

Enter and View – Visit Report

Name of Establishment:	Dell Field Court 1 Etchingam Park Road, Finchley, London, N3 2DY
Staff Met During Visit:	Registered Care Manager, Anita Armitage. Deputy Manager, a number of staff in a variety of roles
Date of Visit:	17 February 2016
Healthwatch Authorised Representatives Involved:	Linda Jackson Alison Wright
Introduction and Methodology:	<p>This is an unannounced Enter and View (E&V) revisit undertaken by HealthwatchBarnet’s E&V Volunteers, as part of a planned strategy to look at a range of care and nursing homes within the London Borough of Barnet to obtain a better idea of the quality of care provided. An initial visit was undertaken on 13 May 2015 and this one was designed to follow-up the recommendations that were made by the team on that date.</p> <p>Healthwatch E&V representatives have statutory powers to enter Health and Social Care premises, announced or unannounced, to observe and assess the nature and quality of services and obtain the views of the people using those services.</p> <p>The aim is to report the service that is observed, to consider how services may be improved and how good practice can be disseminated.</p> <p>The team of trained volunteers visit the service and record their observations along with the feedback from residents, relatives, carers and staff. They compile a report reflecting these, and making some recommendations. The Report is sent to the Manager of the facility visited for validation/correction of facts, and for their</p>

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	<p>response to the recommendations. The final version is then sent to interested parties, including the Head Office of the managing organisation, the Health/Safeguarding Overview and Scrutiny Committee, CQC, Barnet Council and the public via the Healthwatch website.</p> <p>DISCLAIMER:</p> <p><i>This report relates only to the service viewed on the date of the visit, and is representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.</i></p>
<p>General Information:</p>	<p>The Healthwatch Enter and View Team visited the Home May 2015, the Report of which is on the Healthwatch website. This visit was undertaken to review the recommendations the Team made at the time.</p>
<p>1. Initial Report Recommendation, Responses from the Care Home and findings of the team at the second visit:</p>	<p>1. Review entry to the building procedure to ensure it is secure.</p> <p>Reply: All staff, particularly front of house, have been instructed to monitor and entry or egress to the building.</p> <p>Findings: The Team used the intercom system to announce themselves. The call went through to the Office and we were buzzed in. There was no receptionist and there was a slight delay when the Team was alone before the Deputy Manager came out and took us into her office. We feel there is still potential for someone to follow a visitor in unannounced, and not be challenged.</p>
<p>2. Initial Report Recommendation, Response from</p>	<p>2. To ensure that all residents have access to drinks at all times.</p> <p>Reply: This will and is continually discussed at</p>

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<p>the Care Home and findings of the team at the second visit:</p>	<p>staff handovers, and team meetings, and is implemented.</p> <p>Findings: The Team did not see any drinks beside Residents, or access to drink machines in the lounges. The Manager said that drinks were brought round every 2 hours (and the Team witnessed the after lunch drinks round) besides the drinks provided at mealtimes. Residents can also ask for a drink at any time. Residents’ fluid intake was monitored. Residents to whom we spoke had mixed views. One resident said they had difficulty finishing the drinks provided; another said that the drinks did not come round often enough. The Manager said they had no problem with residents with dehydration when taken into hospital. The Team felt that enough drink was provided if the resident drank it.</p>
<p>3. Initial Report Recommendation, Response from the Care Home and findings of the team at the second visit:</p>	<p>3. To ensure that all residents have the opportunity to wash/clean their hands before meals.</p> <p>Reply: Infection control is discussed and documented in residents’ meetings. Residents who do not have capacity are guided and supported by staff.</p> <p>Findings: The Team noticed a gel dispenser beside the signing in book, but did not see dispensers in other parts of the building. It was not clear how far staff reminded able bodied residents to wash their hands before a meal. But they were aware of helping less able bodied residents to do so after using the toilet. The Team felt that it was sufficient that residents be made aware of the need for handwashing.</p>
<p>4. Initial Report</p>	<p>4. Ensure that wi-fi access for residents is</p>

