



Healthwatch Service Visit Report to:

West Dean Care Home
December 2015

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Summary

The following report highlights the findings and observations from a recent visit to West Dean Care Home the report, where appropriate, includes feedback from the staff, carers and family members as well where provided.

The work was carried out to supplement our ongoing enter and view programme of activity and in relation to our review of support and care provided in the community.

Where the report identifies themes which Healthwatch Lincolnshire (HWL) believe should be raised as a matter of importance not only with the provider but also, where appropriate, with other commissioners and/or providers these will be included.

HWL is mindful that factors outside the control of the community care home environment can have an impact on the service provided and consequently the patient experience; where these occur we have included them.

In essence, there were some core themes listed below which came out of the visit, and as part of this work we have requested that the provider comment on the findings in the public interest. Their responses are also included throughout where appropriate.

Key Themes from the visit and patients spoken with at the time:

The suggestions and recommendations, along with feedback from the Provider can be found on Page 10 onwards and provides a complete picture of the findings.

Overwhelmingly, residents seemed happy and contented within their environment.

- Residents said that they would like more independence and hoped that in the future there was opportunity to a more independent lifestyle.
- Out of Hours and crisis pathways could be a challenge as was access to preventative services such as drug and alcohol teams.
- Access difficulties for some may have an impact on an individual's overall wellbeing.
- Residents told us they wanted more excursions and outings.
- The stairs carpets which had recently been laid required attention.

Thanks goes to the cooperation of the provider, its staff, our HWL enter and view representatives, residents, carers and family members for their open and constructive contribution to this report.

Contents

1. Background.
2. Methodology.
3. Respondents.
4. Findings from Respondent Experience Survey.
5. Findings from Staff Experience
6. General Overview of Observations & Conclusion.
7. Final Recommendations.

Place of Visit:	West Dean Care Home
Address of Provider:	77/79 Yarborough Road, Lincoln LN1 1HS
Service Provided:	Residential Care
Date:	December 2015

1. Background

This piece of work has been carried out by Healthwatch Lincolnshire (HWL) who has a statutory function to enter and view any publically-funded premises which provide health and social care services. These visits are carried out with the sole intention of collecting information relating to the quality of services provided and gathering the views of patients, relatives and carers of those people accessing and receiving the services.

2. Methodology

HWL authorised representatives are appointed to undertake this piece of work. A questioning framework is produced to enable the representatives to effectively talk with patients, relatives, carers and care providing staff and to make observations during the visits. The framework is not exhaustive, but does provide a background for directing theme-specific questions - in this case the '*patient journey*'. This included how residents came to be with the provider, how they spent their days with the provider and the facilities and services provided during that period of care.

In addition to our focussed piece of work, the visit naturally notes observational perspectives of the provider and where views are expressed by the service user about other elements of care or the environment, these were also recorded.

In the interest of confidentiality we remove the names of those making specific comments although generic comments themselves maybe included within the report feedback.

The Provider.

West Dean Care Home is registered to provide accommodation for a maximum of 14 people requiring personal or nursing care. The people who live at West Dean Care Home receive care in relation to lived mental health problems. Some people who use this service also experience a mild learning disability. The service is provided for adults with varying degrees of ability.

West Dean Care Home is run by United Health Limited who run 11 care homes in total.

The provider was inspected by CQC in April 2015 and rated Good.

3. Respondents.

Prior to any conversation being held with a resident, we introduce HWL and ask permission for any dialogue to continue as we respect that not all people will want to engage with us in this way.

During the visit we spoke with as many residents who wished and/or had capacity to talk with us. In addition and where we could, we spoke to managerial and operational staff to provide a more holistic view.

A total of 8 residents were spoken with during the visit.

4. Findings from Respondent Experience Survey.

The following provides an overview of the service from a lay-person's perspective. The culmination of all key findings and recommendations can be found in the table at the back of the report.

4.1. Findings for West Dean

The following provides the detail of the visit feedback and should be acknowledged that this information was taken at a point in time. If changes have been made since the visit and the provider has commented on them, we will include those within the report for public interest and information.

4.1.1. General Information.

West Dean provides residential care for 14 residents although it is registered for 16 and at the time of the visit there were 2 empty rooms. Residents are adults with varying mental health diagnoses and some mild learning disabilities. The property contains bedrooms and in the basement 2 independent flats for those residents requiring less support. The hope is that in the future a purpose built block can be developed to enable independent living flats which will allow for progression out of the service as appropriate.

