

### Wells Place Care Home - Enter & View Report

<b>Service</b>	Wells Place Care Home
<b>Address</b>	Waratah House, Sanderstead Road, Croydon, Surrey, CR2 0AJ
<b>Manager</b>	Louise Gales
<b>Date and time of visit</b>	Thursday 29 <sup>th</sup> October 2015 10:30am - 3:45pm
<b>Status of visit</b>	Announced
<b>Healthwatch Croydon Enter &amp; View team - Authorised Representatives</b>	Annamika Koomoshan, Florence Sewell, John Davey and Michael Hembest
<b>Lead Authorised Representative</b>	Annamika Koomoshan
<b>Healthwatch Croydon contact details</b>	Healthwatch Croydon, 24 George Street, Croydon, CRO 1PB

**Acknowledgements:** At the time of the visit, Louise Gales the Manager was on annual leave. Healthwatch Croydon would like to thank Sharon McNamara the Operations Manager for agreeing to stand in for Louise during her absence throughout the Enter and View visit. Our thanks to the Wells Place staff and residents for their co-operation during the visit.

**Purpose of the visit:** The Health and Social Care Act allows Healthwatch Croydon representatives to observe service delivery and to talk to service users, their relatives and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. The visits can happen if people tell us there is a problem with a service, but equally, they can take place when services have a good reputation - so we can learn about shared examples of what they do well from the perspective of the people who experience the service first hand.

On this occasion, 4 Authorised Representatives in a team of 2 pairs (including a Healthwatch staff member) carried out observations and engaged with residents and staff. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations on areas for improvement. Healthwatch Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch Safeguarding policy. If at any time an Authorised Representative observes a potential safeguarding concern, they shall inform their lead and service manager. The lead Authorised Representative will then end the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to Croydon Council's Safeguarding Team.

**About the service:** Wells Place Care Home accommodates up to 42 people who are elderly, frail and some of whom are living with dementia or cognitive impairment. The majority of residents are from the London Borough of Croydon most of whom are funded by the Local Authority. Up until a year ago, the home was solely a residential home; the 42 bed home was refurbished to become more accessible for residents. During the visit the Operations Manager provided a tour of the home. The main areas in which the residents prefer to spend the majority of their time are the 2 lounge areas. The Authorised Representatives were advised not speak to residents within the Green lounge. The residents with challenging behaviour use this particular lounge and would get too agitated when approached by strangers and may lash out. Instead, the Authorised Representatives were encouraged to speak to the residents within the Blue lounge.

### **Observations**

**Reception area:** On entering the premises the Authorised Representative observed a new toilet and other DIY equipment laying by the staircase. The Operations Manager explained that the home is currently having maintenance work being carried out.

The Healthwatch Croydon Authorised Representatives showed their ID badges and were asked to sign in on arrival as part of health and safety. The reception area was welcoming, bright and clean.

**Recommendation:** For the DIY equipment to be removed from the front entrance as this could be a potential Health & Safety risk.

**Recommendation:** Display the names and photographs of staff.

**Response from Wells Place:** The home is in the process of recruiting permanent staff; once this is completed their photographs will be displayed.

**Information displayed:** On the board, the Healthwatch Croydon poster was displayed advertising the visit to residents and relatives. The poster included the phone number and email address of Healthwatch Croydon so that individuals could provide feedback on the service they receive. Also displayed was the home's complaints procedure, Croydon Council Safeguarding Adults poster, residents catering satisfaction survey, information about relatives meetings and photos of residents and relatives during activities and parties.

Within the reception area, the Wells Place Care Quality Commission rating was displayed by the signing in book, for visitors to observe.

**Lounge:** The Blue and Green lounges are situated on the ground floor; both areas were clean and well decorated. The lounges had cosy high back chairs grouped in clusters which encourages residents to talk to each other.

**Odour:** The areas visited smelt clean and fresh, there was a faint smell of urine odour when passing a bedroom with the door open. Where incontinence was a problem the Operational Manager explained the home had lino flooring.

