



**Enter and View Report**  
**Haven Lodge Care Centre**  
**28<sup>th</sup> January 2016**



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## Visit Overview

**Service Name and Address:** Haven Lodge Care Centre, 4 Haven View, Harbour Road, Portishead, BS20 7QA

**Registered Provider:** Hudson Senior Living

**Type of Service:** Care home for the elderly

**Specialisms:** Dementia care and nursing care

**Registered Manager:** Alan Stewart

**Date and Time of Visit:** 28th January 2016 9.30am to 12.30pm

**Enter and View Team:** Sophia Jones, Karen MacVean, Tricia Godfrey and David Pearce

## About Healthwatch North Somerset

Healthwatch North Somerset is the local independent voice for health and social care services. We work with local people to improve services for people who live, or access services in North Somerset, gathering local views and experiences and acting on them to make local services better, now and in the future.

Healthwatch North Somerset are independent, transparent and accountable.

Healthwatch North Somerset's statutory function and remit, which is laid out in The Health and Social Care Act 2012, is to provide a voice for people who use health and adult social care services, by:

### Influencing

- Giving people an opportunity to have a say about their local health and social care services, including those whose voice isn't usually heard
- Taking public views to the people who make decisions - including having a representative on the Health and Wellbeing Board (People and Communities Board in North Somerset)
- Feeding issues back to government via Healthwatch England and the Care Quality Commission (CQC)

### Signposting

- Providing information about health and social care services in the local area
- Advising people on where to go for specialist help or information (signposting)
- Working closely with other groups and organisations in the local area.

## Enter & View

In order to enable Healthwatch North Somerset to gather the information it needs about services, there are times when it is appropriate for Healthwatch North Somerset staff and volunteers to see and hear for themselves how those services are provided. That is why the government has introduced duties on certain commissioners and providers of health and social care services (with some exceptions) to allow authorised Healthwatch North Somerset representatives to enter premises that service providers own or control to observe the nature and quality of those services.

Healthwatch North Somerset Enter and Views are not part of a formal inspection process, neither are they any form of audit. Rather, they are a way for Healthwatch North Somerset to gain a better understanding of local health and social care services by seeing them in operation. Healthwatch North Somerset Enter and View Authorised Representatives are not required to have any prior in-depth knowledge about a service before they visit. Their role is to observe the service, talk to service users and staff if

appropriate, and make comments and recommendations based on their subjective observations and impressions in the form of a report.

This Enter and View report is aimed at outlining what the Enter and View Representatives saw and making any suitable suggestions for improvement to the service concerned. The report may also make recommendations for commissioners, regulators or for Healthwatch North Somerset to explore particular issues in more detail. Unless stated otherwise, the visits are not designed to pursue the rectification of issues previously identified by other regulatory agencies. Any serious issues that are identified during a Healthwatch North Somerset Enter and View visit are referred to the service provider and appropriate regulatory agencies for their rectification.

Legislation allows 'Enter and View' activity to be undertaken with regard to the following organisations or persons:

- NHS Trusts
- NHS Foundation Trusts
- Local Authorities
- A person providing primary medical services (e.g. GPs)
- A person providing primary dental services (i.e. dentists)
- A person providing primary ophthalmic services (i.e. opticians)
- A person providing pharmaceutical services (e.g. community pharmacists)
- A person who owns or controls premises where ophthalmic and pharmaceutical services are provided
- Bodies or institutions which are contracted by Local Authorities or the NHS to provide health or care services (e.g. adult social care homes and day-care centres).

## Key Benefits of Enter & View

To encourage, support, recommend and influence service improvement by:

- Capturing and reflecting the views of service users who often go unheard, e.g. care home residents
- Offering service users an independent, trusted party (lay person) with whom they feel comfortable sharing experiences
- Engaging carers and relatives
- Identifying and sharing 'best practice', e.g. activities that work well
- Keeping 'quality of life' matters firmly on the agenda
- Encouraging providers to engage with local Healthwatch as a 'critical friend', outside of formal inspection
- Gathering evidence at the point of service delivery, to add to a wider understanding of how services are delivered to local people
- Supporting the local Healthwatch remit to help ensure that the views and feedback from service users and carers play an integral part in local commissioning

## Purpose of the Visit

Healthwatch North Somerset is carrying out a series of visits to Social Care/NHS funded accommodation/services in North Somerset to ascertain the quality of life and experience and opinions of residents. Haven Lodge Care Home in Portishead was selected as one in a series of visits to care homes in North Somerset.

