



## Enter & View Visit Report

### Details of Visit

Service Name and Address	Edgeley House and Court, Whitchurch, SY13 4NH
Service Provider	Akari Care Limited
Date and Time	Monday 16 <sup>th</sup> November 2015 at 2.00pm
Visit Team (Enter & View Authorised Representatives from Healthwatch Shropshire)	Vanessa Barrett Roz Conway

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### Purpose of the Visit

Dignity, choice and respect: to explore the quality of care experienced by residents in this care setting.

### Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experience of all service users and staff, only an account of what was observed and contributed at the time.

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## Context of the Visit

Healthwatch Shropshire gathers information on peoples experiences of health and social care services and there are times when it is appropriate for Healthwatch Shropshire to see and hear for ourselves how services are provided. These visits are called Enter and View and always have a purpose. Enter and View visits can be announced or unannounced.

The visit to Edgeley House and Court was announced and the purpose of the visit was to look at the quality of care experienced by residents in the home in terms of dignity, choice and respect.

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## What we were looking at

We looked at the quality of care experienced by the residents, particularly how their dignity is respected and the choices they have.

We did this by looking at:

- Choice and respect for the individual
- Personalisation of the environment
- Respect for privacy
- Involvement of friends and family
- Facility to complain
- Access to healthcare

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## What we did

When we arrived at Edgeley House and Court we were met by the deputy manager. Another member of staff showed us around. We spoke to the acting manager when we left.

Edgeley House and Court is a 52 bedroom care home. It is a large nineteenth century house. The building is old and the design makes it difficult to accommodate residents to modern standards; for example few bedrooms can be made en suite.

All the residents need nursing or personal care. The home is divided into two units. The units share a reception area and kitchen but have separate bedrooms and lounge and dining areas. One unit is for residents with dementia.

Edgeley House is set within pleasant gardens, with a fenced area for the use of residents.

Bedrooms are on the ground floor and first floor. Some bedrooms have a hand basin and toilet. There are stairs and two lifts to the first floor. Four wet rooms or baths are on the ground floor, with another shower room on the first floor. There were three wheelchairs stored in one of the wet rooms.

We were shown the lounges for the residents, the dining rooms, the kitchen, the laundry, a hair-dressing salon, an unoccupied bedroom, toilets and showers. There is another room, often used for showing films for residents, that was being used for staff training on the afternoon of our visit.

We spoke to six residents and five staff. The residents in the dementia unit were not able to talk to us but we were able to observe their interactions with staff.

There were no visitors in the home while we were there.

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## What we found out

A large part of the home has been redecorated recently. In the lounges, dining rooms and corridors colour is used well to make a homely environment and to identify different rooms. For example, toilets have yellow doors and staff offices have white doors.

In the dementia unit, the purpose of rooms was shown by clear signs on the doors, and many bedroom doors had a photo of the resident and/or different coloured paint to make it easier for residents to recognise their own rooms. There was hard flooring in most lounges and dining areas, but there was a smell of urine in some carpeted corridors.

Tables and chairs were relatively new and fit for purpose. We saw residents sitting comfortably in the lounges. We saw little conversation between residents in the units, although one resident told us they had made several friends during the years they had been there. In all parts of the home we saw staff with the residents, sometimes doing paperwork. All the staff we saw spoke nicely to the residents and seemed happy to help.

## Choice and respect for the individual

The residents we spoke to said nice things about the food. One resident described it as 'lovely'. We asked to see the four-week menu. There are always three choices for the main course and two desserts at lunchtime, and a 'snack' available in the evening. Staff ask the residents the night before about the next day's choices but residents can change their minds.

Residents can eat in their own room, in the lounge or in the dining room. One resident told us she has breakfast at 9 am, lunch at 1 pm, tea at 5 pm and a hot drink at 8 pm, which she particularly enjoys. We saw staff giving residents a drink and biscuits at 3 pm. Staff told us that some of the residents come downstairs for breakfast and are then helped to have a shower after breakfast.

All the staff we saw showed care and kindness towards the residents. A resident in the dementia unit got up from their chair and needed a walking frame. The care worker steadied the resident on their feet, made sure their footwear was on properly, and watched carefully while encouraging them to walk without help.

In the dementia unit we saw the staff laughing and joking with some of the residents, which they enjoyed. Two residents in the nursing unit told us they liked to look after themselves as much as possible, to maintain their independence.

We asked five residents about organised activities. They told us that there had not been many activities recently but in the past there had been activities like films, quizzes and singing which they could join in with if they wanted to. One of the residents said the activities were very occasional and another said that she would like more activities, though she might not join in! We met the new activities organiser who told us about her plans to develop the activities programme. She hopes to organise some social events that visitors will also be able to go to. The residents we spoke to told us they don't go out very often, although a member of staff told us about a canal boat journey they had organised for four residents a few months ago.

### **Personalisation of the environment**

All the residents were dressed in clean clothes. In the dementia unit, most residents appeared to have slippers on their feet. We were told that each resident has a keyworker who tells their relatives or friends when the resident needs new clothes. Residents can buy clothing from a company which visits the home twice a year.

Three residents described how they had made their bedrooms more personal.