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<p>Recommendation Response from the Care Home and findings of the team at the second visit:</p>	<p>made available.</p> <p>Reply: Wi-fi will be discussed with the Head of Operations</p> <p>Findings: This still has not been installed. The Manager said that wi-fi had been included in her Business Plan, but Freemantle had not considered it yet. She mentioned that the Home had lost potential residents because there was no wi-fi. The Team feel it is important in this day and age for residents and their relatives to have access to wi-fi for the following reasons:</p> <ul style="list-style-type: none"> (a) People are becoming more computer literate and would use access to keep in touch with family and friends, to their psychological benefit. A resident said “I would really like wi-fi so that I can keep in touch with friends”. (b) They would use the web for access to information. (c) Computer games have the potential to stimulate mental facilities. (d) Tablets/computers could be used during the Activities Programme. (e) Doctors are increasingly using tablets to download patient information during visits.
<p>5. Initial Report Recommendation, Response from the Care Home and findings of the team at the second visit</p>	<p>5. Ensure that all sections of the Complaints Record are fully completed.</p> <p>Reply: Complaints record. An internal investigation had commenced. Unfortunately the report was placed in the service user’s file, and a copy has now been placed on the feedback file.</p>

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	<p>Findings: 2 complaints have been recorded during the past year. Both were followed up and resolved to the satisfaction of the complainant. More minor complaints were dealt with by senior staff and dealt with on the spot. It was not clear if these were recorded. The Team examined a resident's file and the feedback file, and they were both up to date, although the completion date had not been filled in for one record. We saw the folder containing complaints and compliments, and compliments far outnumbered complaints. This was impressive as residents/relatives had to specially ask for a pro-forma. Other compliments came with letters or cards to the Home or Freemantle.</p>
<p>6. Initial Report Recommendation, Response from the Care Home and findings of the team at the second visit:</p>	<p>6. To ensure that the Activities Programme for each floor is clearly displayed on each floor and the entrance hall.</p> <p>Reply: Activity programmes are now displayed in the entrance foyer, dining rooms and on the service users' notice board.</p> <p>Findings: The Manager said that a new Activities Co-ordinator had been appointed but was still awaiting a DBS check. In the meantime two Activity Organisers come in one day a week each, and the staff initiate activities on the other days, such as exercise to music and chopping vegetables, although this seemed to be taking place mostly on the second floor. The Team did not see programmes of activities displayed. Residents on the ground floor did not seem aware that activities had taken place. "The staff are much too busy to do that". They</p>

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	<p>did complain that the television was on too much, and they were not allowed to change the programmes. One resident said that they would like to see more card games, and that it was a pity that there was not a chess set. The Manager said that there were organisational difficulties in booking the Freemantle minibus, but excursions in the last year included a visit to the seaside, a Christmas lunch out, and a visit to the pantomime.</p>
Conclusion	<p>The team appreciates that the Home is going through a period of change at the moment with building work, and this is quite stressful for staff, but we felt with regard to the recommendations in our Report of our visit on 13th May, 2015, not a lot has changed. We therefore make the following recommendations.</p>
Recommendations from our second visit	<ol style="list-style-type: none"> 1. A member of staff ascertains the identity of visitors as they come in. 4. Wi-fi is installed as soon as possible. 6. Ensure that a programme of activities is displayed prominently throughout the Home. Review the Home's collection of board and card games with reference to the residents.
Signed	<p>Linda Jackson Alison Wright</p>
Date	<p>February, 2016</p>

Response from the Home

The following comments were received from the manager of Dell Field Court:

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I am pleased to inform you that our newly appointed Activities co-ordinator has commenced employment so therefore a programme of activities will be displayed prominently throughout the home, after consultation with the service users.

Regarding entry security, a company will be coming to the home shortly to potentially assess for CCTV equipment.