

healthwatch

Barking and
Dagenham



Enter & View Visit - Hanbury Court
27th November 2015

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Introduction

Healthwatch Barking and Dagenham is the local independent consumer champion for health and social care. We aim to give our citizens and communities a stronger voice to influence and challenge how health and social care services are provided for people in the borough.

Enter & View is carried out under Section 186 of the Health and Social Care Act 2012. It imposes duties on certain health and social care providers to allow authorised representatives of local Healthwatch organisations to enter premises and carry out observations for the purposes of Healthwatch activity.

Authorised representatives observe and gather information through the experiences of service users, their relatives/friends and staff to collect evidence of the quality and standard of the services being provided.

To do this we:

- Enable people to share their views and experiences and to understand that their contribution will help build a picture of where services are doing well and where they can be improved.
- Give authoritative, evidenced based feedback to organisations responsible for delivering and commissioning services.
- Are able to alert Healthwatch England or the Care Quality Commission, where appropriate, to concerns about specific service providers of health and social care.

Healthwatch Barking and Dagenham carried out an announced visit to Hanbury Court residential nursing home. This report is a current reflection of the views and experiences that Healthwatch representatives received back from residents and staff.

Healthwatch Barking and Dagenham would like to thank care home manager Corrinne Lee and her team for their assistance and co-operation during our visit.

Summary

Healthwatch representatives found that the residents that we spoke with were positive and happy about the care and support they receive. During the time that we were there, it was agreed this was a positive visit with particular recognition for how relaxed and pleasant the atmosphere was throughout the areas of the home that were visited.

The care home manager - new in post since October 2015 - is changing the way that some areas of service are organised. Building and maintenance work that was being carried out at the time of the visit did not appear to interfere with the residents care and services.

It was evident to Healthwatch representatives, from discussions with individuals during the visit, that there is a positive focus from the management team and the staff, to provide the best service for residents.

We were advised that there is a turnover of new staff - an issue was raised that new staff coming into the home were unprepared for the expectation of having to carry out some aspects of the job role - for example, intimate personal care.

Of the staff that representatives spoke with, 6 had been working at the home for a number of years. Care staff told us that during times of pressure, they supported each other and that they were like an extended family to each other.

The lift to the upper floor of the care home isn't big enough to accommodate a person using a powered wheelchair or a scooter. This raises some concern around independent access and movement for individuals that use powered equipment to get about around the home.

During the visit, representatives were made aware of access difficulties when moving individual residents on a stretcher, especially from the upper to the ground floor.

Details of the Visit

Premises visited:

Hanbury Court Care Home

Dagmar Road

Dagenham

RM10 8XP

Date: Friday 27th November 2015

Enter & View Authorised Representatives:

Richard Vann - Lead Officer

Val Shaw - Enter & View Representative

Kim Christy - Support Worker

Purpose of the Visit:

To speak with residents, their relatives/representatives and staff working at the home to gain an overview and insight into how well the service was working for the residents.

This was an announced visit - as an initial introduction, the lead representative spoke with the Deputy Manager Debbie and the home manager Corrinne Lee. Corrinne told us about her background in care home management and that she had recently joined Hanbury Court and had been in post since October 2015. Debbie went on to tell us she had been working at the home for 24 years.

The Organisation and Service Provider

The care home is located in a populated residential area, fairly close to local shops and services.

It has been in this location for 25 years and is well established; there are currently 42 beds available for residents, including 1 double room accommodating a husband and wife. The current owners are M.N.S Care PLC and the partner company Angel Care PLC. The organisation run 9 other care homes in various areas around England.

Services at Hanbury Court are provided for older people, over the age of 65, with a particular emphasis on supporting and caring for individuals with Dementia. At the time of the visit there were 35 people in residence. Healthwatch was advised that there are future plans to reduce the capacity of the service to be occupied by 32 residents.

The staffing is run on a shift rota covering 24 hours:

Day Time - 7 staff in the morning from 8am to 2pm

6 staff in the afternoon from 2pm to 8pm

Night Time - 5 staff from 8pm to 8am

For each shift, 1 Registered General Nurse (RGN) is on duty and covers the nursing needs of residents on both floors.

The current kitchen staff working hours - the chef currently works from 7am to 2pm; we were advised that that would be changing from January 2016; to be extended from 7am to 6pm. The kitchen assistants work from 11am to 7pm.

Speaking with Residents and Staff

During the course of the visit Healthwatch representatives spoke with 2 residents and the relative of another spoke about their experience of the service. This is some of the comments:

“ I have been living here for 7 years - I was taken out shopping yesterday - I go once a year at Christmas time. I have a lovely room and the carers help me get up at 6am every morning - early bird! I have a bath or shower once a week and the carers help me to wash every morning. They use a hoist to help me out of bed. The hairdresser comes in every Monday. I get help to do my finger nails and the nurse deals with my feet and legs. Take medication 3 times a day. I like to play bowls. Since I have been here I have seen the doctor once.”

