability (dementia), their views did not always seem clear or completely accurate.

As this group of people are particularly vulnerable, it is important that their views are fully evaluated.

Healthwatch representatives therefore spent some time observing the residents and staff's interaction with them: the residents looked happy and were clean. Staff gave their full attention to all them and were quick to respond to their needs. Staff were very friendly and enthusiastic. They all seem to be happy to do their job and related in a respectful, professional and kind way to the residents and each other.

Healthwatch representatives were also able to talk to 2 friends of one of the residents. They expressed they were overall pleased with the service their resident friend was receiving but suggested more activities such as painting and jigsaws. They also voiced they would get more involved with their resident friend if they were made aware of proposed activities ahead of time.

Overall the service is recommended by the residents and friends that we spoke to on the day.

Healthwatch recommends more communication with family and friends of residents in the area of leisure activities including outings. For example the bi-annual meetings with friends and family of residents could take place

more frequently and information about regular and exceptional activities being communicated via the use of posters, a website and/or Facebook page, letters to families and friends who wish to receive the information for exceptional events.

Details of the Visit

Premises visited:

Kallar Lodge Residential Home

75 Gregory Road

Marks Gate, Chadwell Heath

Romford, RM6 5RU

Date:

Friday 27th February 2015

Enter & View Authorised Representatives:

Claire Gooch - Lead Officer

Manisha Modhvadia - Enter & View Representative

Val Shaw - Enter & View Representative

Purpose of the Visit:

Representatives from Healthwatch Barking & Dagenham wanted to speak with residents and any relatives/friends from the borough, to gather and record their views on 4 areas of enquiry:

- Nutrition
- Personal Care
- Social activities and hobbies
- Staff interaction

The Organisation and Service Provider

Services at Kallar Lodge Residential Home are provided by the London Borough of Barking and Dagenham (LBBD).

The home is in the middle of a change in management and is currently under the supervision of an acting manager, Pauline Humphrey, before the arrival in April of the new manager.

Service users are referred to the home by the hospital social services. The criteria is that they have to be mobile and suffer from dementia.

The home is over 3 floors with 15 bedrooms on the ground and 1st floor and 7 on the 2nd floor, adding up to 37 bedrooms altogether. At the moment, 2 are empty. 34 out of the 35 residents come from Barking and Dagenham.

The staff are all trained via the borough and no bank staff are used. They are offered overtime to cover for each other annual leave.

Staff include:

- 2 cooks/chefs
- 3 domestics, 1 on each floor
- 1 laundry staff
- 3 carers on the ground, 3 on the 1st floor and 1 on the 2nd floor
- 3 night staff (who checked the residents every hour)

All staff is female at the exception of 1 maintenance man and 1 male carer.

The staff work shifts as follow:

- 7.30am - 2.30pm
- 2.30pm - 10pm
- 10pm - 7.30am

Each bedroom is equipped with its own en-suite facilities including a shower and a toilet. Residents are encouraged to bring a few small personal items but in most cases are provided with a bed and wardrobe. A buzzer is attached to each bed.

Each floor comprises

- a tilt bath (once a person is seated in the tub, the tub is tilted back horizontally. The bather reclines back for washing, bathing, or showering. After draining the tub, the tub is tilted up, so the bather can step or be assisted out), which residents are encouraged to use instead of their own shower
- toilets,
- a dining room for the residents to eat their breakfast, lunch and dinner or have a cup of tea with visitors
- a common/lounge area with tables for activities, television and chairs and armchairs

The home also has an extensive and well-maintained garden, residents are encouraged to use during the warmer months.

Information, Observations and Residents' Experiences

Healthwatch representatives spoke with 12 female residents.

Due to the nature of the residents' dementia, their views did not always seem clear or completely accurate. Healthwatch representatives were however able to also gather the views of 2 friends visiting one of the residents and also took the time to observe the residents, the staff and the surroundings.

Nutrition

Healthwatch representatives enquired about a number of points relating to the quality and standard of food and drink provided for residents and the support given for this when needed. All 12 residents found the quality of the food to be satisfactory.

- 11 residents were aware they could choose what food they wanted the next day. 1 resident had forgotten this at first and was reminded by a member of staff.
- All 12 residents felt that the portions were sufficient for them but that they could ask for more food if they felt like it as there is always enough and more if wanted.
- In terms of whether the food was warm enough at meal times, all 12 service users responded positively saying that the food was always warm enough for them.
- All 12 residents said they can have drinks as often as they want, this includes hot or cold drinks.
- All 12 residents expressed the food was always lovely and when asked whether the home allowed for their family to bring in food for them, 2 residents said that they did not need any food from outside as they had all they needed in the home.

Healthwatch representatives observed the menus on the dining room tables. They offered a good range of traditional British food.