West Dean is located fairly centrally to Lincoln and is a short walk or car journey to the town centre. It is a converted house and has access to limited parking and communal gardens.

The provider is United Health and is contracted to deliver services on behalf of Lincolnshire Partnership Foundation Trust (LPFT Mental Health) and Lincolnshire County Council.

Care provided within West Dean is intended to be supportive whilst retaining the individual's independence as much as possible and therefore, support is only applied as deemed appropriate.

4.1.2. What the Residents said.

The discussions covered various themes and the responses are recorded below.

Day to Day

We firstly asked the residents whose choice it had been to come into West Dean. The responses were mixed; according to some they had been referred from previous placements or from hospitalisation into the home with little or no choice whilst others

told us that they had actively sought to live at West Dean, either through previous experience of the provider or because it was closer to family. 50% of those spoken with said they felt they had been there too long and that they hoped that at some point in the future they would be well enough to return to independent living again.

What was abundantly clear from talking with the residents was the freedom to live as they wished, whilst the home stated that they had to appreciate people's rights to make bad choices, they aimed to provide a safe environment. Those we spoke with said they could come and go as they pleased with no restrictions, but did tend to say that they would be home by 10 pm for medications or when it got dark. When asked what they did when they were out and about, the residents told us they went shopping if they had enough money, would visit family and friends or just go into town for a walk. Some of the residents said they weren't very mobile and getting into town was a struggle and the lack of public transport and the cost of the taxi could be prohibitive for them getting out and about.

Residents told us activities were organised for them including cooking, making decorations (Christmas), playing bingo and other games and the occasional trips out. Residents didn't appear to want to go out as an independent group but preferred the staff to be present. Residents said that more trips to the cinema and theatre would be appreciated and would like more help getting into town. They also said they wished they had a minibus so they could have more excursions, particularly to places like markets and the seaside. We heard that residents and staff were going out for a Christmas meal together.

When we asked residents what they liked specifically about being at West Dean their relationship with the staff seemed to be pivotal in addition to their ability to maintain as much independence as they could and feel they were in a safe environment.

Residents told us that they celebrated special occasions and for birthdays residents got their name on 'the Board' which they really appreciated as personal recognition.

Choice

We talked to residents about their choices in terms of routine, activities, movement and involvement within the home. Overwhelmingly, the pace and approach to life within the home seemed to meet the needs of those we spoke with, whether that was staying in their rooming watching TV or sitting in the kitchen talking with staff and other residents.

Residents appeared well aware of and used the public phone in the hallway but all also said they used the staff phone if needed.

Interestingly three quarters of residents made reference to resident and staff meetings saying they used to happen but they didn't have them as much now but they would like that to be reinstated. Staff told us that interaction did take place but not so much in a formal setting. Discussions and ideas might be raised during meal times or during general individual or group discussions, although the staff did tell us that bi-monthly meetings took place. However, it did appear that whilst the staff felt they were engaging effectively, the residents may prefer more formal structures and more feedback from the staff to the residents.

Food and Drink

We talked with residents about their meals and drinks and what their thoughts and experiences were. All residents spoken with said that meals were set, however, alternatives were available if the resident didn't want what was on offer. They felt the

food was generally good and although they did occasionally help with cooking (pizza preparation for example), they also told us that they were not really able to access food and drinks from the kitchen independently although they could always ask and it would be provided. The manager told us that the kitchen was closed at midnight but generally residents could help themselves but generally didn't and preferred to ask if they wanted something. These 2 perceptions did not correlate in terms of understanding for the residents.

What was appreciated and enjoyed by the residents was that the staff cooked and then ate with the residents which seemed to make the kitchen a hub area for activity.

Visitors/Carers

Social interaction is critical to the wellbeing of most individuals, therefore, we asked the residents whether they received visitors, how often and when. The majority of people spoken with said they didn't have visitors to the home and that they either visited family in their homes or they just considered the psychiatrist or social worker as a visitor. The home said that they had really good relationships with those families that did visit even if it was only a small number. They were able to share information, update and contact regarding the resident as necessary.