“ Mum seems very happy here; she has become incontinent now and gets aggressive. She was diagnosed with Dementia in 2005. There was a period of time when eating food was an issue for her - she wasn't eating at all - however she is eating much better now. Having drinks is a bit of an issue because mum cannot reach them; she can reach the buzzer that is placed right next to her and waits for a carer to come and help her. I come in whenever I can which is most days, to be with and look after mum - my sister takes care of and is responsible for the court protection paper work.

I do have an issue that is a big bug bear for me and that is the lack of information and feedback generally about my mum's wellbeing. She has been here a year now and hasn't seen a doctor. I do go along to the relative meetings here.

My mum is kept very clean - she has to have a double handed blanket bath at the moment, as she broke her leg after a fall here. I was told that she was sitting in the armchair, said 'Oh I am going shopping' went to get up and fell. I haven't taken her out recently because of her broken leg.”

Healthwatch representatives spoke with a number of staff during the visit - these are some of the comments and feedback received from them:

“We have a lady from the Caribbean who is resident here, doesn't want to be here; she hates it here and wants to be at home. There is particular traditional Caribbean food which she likes and we try to make sure we can provide it when it's available.”

“I have been working here for 8 months, having worked here a couple of years ago as bank staff. In between times I worked at another care home. The option to work under bank staff arrangements is changing. The changes that are being made here will be good as I see it. I get good support from the care team.”

“I used to work at another care home; I have been here a short time and find the atmosphere more relaxed and a better place to work. The interaction between the staff is good here. The residents have a good choice on the menu of things they might want to eat.”

“We have had some problems with the London Ambulance Service with the transport. Residents rarely go to hospital via a 999 call, but waiting for transport to go to regular hospital appointments can be a challenging - I do what I can to support residents with this.”

“Peoples' needs are more now - the demands of the job make it harder for carers and I have noticed especially over the last 6 months a high turnover of new staff. It is a struggle to get new people to stay and some find it very emotional to deal with. The job isn't what they think it is.”

“Of course we come to work to make a living but doing this job can take a lot out of you. We are like family here and as is often the case when it gets very busy it can affect you. When it does we help each other when it is difficult - there are quite a few of us who have been here a long time and are dedicated to what we do. We have a few volunteers that come in and help and relatives are welcome to come and visit at anytime.”

“When residents have to go for hospital appointment they have to be escorted by a member of staff, sometimes 2 depending on their support needs. Staff can be waiting hours for residents to be seen. When staff are taken out of a shift at the home to escort residents for appointments it leaves the staff at the care home short handed during that time. Management staff try to fill the gap by escorting residents in place of carers but it is not always possible and in my opinion they need to look at a better way to deal with this - perhaps providing more staff on the shifts.”

“I havent heard of Healthwatch before but it is a good idea what you do. I have been a carer here over 10 years and the job has become much harder as the number of staff has got less.”

“Most of us that are here today have been here a long time. It is a problem when 2 staff leave the floor short when they have to escort patients to hospital appointments; it makes the job very difficult to deal with and intense. I think more of the staff would benefit from more training on dealing with residents with severe Dementia.”

“Before staff can start their job roles we have to wait for their DBS to come back. We are currently in the process of recruiting 2 more night staff and 3 new carers,”

Information and Observations During the Visit

- On arrival it was noted that all visible windows were open on what was a fairly cold day. On entering the home and throughout the course of the visit, there was nothing to indicate that there were unpleasant odours manifesting.
- In the entrance to the home there was a board on the wall with thank you cards from people.
- Representatives were told about regular service providers who come into the home for residents to use; these include a hairdresser, beauty treatment therapist and mobile foot clinic.
- The home has an individual member of staff who is responsible for the role of activity co-ordinator. This is an experienced member of staff who told us that they had worked at the home for over 15 years. There was a board displaying the details for activities during the week ahead. Activities were displayed from Monday to Sunday and included bingo, listening to music and playing dominoes. They are planned to take place during mornings through to afternoons - there was no visible activities for planned for the evenings.
- Residents are registered with 2 different doctors - Dr Goyal from Church Elm Medical centre and Dr Shah from Parkview Surgery. Dr Goyal goes to the care home once a week. In an emergency the staff liaise with the hospital.
- On the upper floor it was noted that the laundry area is split into two separate areas to keep the clean laundry away from the soiled laundry.
- On speaking with the manager, we were advised that there is a Duty of Candour Policy in place - Corrinne said she was going to send a copy of this to Healthwatch.
- Representatives were advised that the home was in the process of recruiting 2 additional night staff and 3 new carers.

Recommendations

Consideration could be given to making sure that new recruits at the home fully understand and are informed before they take on the caring job roles; about the realistic expectations for the tasks they will carry out i.e. intimate, personal care elements of the role and working for individuals with Dementia that present with challenging behaviour.

The lift/elevator in the home is not fully accessible for people with limited or no mobility. Consideration should be given to looking at options where this could be made more accessible.



Healthwatch Barking and Dagenham did not receive either a written or verbal response from the manager at Hanbury Court.

A Healthwatch representative telephoned on 15th January 2016, to seek a response. No formal response was forthcoming.