

Enter and View Re-Visit Report

Name of Service Provider: Orton Manor Limited

Premises visited: Orton Manor, 64-70 Birmingham Road, Water Orton B46 1TH

Date of Re-visit: Tuesday 7th July 2015

Time of Re-visit: 10:00am

Registered Manager: Iram Khan

Authorised Representatives: Chris Bain, Lianne Burton, Susan Jenkins and Alison Wickens

Summary of findings

- The Authorised Representatives who conducted the previous visit on 3rd February 2015 indicated that there was considerable improvement throughout the home compared to the previous visit.
- The staff at Orton Manor were very positive about the home and the support they received and it was noted that staff were extremely happy with the redecoration works being carried out throughout Orton Manor.
- Staff were also pleased that training was now being carried out in-house.
- We observed the physical environment of the home and specifically looked at those areas highlighted as recommendations in our previous report (visit date 3rd February 2015):
 - Storage of hoists and mobility aids in communal corridors
 - The decoration of communal corridors
 - Incorrectly coloured or tied up emergency pull cords in communal bathrooms and toilets
- The storage of hoists is currently still an issue, however, there are plans for a specific storage area to be built for this purpose.
- We observed that the recommendation regarding the decoration of communal corridors had been mostly addressed as the ground floor was complete and the first floor communal corridor was nearing completion.
- We observed that the recommendation regarding incorrectly coloured or tied up emergency pull cords in communal bathrooms and toilets had been addressed and was no longer an issue as they had been replaced in red cord.
- We observed the interaction between staff and residents. Interactions were respectful and friendly and consent was gained from residents when needed. Staff were observed to knock on individual residents' doors prior to entering.
- There was a relaxed feel to the home and Authorised Representatives felt that staff were not rushing around as much as observed at the previous visit.

Recommendations

- *Continue with redecoration of the first floor, with handrails being repainted in a suitable colour.*
- *To ensure completion of a new storage area for hoists on the ground floor at the current site of the photocopier.*
- *To ensure that staff put incontinence pads and other items away in the designated storage area.*
- *Ensure that all emergency pull cords are the correct length.*
- *Make safe the uneven and loose slabs in the garden area.*

1. Report Overview

The visit to Orton Manor was unannounced, which means that no one at the home knew we were coming.

On arrival at the home we were met by the Team Leader, Karen, who was our point of contact throughout the visit until the Deputy Manager, Gemma was available. Gemma facilitated our visit and provided access to all relevant areas of the home.

Orton Manor is a converted home with 38 rooms across two levels. There are currently 34 residents at Orton Manor and four vacancies. There are no shared rooms. 28 bedrooms have en-suite facilities and 10 rooms do not have en-suite facilities. There are communal bathrooms available on each floor. (Please refer to our previous report dated 3rd February 2015 for further information on the facilities).

The Registered Manager was at a course on the day of our visit and we were therefore unable to speak with her, however, we conducted an interview with Gemma, Deputy Manager, who has been in the post for 2 years.

Gemma confirmed that the redecoration process was still ongoing and very much a priority for Orton Manor. We were informed that the carpet that is throughout the home will be replaced once all re-decoration has been completed.

There are currently plans in place to create a sensory garden for residents, especially geared towards those residents with dementia.

Gemma informed us that there are two new members of domestic staff and we observed that both staff were there on the day of the visit. The home also employs two maintenance men and these were observed working on the day of the visit.

2. Purpose of Visit

The visit to Orton Manor was a re-visit to establish whether the following recommendations made in our previous visit of Tuesday 3rd February 2015 had been implemented:

- *The communal corridors throughout the home are given a timescale for refurbishment*
- *The concerns raised around storage of hoists in communal corridors are addressed*
- *The emergency pull cords in all bathrooms (including resident's en-suites) are checked to ensure that they are red in colour, are not tied up and reach the floor.*
- *The concerns raised around storage of mobility equipment and incontinence pads in communal bathrooms are addressed.*

3. Approach Used

The Authorised Representatives observed the activity taking place in the communal areas of the home and also spoke with residents and members of staff throughout the visit.