**Environment:** As the premises is a converted domestic house and not purpose built, the corridors on the first floor are narrow and winding. Overall, the environment was clean and tidy. There was a temporary ramp for wheelchair access on the upper floor which was permanently in place and a possible safety hazard for anyone not in a wheelchair.

**Response from Wells Place:** They were unable to get planning permission for a larger ramp.

The Blue lounge television was not working properly during the visit. Staff decided to turn off the television and play background easy-listening music that was suitable for the residents. The television in the Green lounge was low enough to for residents to speak to each other.

**Choice of food and refreshments:** The meal menus were not openly displayed in the home. Drinks were readily available and there were options of water or squash. Residents told the Authorised Representative that during lunch and dinner times they are offered a 3 course meal. During the visit, residents were provided with soup as a starter and chicken casserole as a main, the Authorised Representatives did not get the chance to view the pudding.

**Recommendation:** Wells Place to have pictorial and written menus displayed for residents.

**Dining area:** Both areas were busy on the day. The Green lounge had a separate dining area where residents had their lunch. Within the Blue Lounge the residents who do not have challenging behaviour prefer to sit and have their meals. Due to the size of the room, there was no dining table or chairs and residents ate their meals sat in the high back chairs whilst hunched over small individual tables.

**Recommendation:** If possible, Wells Place to have a small dining area within the Blue lounge, to prevent residents from leaning over small individual tables.

**Levels of interaction:** This was the best aspect of the home. Staff interaction with residents was cheerful, caring and considerate, especially during the lunch period. Staff were very patient when assisting residents who required support with eating. They were also very good in supporting residents with dementia who wander around. A member of staff was observed encouraging residents to participate in arts and crafts activity.

**Dignity and appearance of residents:** All residents were dressed appropriately. The Authorised Representatives observed staff speaking to residents in a caring manner.

**Bedroom and bathrooms:** The Operations Manager showed the Authorised Representatives a selection of bedrooms which varied in size. On the lower ground floor, the majority of rooms had the residents photographs displayed on their bedroom doors. A medicine cabinet is located in each of the resident's rooms to avoid medication getting mixed up. New staff shadow existing staff when issuing medication. The home confirmed that not all residents were provided with call bells within their bedrooms; it depended on the risk. Those residents who were at high risk were on night observations and placed downstairs. The pressure mats call system is monitored for people with dementia. Air mattresses are given to residents who are less mobile, have a genetic skin disease or a number of health issues.

Wells Place Care Home has some en-suite shower rooms for those residents who are mobile enough to use the shower. All rooms had a wash basin and toilet. The other residents are supported in accessing the large wet rooms or bathroom.

**Activities:** A member of staff explained that one particular resident keeps on removing the activity scheduled from the display board and the member of staff kindly showed their own activity schedule. The quiet activities are scheduled before lunch and after lunch team activities take place where residents are able to win prizes. The member of staff said “the residents enjoy the team activities the most, they become quite competitive and like winning the prizes.”

**Outside space:** There is a small communal decking area that is accessed from the Blue lounge.

**Other observations:**

- The basement floor had a wooden gate to prevent some residents from wandering downstairs.
- On the 1st floor, the Authorised Representatives observed a room left open with a toolbox left unattended. The Operations Manager quickly rectified this problem by locking the room after the Authorised Representatives left the area.

**Recommendation:** Wells Place to ensure that tools should not be left unattended in an open area.

**Response from Wells Place:** The Operations Manager explained that this room should have been lock whilst not in use.

- Due to the layout of the home, there is nowhere for relatives to sit quietly or to have a private discussion. The office is often used for private meetings. On a positive note, both the Green and Blue lounge areas are used well by residents and relatives.
- The alarms seemed to be continually going off during the visit but were mainly due to the exit door being opened by the workmen.
- A memory tree was created in the Blue lounge.