Finally

Some of the comments made by those we spoke with are included below for information to inform the provider of areas for possible future development, however, that said the residents overall felt that their care and wellbeing was the most important function for the staff delivering and supporting individuals.

Residents would like to have more outings and excursions together. Examples given included cinema, markets and seaside.

A number of residents were unsure of their tenancy and whether their placement within the home was short or long term which had the capacity to cause anxiety.

A number of residents also said they would like the use of a computer and Wi-Fi so they could develop interests. Whilst there is a computer in the property we were told it wasn't used regularly.

The location in terms of access to the town and the stairs within the property caused some problems for residents who were less mobile. More support in terms of getting access to the town would be considered an improvement to their wellbeing from the perspective of residents.

Residents felt that in general if they had a problem they could talk to the staff, but for those that spent a lot of time in their rooms this would be less likely.

4.1.3. Observations

During our visit we were able to observe activity as well as talk with residents and we observed staff interacting with residents.

The ambience within the home was friendly and welcoming. We observed staff interacting with residents which appeared to be based on constructive and clear conversation. The kitchen area during our visit was a hub for residents and staff alike.

The property has a pleasantly decorated communal room and a games room which wasn't being used at the time. The intention, we were told, was to restructure the rooms to make the games room the dining room with the kitchen area being more of a café/relaxation area.

We observed bedrooms which were spacious and well decorated. The stair carpets had recently been replaced, however, we noted holes which were pointed out to the management at the time of the visit to address.

The property with the bedrooms, bathrooms and shower rooms covered 3 floors with the laundry in the basement.

5. Findings from Staff Experience

Through discussions with staff we got a different perspective of service delivery; some of the challenges and some of the positives they felt the home offered. The feedback is as follows:

- We were told that residents make their own choices in judging whether West Dean is right for them and, for example, if they are being referred on from Discovery House they would first visit and have a meal and a short stop over before any final decisions are made for a placement. In this way it was felt that the working relationship between the partners and resident worked well.
- Although no activities coordinator is in place, activities are planned 3 - 4 months in advance.
- From a provider perspective it was felt there were gaps in specialist care like access to drug and alcohol and other preventative services.
- It was also felt that CPNs were not given enough time to spend with patients on their case load.
- We were told that staff managed across 2 homes, West Dean and Lindum Park House. During the day staff at West Dean consisted of 2 staff and one floating manager across the 2 location. During the night there was one wakeful and one sleeping member of staff on site. We discussed recruitment and found that whilst the home had apparently a low staff turnover with some long serving team members, recruiting for night positions was a challenge.
- We were told there was difficulty with getting hold of a psychiatrist or CPN out of hours for an emergency review. Also out of hours and in the case of an incident where the crisis team or crisis car isn't available has implications for the home on compliancy for the safety of others including staff.
- Medication allocation and reviews seemed to be managed effectively with regular reviews taking place with the psychiatrists, GPs and Pharmacies. In particular, we were told Lloyds Pharmacy worked really well with the provider.

6. General Overview of Observations & Conclusion.

The general findings below are intended as capturing both the positive findings and also some of the challenges within this provider and its environment.

- Overwhelmingly, residents seemed happy and contented within their environment. Whilst they stated that they would like more independence, they also felt safe within the environment.
- The residents spoken with said the staff were fair, relaxed, respectful and approachable. Residents said the environment was relaxed and homely where they could be themselves and have a laugh.
- There was some concern from a few that they didn't know the status of their placement at West Dean and whether it was long or short term, which could potentially lead to anxiety.
- Out of Hours and crisis pathways could be a challenge and could potentially put the provider in untenable situations if crisis is not resolved in a timely and effective manner.
- Although every effort seems to be made keeping people independent and mobile, the problems accessing the town may have an impact on the overall wellbeing.
- Finally residents wished to have more excursions and outings. We understand that a request for minibus funding has been requested.