This report relates only to this specific visit and feedback we have received directly at Healthwatch North Somerset during the same time period. It is not representative of all service users, only those who contributed within the restricted time available, through interviews or other feedback.

## How the Visit was Conducted

The visit was an announced visit with the manager given 2 weeks' notice of the intention to visit. We sent letters, posters and leaflets to the home to inform residents, relatives/carers and staff about our visit and about the role of Healthwatch North Somerset.

We observed the condition of the premises, the interaction between the staff and residents and we talked with a number of residents, two family members who were visiting at the time and a number of staff who were on duty at the time of the visit.

The manager gave us a guided tour of the home at the start of the visit, he explained that Haven Lodge used the Dementia Care Matters (DCM) program, in which care homes contract for a year with the 'Dementia Care Matters Culture Change Program' known as the Butterfly Project. We also met up with the Manager at the end of the visit to clarify any questions that had been raised.

The Enter and View Representatives all agreed that the Manager came across as very open and professional, inviting us to go anywhere and talk to anyone. The two Enter and View teams split up and visited the ground floor residential dementia unit and the 1<sup>st</sup> floor general nursing unit.

## Observations and Findings

When we arrived, we were met by the Care Manager who did not check our ID badges against the list of attendees we had sent previously. However the Manager did ask us to sign in and also to sign out of the building when we exited. The front door was securely fixed to keep residents safe.

No complaints procedure was observed in the reception area, but when we questioned this with the manager he told us that a complaints policy and procedure based on the NHS care home complaints process was readily available for relatives/carers if they requested it. The Manager also told us that often complaints are dealt with verbally directly with him. He also advised us that the home is on the careuk.com site where people can leave feedback.

Haven Lodge is a new purpose built care home. It has a 108-bed capacity and currently houses 81 residents on three floors: dementia residential on the ground floor, general nursing on the 1st floor and dementia nursing on the 2nd floor.

We observed that the building has large windows and was light and airy with long wide corridors that offered residents the opportunity to stretch their legs. We observed residents in the dementia unit utilising the space and freely walking around the corridors while we were there. We observed that everywhere we visited was clean and homely with an absence of unpleasant smells. The Manager told us that Haven Lodge has a five star environmental health rating.

The two Enter and View teams noted that in the residential dementia unit the corridor walls were decorated with large hand painted murals, which related to either the room use or residents' interests. For example, the corridor by the dining room on the ground floor was decorated with paintings of cupcakes and teapots while the wall opposite the room of an ex Dam Busters pilot was filled with paintings of RAF planes and badges.

The Manager confirmed that the wall decorations were directly related to the residents past experiences. The Manager told us he plans to update the wall decorations with the help of art students from the local secondary school as part of their Duke of Edinburgh Award.

We saw that the sitting room on the ground floor (dementia residential unit), was designed to look as much as possible like a sitting room in someone's home. The chairs were arranged in groups, birthday cards were displayed on the mantelpiece and soft drinks were available on a trolley. Stimulation was provided by music playing, a cage with budgies and wall displays e.g. of real tools.

We observed that the Staff seemed happy and relaxed as did the residents. We saw no signs of anxiety or aggression. We also noted that the staff did not wear uniforms in this unit.

## **Personal Care and Dignity of Residents**

We observed that all the residents on the ground floor were up and dressed appropriately and looked clean and well presented. Staff told us that the home has a hairdressing salon on site and a hairdresser visits twice a week and a podiatrist also visits. These services are paid for by the residents themselves.

## **Independence of Residents and Control Over Daily Life**

From our observations and through talking to the Manager and staff it was clear that residents are encouraged to have some control over their daily lives. They also said that when a resident first arrives they are encouraged to bring furniture and pictures from home and artefacts that help to establish that person as an individual with a distinct past. We were told by staff that all residents have a "This Is Me" booklet. We observed that outside every residents' room there are photos of the room's occupant now and

sometimes when they were younger, along with a brief description of their likes and interests.