**Residents’ comments/feedback:** The majority of residents found it difficult to fully understand and answer all the questions; the information below is a snapshot of their responses.

The residents said they like everything about Wells Place. “If you approach a member of staff they listen to you, they are friendly and caring. Staff are approachable and respect your privacy. For the activities I enjoy playing bingo. Another resident said they enjoyed playing chess and doing puzzles. Residents felt that staff knew what they like. Their preferences are taken into consideration, residents are able to attend local lunch clubs/day centres, and are supported in going into town by themselves, therefore encouraging residents to remain independent and to have an active involvement in their care plan. Regarding morning and bedtime routines, one resident said “I am an early riser I go to bed when I want. Residents go to bed when they want, there is no set time.” Regarding the food, residents said “There is a menu from which you choose your options. Food is generally very good. 3 course meals are even available for lunch and I like a variety of food. We are offered 3 courses for lunch and dinner. Today we are having soup and chicken casserole for lunch. My favourite food is steak and roast dinner.” When asked

whether their family members were involved in reviewing residents' care plans, the residents we spoke to said no.

Residents said the GP visits every Monday and Wednesday and an optician also visits the home. Residents commented "They are well looked after by the Home and the GP." Overall the general impression was that residents are happy with the care they receive from Wells Place.

**Relative's comments/feedback**

Favourite thing about this home	The relative felt the home was "homely and comfortable."
What improvement or changes would you make?	<p>"We have noticed items of laundry have gone missing. Clean laundry is always creased and thrown into the draws." "The home does not provide toiletries, we have to buy it ourselves."</p> <p>A relative requested a pressure mat 2 months ago to alert staff when their parent gets out of bed and wanders. On two occasions they have fallen and been unable to get up.</p>
Do you think staff are aware of your family member preferences	Yes, staff know residents well. For those residents who are unable to communicate verbally, staff understand residents' expressions or gestures.
Are you involved in reviewing care plans?	No.

**Interview with staff**

**Favourite things about working at Wells Place?**

A member of staff commented "I like the residents, they are so sweet and lovely, everyone gets on well. They are very keen in taking part in activities and they do not get bored. One member of staff said they like working with older people and has previous experience working in care homes.

**Any challenges or difficulties encountered whilst working for Wells Place?**

The challenges that staff mentioned "We have a lot of residents to deal with, 6 residents are allocated to each member of staff." Other feedback received was that "Agency staff do not understand the structure and timing of the activities. They would like more help with running activities." Another difficulty is "When residents argue with each other."

**Type of training and development opportunities offered to staff?**

Agency staff receive all their training through the agency. Other staff said "they had to do Elearning course at home in their own time; the software is okay but there is a lot to do." A few members of staff were currently waiting to do their Safeguarding Adults training and Manual Handling training. Other members of staff have completed the following training - Health & Safety, Fire Safety training, Safeguarding Adults, Food Hygiene, Manuel Handling and Control of Substances Hazardous to Health. A member of staff commented that the Manual Handling training session keeps on getting cancelled and felt the home should provide more regular training.

**Response from Wells Place:** The Operations Manager explained that there is still an issue regarding training, especially the area of mandatory training.

New members of staff are provided with induction training for 3 days which involves shadowing a member of staff at a similar grade. Staff are also issued with Wells Place policies and procedures.

**Recommendation:** Wells Place to arrange a Manual Handling and Safeguarding training session for staff by the end of March 2016.

**How often are staff meetings held? What is the handover procedure?**

A member of staff explained that they had not attended a staff meeting in two months. Handovers are from the night Nurse via the Team Leader.

**Do you feel supported by Management? What improvements could be made?**

The member of staff that the Authorised Representatives spoke to said they are listened to and supported by management. One member of staff said "Sharon is very good in supporting staff."

**Does the home have regular access to a GP and pharmacy?**

The GP from Haling Park Medical Practice visits every Monday and Wednesday, the Nurses are responsible for dealing with the GP. Boots pharmacy delivers medication directly to the home.