When asked whether they could provide one of the residents with a Nigerian background with Nigerian food, the member of staff demonstrated they

were aware of the resident's specific background and his personal taste and preferences which were for British food. They also expressed that for health reasons, the home does not allow residents food not prepared on the premises.

Comments from residents included the following:

'I tell them and they'll change it'

'The staff do help if you need it, but I'm okay at eating and drinking myself'

'My food has always been warm enough'

'Plenty of food here, so don't need food brought to me'

'We can have drinks whenever we want. We just ask'

'Yes, there is a choice, always good enough for me'

'Always enough food, or I ask for more, there is always more'

'Dinners we get here are really nice. Yes if you don't like something you say'

Social Activities and Hobbies

- When asked if there were any social activities or entertainment provided for them, 11 residents responded that they were aware of social activities for them to take part in. They mentioned bingo, quizzes and knitting.
- 1 resident expressed she would like to garden, have sing-along and a wider variety of music playing in the lounge room.
- 7 residents expressed they do go out or know it's possible, for example on trips and outings, either organised by the home or taken

out by their family. 4 residents said they were not aware and 1 said they did not want to go out.

Healthwatch representatives were able to speak with 2 friends visiting one of the residents. They suggested more activities such as painting and jigsaws. They also voiced they would get more involved with their resident friend if they were made aware of proposed activities ahead of time.

The staff in charge expressed that due to poor attendance, the home's quarterly meetings with families and friends of residents are now only taking place twice a year.

Comments from residents included the following:

'My family take me out'

'I'm too old for that now'

'Yes, bingo, yes, I like bingo!'

'I like gardening and watering the garden but I don't really get to do this'

Personal Hygiene

- All 12 residents said they were always offered help with their personal hygiene but 6 of them expressed they preferred to look after themselves without any help
- Out of the 6 residents who receive help with their personal hygiene, all of them expressed they felt treated with dignity by the staff
- 2 residents said they preferred and can choose to have a female carer

Healthwatch representatives were able to observe the residents were all clean and quickly cleaned up when they spilt something or taken to the toilet when they needed it.

The communal areas were clean and fresh. The bedroom we visited was also clean. However, some dirty underwear had just been discovered by visiting friends in one of the resident's drawers.

The bathroom we looked at on the 1st floor was very clean and hygienic.

Comments from residents included the following:

'I am happy [I am offered help] but I am able to do it myself'

'[I can choose the gender of my carer] but I wouldn't have a male'

'The home is clean whenever we visit'

Interaction with Staff

- All of the 12 residents Healthwatch representative spoke with expressed they were very happy with the interaction they had with staff
- 7 residents said the staff would call the GP for them if they needed it and that the GP would come to the home. 5 did not know what would happen if they needed a GP because they had not needed one before
- 5 residents expressed that a member of staff has always come quickly when they had pressed their buzzer. The other 7 said they had not used it before so did not know

Healthwatch representatives were able to speak with 2 friends visiting one of the residents who expressed the staff have always treated their friend with respect and that they would come quickly when the buzzer was pressed.

Comments from residents included the following:

'Staff always come when the buzzer is pressed'

'They come quickly if I need help'

'We are one big family. They are nice'

'Staff are first class'

'They are lovely'

'We are well looked after here'

'[The staff] are very kind'

'[The staff] are wonderful'

Comments for Consideration

Residents are generally happy with the services that are being provided.

'I'm happy here'

'I'm very happy here'

'We are looked after well'

'I like it here'

We looked at 4 areas:

- nutrition,
- personal care,
- social activities and hobbies,
- staff interaction.

In all these areas residents made positive comments about Kallar Lodge Residential Home.

The 2 visitors we talked to were also generally happy with the service their friends was receiving but suggested more communication with friends and family, especially over the proposed social activities. This would enable them to plan and attend with their friend if they were keen to go. They also felt there could be other types of hobbies on offer such as painting and jigsaws.

Healthwatch recommends that the current bi-annual meetings with friends and family of residents would take place more frequently.

Healthwatch also suggests that information on proposed regular and exceptional leisure activities would be advertised on posters pinned in the communal areas and/or at reception on a notice board. Exceptional outings or events could also be circulated on a website/social media such as Facebook as well as via letters to those especially interested.

This could be of advantage to Kallar Lodge as family and friends who are willing to attend activities especially outings would provide extra volunteer support.

From the feedback and the observations, it is clear that Kallar Lodge Residential Home provide a very good service which provides a pleasant and comfortable life to its residents.

Kallar Lodge Response to this Report

Thank you for the report and the suggestions, I only wished our families were better represented at the time of your visit as we do have activities that include puzzles and painting. We arrange annual events through the hire scheme of a community bus that takes our residents out on day trips and these are advertised on all unit boards and invites relatives and friends to attend. These are summer events are advertised nearer the time.

I hope you enjoyed your visit and thank you again for your prompt report.