Staff told us they encourage residents to make decisions. We observed the meal menus were displayed on the notice boards and there were choices at every meal. Staff and residents told us they can choose where they sit and that they can take a meal in their own room if they wish. Staff also told us residents can ask for a hot drinks at any time of the day.

The Manager told us that alcoholic drinks are available (but locked away) should a resident fancy a drink and that this was part of making Haven Lodge seem as much like home as possible.

The doors of all the internal rooms on the ground floor are left open and we observed residents walking about freely.

## Staff Behaviour and Attitudes and Relationship between Residents and Staff

The Manager told us that the principles of “Dementia Care Matters” are central to how staff interact with patients and this was supported by the staff we spoke to. It was also clearly evident in the gentle and kind but firm way that staff treated residents: “Where would you like to sit” when guiding a resident into the dining room, “Would you like an apple or a biscuit?” to another resident wanting a snack.

We observed the Staff treating the residents as individuals and enter their reality as best they can e.g. baby dolls were available for residents with dementia who would get comfort from them.

Several times during our visit we saw staff meet residents in the corridors. Every time staff knew the resident’s name and something about them and had time for a cheery word or two.

There is no basic qualification requirement for staff but the manager told us that all staff are encouraged to work on their NVQ Levels 2 and 3. They are also working towards the “Care Certificate” accredited by Grey Matters.

## Activities for Residents

We did not see any activities occurring during the visit. The manager explained that activities take place in the afternoons. The home has a “Homemaker” on the staff who is responsible for coordinating activities. The manager told us their approach is for all staff to run activities with residents as part of everyday care rather than as an artificial add on. He told us that gardening is encouraged in the summer and that Haven Lodge is about to buy some new games and equipment to encourage exercise.



## Food and Drink and Meal Times

Staff told us that the residents have some choice over what and when they eat. Menus work over a four week cycle and we saw them displayed on notice boards. We also noted there is a menu choice at every meal. A resident told us that there is a time slot (e.g. breakfast 8.30am-9.00am) during which residents can choose when to eat. Staff told us that meals can be taken in residents' rooms if they so wish.

## Relationship between the Home and Relatives/Carers

We didn't gain enough evidence to judge how well Haven Lodge develops relationships between the home and residents' relatives/carers. What we did see was positive. A daughter visiting her mother on the first floor (general nursing unit) said "It's fine here. Ever so caring. The staff are good. I chose this home because of the nursing care."

Also on the first floor a visiting wife was discussing meal menus with a member of staff. The Manager told us relatives can come and go up to 11.00pm and they are actively involved in bringing in photos and artefacts to help establish a resident's individuality when they first arrive.

## Staff Satisfaction

All the staff we spoke to appeared confident, comfortable and happy. We observed that they had an easy, caring manner with residents, always addressing them by name and bantering cheerfully. The Care Manager on the ground floor told us how much she believed in "Dementia Care Matters" and how its approach had improved her working life. She was very open and invited us to talk to any staff. The maintenance man told us he was fully retired and only worked at Haven Lodge because he enjoyed it; "Certainly not for the money!" he said.

## Other Observations and Comments from Resident, Staff and Relatives

Resident on the first floor said: "The girls here are very kind. They care for me."

Residents on the ground floor said: "We really like it here, don't we?" Another resident went on to say "I feel lost away from home but I'm treated very well."

## Recommendations

- The Enter and View Team recommend that the complaints procedure is displayed in an accessible position in the reception area.

## Acknowledgements

Healthwatch North Somerset would like to thank Alan Stewart and all the residents and staff of Haven Lodge for their assistance in planning the visit and the preparation of this report as well as the provision of opinion and feedback.

Healthwatch North Somerset  
3rd Floor, The Sion  
Crown Glass Place  
Nailsea  
BS48 1RB

01275 851400

[contact@healthwatchnorthsomerset.co.uk](mailto:contact@healthwatchnorthsomerset.co.uk)

[www.healthwatchnorthsomerset.co.uk](http://www.healthwatchnorthsomerset.co.uk)