4. Observations/Findings

Physical Environment

Communal corridors on the ground floor have been redecorated. Some sections of the first floor corridors are still in the process of being redecorated. Those areas redecorated have been finished to a very high standard. The communal corridors were clean and tidy and there was a pleasant smell throughout. New pictures, art work, stencilled wording and positive messages reinforced the homely feel and added to the ambience.

Handrails on the ground floor have been repainted red whilst the first floor handrails are green.

All bathrooms and shower rooms were clean and functional and we observed that in the assisted bathroom (opposite room 23) there were incontinence pads being stored in the bath rather than being placed in the empty labelled drawers next to it. Spare and unused wheelchair wheels and metal rails were left on the floor next to the bath. On speaking to the Deputy Manager these were immediately removed and placed in the correct storage area.

Grab rails had not been fitted by the toilet in the assisted bathroom and the Deputy Manager assured us that this was due to upcoming refurbishment works. The assisted bathroom would be split into two rooms, one room becoming a walk in shower room and the other a separate area for hairdressing.

One of the staff toilets on the first floor was out of order on the day of our visit. On speaking to Gemma she confirmed that one of the three first floor staff toilets is due to be turned into another storage area.

There was a hoist left in the ground floor corridor opposite room 11 and a second hoist left in the corridor on the first floor opposite the assisted shower room and room 28. On speaking to the Deputy Manager about the planned storage area for these hoists, we were informed that there are plans in place to transform the area where the current photocopier is sited into a storage area for hoists. This will be carried out by blocking the area in to turn it into a proper storage unit and moving the photocopier elsewhere.

No timeframe for this work was given as Gemma was unsure when it would be taking place and she was unable to confirm this with the Registered Manager who was out at a course on the day of our visit.

We noted that the access route to the planned sensory garden is too narrow for wheelchair access and that an alternative route would need to be used, unless extensive alterations to the boundary wall were made. On discussing this point with the Deputy Manager and Team Leader, we were shown alternative access from the front of the home which is suitable for wheelchair users.

Staff

Our Authorised Representatives observed interactions between staff and residents during the visit.

We saw friendly but respectful interactions between the staff and the people who lived there. Staff called residents by their preferred name and where necessary, they crouched down so that they were on the same level as the person they were speaking to.

We observed the staff requesting the residents consent before carrying out a range of activities.

It was noted that all staff knocked on individual residents' doors before entering.

The majority of staff were in uniform with their names sewn into their clothing.

Service User Experience, Dignity and Respect

We observed residents in both of the communal lounges. The residents appeared to be comfortable, clean and appropriately dressed for the current weather conditions.

Staff Feedback

We spoke to four members of staff during our visit to Orton Manor. All members of staff were willing to freely engage with our Authorised Representatives.

All members of staff we engaged with were very positive about the home and the support they received and they liked working at the home. One member of staff told us that they 'love working here' and another said 'it is fun'.

Another member of staff told us that the Registered Manager 'is very supportive and approachable' and that staff are 'all undergoing training with a new company which is going to be kept in-house and started last month.'

Several members of staff referred to the redecoration works being carried out and all agreed that the redecoration had made a huge difference to the overall feel of the home which had improved as a result. Our Authorised Representatives also agreed that the overall feeling of the home was calm, relaxed and very well organised.

5. Feedback from Patients/Residents/Relatives/Carers/Staff

Residents were positive in their views of the home and the staff, with one resident saying that 'it was a nice home' and another resident saying 'how nice it is now the painting is all finished.' One resident told us 'we are always asked if we want to go downstairs to take part in the activities.'

6. Follow Up Visit :

A follow up visit is recommended in one year's time to follow up on the planned improvements discussed with the Deputy Manager and Healthwatch Warwickshire's recommendations. A report will be produced following this visit.