### **Respect for privacy**

Four of the residents we spoke to told us that staff always knock before entering their room, and call them by their preferred name. One resident described how she sometimes went to her room for some peace and quiet. Another resident said that sometimes when she went to her room staff assumed she wanted to go to bed but this was not always the case.

One resident said that staff helped her 'in a kind way' in her personal care. Another said that having bath/shower rooms downstairs was not a problem. Two residents said that when they rang for help, staff always came as quickly as they could, but sometimes they took some time to respond because they are busy with other residents. During our visit we did hear a call bell sound for five minutes before it was answered, but we also heard one responded to very quickly.

All residents we spoke to said they feel safe.

### **Involvement of friends and family**

One resident in the lounge was using their mobile phone. Three residents said that their visitors were made to feel welcome and could visit at almost any time. One resident said that recently visitors had been asked not to visit at mealtimes, and we saw a notice on the front door to this effect. This did not cause any problem for her visitors.

Staff told us that they hold meetings for relatives.

### **Facility to complain**

Residents told us they would tell staff if they had a complaint. One said there was nothing to complain about. We did not see any notices about the complaints policy during our visit.

### **Access to healthcare**

One resident in the nursing unit told us that GPs visit when they are needed. When we were leaving, an ambulance had just pulled up, returning a resident after they had spent a short time in hospital.

## Conversations with staff

The staff we spoke to told us they had either worked at the home for several years, or were very new. We were told that there were two permanent members of staff on holiday and another was off sick, so agency staff had been employed. We spoke with a new member of staff, who is a Dementia Friend, and they explained very clearly how to personalise care for people who have memory problems. They were also able to tell us about the Mental Capacity Act. Another care worker was also able to tell us about how they try to stimulate the memories of people with dementia and how they record the assessments of risk for individuals.

At the time of the Enter and View visit, a 'dementia awareness' training session was being held for some staff, with a training session on another topic planned for two days later. Staff told us that there was a rolling programme of staff training provided in the home through a company run by the home's owners, Akari Care Limited.

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## Summary of Findings

- We saw staff members caring for residents with patience, kindness and respect.
- Members of staff were in each of the lounge areas we visited, and others were available to answer call bells from bedrooms.
- Most areas of the home have been recently refurbished and/or redecorated, using colour well to create a homely and helpful environment.
- Residents were happy with the standard of care provided. Some were complimentary about the kindness of staff.
- All residents we spoke to said the food was fine, most said it was good.
- Residents said their privacy was respected and they had opportunities to personalise their bedrooms.
- We did not see any notices about the complaints policy during our visit.
- Almost all bath/shower rooms are on the ground floor. Wheelchairs were stored in one of them. The residents we asked about this said it was not a problem.

- At the time of our visit the range of activities for residents was limited. An activities organiser has recently been appointed to develop activities.
- Staff were able to describe appropriately how they try to meet the needs of residents with dementia.
- There is a rolling programme of training provided for staff.

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## Recommendations

- To continue to develop a range of activities for residents.
- To make sure there is enough storage space so that bathrooms are not cluttered with equipment
- Make sure that the complaints policy is displayed

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## Service Provider Response

Sally Bonfield (Peripatetic Manager of Edgeley House and Court) gave the following response to Healthwatch Shropshire's recommendations on behalf of Akari Care Limited:

### **To continue to develop a range of activities for residents**

Our Activities co-ordinator started work on the 9th of Nov, and the post had been vacant since March. Actions required:

- Develop an monthly daily plan of activities for the year
- Liaise externally for additional activity to be provided within the home
- Weather dependant for external activity to be projected
- One-to-One time with residents
- Awareness of fund raising
- NAPA Training required

This will be overseen by the Registered Manager and Training Manager.

The plan of activities for the year should be completed by 30<sup>th</sup> March 2016. One-to-one time with residents will be ongoing. NAPA Training will be completed within a year from when it starts.

**To make sure there is enough storage space so that bathrooms are not cluttered with equipment**

Actions required:

- Staff to ensure all equipment is stored in a clean and tidy fashion in bathrooms to prevent cluttering
- Wheelchairs are to be stored in the residents' room, by resident's that use them

This will be overseen by the Deputy Manager and Housekeeper. It will be ongoing and be the responsibility of all care staff.

**Make sure that the complaints policy is displayed**

This was situated in reception on the side of the fire box at the time of the visit. It was moved to the wall by the reception desk on 25<sup>th</sup> November 2015.

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## Acknowledgements

Healthwatch Shropshire would like to thank the service provider, service users, visitors and staff for their contribution to this Enter & View.



## Who are Healthwatch Shropshire?

Healthwatch Shropshire is the voice for people in Shropshire about the health and social care services delivered in their area. We are an independent body providing a way for people to share their experiences to help people get the best out of their health and social care services. As one of a network of Local Healthwatch across England we are supported by the national body Healthwatch England, and our data is fed to the Care Quality Commission (CQC).

## What is Enter & View?

Healthwatch Shropshire gather information on peoples experiences of health and social care services and there are times when it is appropriate for Healthwatch Shropshire to see and hear for ourselves how services are being delivered: these visits are called 'Enter & View', they are not inspections.

Teams of specially trained volunteers carry out visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows Healthwatch authorised representatives to observe service delivery and talk to services users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.

## Get in Touch!

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