7. Final Recommendations.

In our view the following core observations and recommendations need to be considered by the commissioners and providers of care. The table below provides the outline of the recommendations and suggestions made and includes the responses in the public interest. It is acknowledged that the items below highlight the areas for development and comment and should in no way detract from the positive feedback and activity described within the report:

Issue Raised	Commentary/Recommendations Related to the Report	Feedback/Commentary/ Action in Response	Responsibility
Independence	Overwhelmingly, residents seemed happy and contented within their environment. Whilst they stated that they would like more independence they also felt safe. This might suggest the need for a half-way house as the home was considering and would be an asset to the residents wishing to move on.	We are considering building an additional property on the land occupied by West Dean. This would be used to develop the service we already provide and offer people a stepping stone to independent living. Whilst we already promote independence and work closely with outside services to support people to work towards independent living, we feel the new building will help residents whilst still providing a safety net until they are confident and feel ready to move on.	Care Provider/ Commissioners

<p>Communication</p>	<p>There was some concern from a few that they didn't know the status of their placement at West Dean and whether it was long or short term, which could potentially lead to anxiety.</p>	<p>We have no residents on respite or short term contracts at this time. Staff have since spoken with all residents in respect of their placement status and all are aware that West Dean is their home for as long they wish. However, some were confused by the terms long or short term. Residents meeting are held bi-monthly; these are documented along with any feedback given on any requests/concerns/issues. We have spoken with our residents in response to the comments in the report and will now schedule meetings 6 weekly. Annual Resident QA's are completed and the results of these are put into an action plan which is completed in a timely manner and signed off once resident satisfaction is confirmed.</p>	<p>.</p>
<p>Out of Hours and Crisis</p>	<p>Out of Hours and crisis pathways could be a challenge and could potentially put the provider in untenable situations if crisis is not resolved in a timely and effective manner.</p>	<p>We have worked toward, and achieved an extremely positive working relationship with the community mental health teams. They are very supportive of our residents and staff team during their working hours. If we have a resident in crisis out of hours it can be frustrating for both the staff and the resident and upsetting for other residents. This is often the time when the resident feels most scared or vulnerable and staff find it</p>	<p>Care Provider and LPFT/SW CCG</p>

		<p>difficult to get the support they need for that resident. I feel we all need more assurance and everyone would benefit from a definite pathway to follow, showing which team to contact and what service we can expect from them - a flow chart. Obviously in an emergency all staff know who to call, but once the police have left and the resident is still in crisis and the crisis team don't have the staff to come out, we are then left to safeguard the resident in crisis, the other residents and ourselves. This can be challenging and at times a definite risk.</p>	
Independence	<p>Although every effort seems to be made keeping people independent and mobile, the problems accessing the town may have an impact on their overall wellbeing.</p>	<p>Although we support and encourage residents to maintain their independence and gain new life skills, we are aware there are times when they do need extra support. We provide transport for residents in the form a pool car. This is used to support some residents to access appointments/shopping and attend activities in the community. We also have an account with a local taxi service and staff support residents to use this service. There is no longer a direct transport link into the city centre but the majority of our residents often walk the 0.8 ml/10 minutes.</p>	<p>Care Provider/ Transport Provider/ LCC</p>

Activities	Residents want more excursions and outings. We understand that a request for minibus funding has been requested.	Although we support and encourage residents to maintain their independence and gain new life skills we are aware there are times when they do need extra support. We provide transport for residents in the form a pool car and this is used to support some residents to access appointments/shopping and attend activities in the community. We arrange regular trips to local markets and boot sales as there are no direct transport links. Trips to the 'seaside' and other places of interest are encouraged and supported by staff. Information on transport times, budgeting support and meal prep (packed lunch) and risk management are offered to all residents to enable and maintain their independence.	Care Provider
Decor	The stairs carpets had recently been replaced, however, we noted holes/thinning which was pointed out to the management to address.	The stair carpet had been recently replaced. The 'thinning' was an obvious a fault in the carpet and not a health and safety issue. Once pointed out the contractor was contacted immediately and is in the process of investigating the fault and replacing the carpet.	Care Provider/ Contractor

HWL ask that in addition to the specific recommendations above, that all the observations and recommendations made regarding provider which are directly within the control of LCC or within the control of other providers and commissioners be considered and acted on in equal measure.

HWL wishes to thank everyone involved in the visit and particularly the respondents, West Dean Management, staff and HWL authorised representatives. It is acknowledged that if, at any time any resident, family member or carer wishes to talk to HWL relating to compliments, concerns or complaints they can do so in confidence.

Following the report being finalised:

- HWL will submit the report to the Provider.
- HWL will submit the report to CQC.
- HWL will submit the report to LCC or NHS England
- HWL will publish the report on its website and submit to Healthwatch England in the public interest.

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