**Are residents involved in reviewing their care plan? How are care plans structured?** Residents and carers are involved in reviewing their care plans. It depends on the capacity of the resident. From speaking to the residents it was clear that staff have a person-centred approach.

**Response from Wells Place:** The Operations Manager said "The Nurses do not feel confident in writing care plans. At present the Operational Manager is training Nurses in the area.

**Recommendation:** All Registered Nurses to receive training in care plans by the end of March 2016 and where possible to involve residents and family relatives in care plan.

**Procedure for reporting a safeguarding issue? Have there been any recent safeguarding issues reported?**

Staff were aware of the safeguarding procedure and any issues are reported to the Manager. Any concerns regarding bad practice would be raised directly to the Manager. The Home has had 5 safeguarding cases of which 2 are outstanding.

**Staffing**

The biggest hurdle for the Home is the recruitment of registered Nurses which seems to be a common problem in Croydon. 2 Nurses are joining the team soon but in the meantime the Home is using Agency Nurses.

During the day there are 8 members of staff on duty and 1 activity coordinator.

**Meal times**

Residents have a mixture of dietary requirements including soft food diets, meals being cut up for residents who have suffered a stroke and individuals requiring assistance with feeding. Care staff inform nursing staff of residents who refuse to eat their meals.

## **Activities**

The home offers a wide variety of activities including basketball where residents sit in a circle and aim the ball at the wastepaper bin, playing in two teams of men vs women. These and other lively games take place in the afternoon to prevent them from getting bored. On occasions some relatives like to join in activities along with the residents.

## **How are faith, spiritual and cultural needs catered for?**

Residents are invited to attend church services, a priest from St Gertrude's Church visits the home.

**Recommendation:** Wells Place to offer a more varied cultural programme reflecting the spiritual needs of its residents

## **Conclusion**

### **Good practice**

- ID badges were worn by staff on duty
- Observed members of staff supporting each other - good spirit work. When a particular resident kept on refusing to eat, the new member of staff asked for support from their colleague who kindly assisted
- Environment was clean
- Staff interacted with residents in a caring and respectful manner
- The chairs were placed in clusters
- Residents were dressed well
- A good selection of activities offered to residents
- Some bedrooms have en-suite showers
- Both lounge areas were well used
- Observed good interaction between a member of staff and a resident with dementia

### **Recommendations**

- **Recommendation:** Display photographs and names of staff.

**Wells Place response:** The home is in the process of recruiting permanent staff, once this process is completed their photographs will be displayed.

- A relative mentioned that laundry clothes go missing. Often clean laundry is creased and is thrown into the residents drawers.

**Recommendation:** Wells Place to address this issue with laundry staff to ensure this problem is resolved, possible retraining of laundry staff.

**Response from Wells Place:** We are aware of this and are currently dealing with the issue.

- A relative mentioned that they have waited for 2 months to obtain a pressure mat to alert staff when their family member gets out of bed and wanders.

**Response from Wells Place:** This issue was actioned during the Enter & View visit.

- Relatives stated they are not involved in the residents care plan.

**Recommendation:** All Registered Nurses to receive training in care plans by the end of March 2016 and where possible to involve residents and family relatives in care plan.

**Response from Wells Place:** The Nurses are currently receiving training in care plans.

- Activity Coordinator to be supported during the activity sessions.

**Response from Wells Place:** The home is currently trying to recruit volunteer to assist.

**Recommendation:** Wells Place to arrange a Manual Handling and Safeguarding training session for staff by the end of March 2016.

**Recommendation:** Wells Place to offer a more varied cultural programme reflecting the spiritual needs of its residents.

*Disclaimer This report is representative of the views of the residents and staff that Healthwatch Croydon spoke to within this timeframe and is not representative of all the residents and staff at Wells Place Care Home. The observations made in this report only relate to the visit carried out at Wells Place Care Home on Thursday 29th October 2015 10:30am - 3:45pm*

**Waiting for Wells Place Care Home to comment on the report.**