

Healthwatch Cheshire West Enter and View Report

Enter and View Visit to	Sandiway Lodge Dalesford Lane, Sandiway, Northwich CW6 2DR
Date	20 th January 2016
Authorised Representatives	Chris Banfi and Sue Masterman
Staff Present	Elizabeth (Liz) Johnson - Manager Elect
Background	<p>Sandiway Lodge Residential Home has been visited previously by Healthwatch Authorised Representatives (ARs) - 19/2/2015. Shortly after this visit it was inspected, in May, by the Care Quality Commission and in a report; published 07/10/15; was found to be inadequate in all areas. The provider voluntarily suspended of admissions in May whilst measures were put in place to drive improvements forward. Residents were reassessed and those whose needs had now increased (i.e. assessed as requiring twenty four hour nursing care) were assisted to find alternative placements as Sandiway Lodge is not registered to provide nursing care. The provider liaised with the local authority and CQC throughout this process, has now reassessed admission and the first of the new residents arrived on the day of our visit</p> <p>A new manager - in the process of being registered - and a deputy manager, have been appointed and ARs saw that maximum effort was being made to address the CQC requirements, though some concerns raised by Healthwatch last time remain to be tackled.</p>
Overall Impression	<p>Representatives felt that there had been considerable improvements since our last visit to this establishment. Carpets are still stained and there is a sore need for redecoration, although most seating was in good order and TVs were positioned so as to avoid residents sitting for a long time in front of them. Authorised Representatives feel that the alarm buzzer in the entry hall is loud and disturbing.</p> <p>Residents appear content moving around and chatting, mingling with staff - nipping out for a smoke. Interaction between residents and staff appeared good.</p>
Any ideas or suggestions for improving service?	<ul style="list-style-type: none"> • The call bell system needs to be either replaced or reinforced with a pager system. The call bell is outdated, insufficient and disruptive for residents. Until this is done it must be made certain that sufficient staff is available to respond adequately and immediately to calls. • Management and staff deserve praise for the efforts they are making. • The leak in the conservatory/activities room roof needs addressing urgently. • Carpets, lift and front door renovation and some decorating. Representatives feel that this work should be carried out as soon as possible. • A noticeable smell in the laundry room needs attention.

Environment

Some of the improvements suggested in the last report have been implemented but Representatives still feel that there is work to do. Manager Liz told us there were plans for a major refurbishment and a new lift 'soon'.

The alarm buzzer is located in the main hall. It indicates the room involved. Representatives felt that it is loud and disruptive, yet it cannot be heard or seen, from the more remote parts of this rambling building. Manager Liz said that she had been promised that the system would be renovated and extended, but that she and Deputy Carol thought a pager system would be much more reliable and efficient. ARs agreed, particularly in light of observations below.

Health and Wellbeing

ARs arrived just as a staff meeting was about to take place. AR Sue attended this while AR Chris talked to residents and checked the premises. While the meeting was taking place an alarm began to ring repeatedly but could not be heard in the dining room where the meeting was taking place. After 15 minutes Deputy-Manager Carol was alerted and left the meeting to investigate and returned to fetch Manager Liz and some staff. AR Chris observed that an elderly lady had been left on a commode for at least that length of time. The manager told us that she had left a member of staff on the floor during the meeting. This agency staff member was found outside, smoking, and told AR Chris that his shift was over and that two members of staff were needed to operate the necessary hoist commenting, ***"There's nothing I can do."***

The second call involved a resident with learning difficulties who was waiting for the Activities Coordinator, and was agitated. There was no one to reassure her. Representatives felt that this was unacceptable, as Manager Liz acknowledged. AR Sue had heard her remind staff that, for them, smoking - including electronic cigarettes, was forbidden, as was extending breaks beyond the authorised 15 minutes or using 'inappropriate language.'

When staff were on the floor we observed an excellent interaction with residents. Residents were appropriately and neatly dressed, though one gentleman was in (very clean) pyjamas and a dressing gown because he wanted to be. Many lady residents had taken advantage of the weekly hairdresser visit. The hairdresser now no longer has to share her 'salon' with the Activities Coordinator who now has the large conservatory as her dedicated area. However, a leak in the conservatory roof pointed out by ARs a year ago has still not been fixed. The new resident was walking around and was welcomed by both staff and other residents.

A radio was playing loudly in the entrance hall when we arrived. We asked residents sitting there if it wasn't too loud but they disagreed completely and were tapping feet and singing along. Others said they enjoyed a busy area. One said, ***"I am better when I can hear people talking. I hate being alone."***

The dining room, which now also contains new armchairs and a baby grand piano in one section, now also has a menu displayed on the wall, together with a folder, on the piano, containing a full copy of the four-weekly cycle of menu choices. Representatives noted that there was a birthday party for a resident being organised for early evening.

The complaints folder; absent last time; was freely accessible in the entrance hall. The hand gel was on the same table, but a member of staff, having used it, tucked it away on an adjacent window-sill almost out of sight.

Activities and Community Links

The full-time Activities Coordinator is taking full advantage of her new larger space and of having a smaller number of residents in order to spend more time with individuals who are interested in crafting and puzzling. There is an opportunity for a trip outside the home on Mondays when a bus is available. In terms of other activities Representatives understand individuals are given choice as to what they would like to participate in and activities that they do not want to and are encouraged to do all they can. Cookery classes and gardening sessions are planned. Themed events and outside entertainment are on the schedule and are much appreciated. Representatives were show shown

photographs, taken by the activities co-ordinator of the activities and which are often displayed in the entrance hall.

A schedule of monthly residents and relatives meetings is displayed in the hall. These are scheduled on different week-days and times each month to improve accessibility for relatives. We did not see relatives during our afternoon visit.

Staff meetings are held monthly, while residents/relatives meetings are also now held on a regular basis with relatives being given a range of days and times to attend. About eight relatives attended the last meeting.

Additional Comments

This home is very much in progress of improvement. The staff appear to be doing their utmost and Representatives hope that observed improvements continue with continued work and investment in the facility - improvements acknowledged by all of the people living at Sandiway, staff and scrutiny authorities. ARs were told that the will is there to continue improvement.

We recommend a further visit, after publication of the new CQC report.

Thanks to Manager-elect Elizabeth (Liz) Johnson and her staff, Carol and Margaret in particular, for cooperating very fully and frankly.

Feedback from Provider of Service

- *“Carpets are still stained and there is a sore need for redecoration” - Carpets are regularly cleaned and some redecoration has taken place however this is still a work in progress and future refurbishment is planned as discussed on the day of the visit.*
- *Alarm System - We are unsure as to who the alarm is disturbing as there have been no complaints from any of the people living at Sandiway Lodge. Since the visit from Healthwatch I have sought feedback from individuals and all have confirmed that they do not find the buzzer to be “a disturbance.” We feel strongly that this is the personal view of the AR.*
- *Call bell incident on day of visit - This again is a personal view of the AR, the call bell system does not need to be replaced or reinforced with a pager system. The occurrence on the day was due to a staff meeting being held in the dining room and miscommunication between the manager and a member of staff details of which are provided below. Future meetings will take place in an alternative part of the home and will not take place during visits by external agencies. When the dining room is in use there, staff are always present and the door is open therefore, the buzzer can be heard. There are always sufficient staff available to respond adequately and immediately to calls.*
- *Conservatory Leak - The leak in the conservatory has been repaired however appears to be a recurrent problem following periods of torrential rain and depending on wind direction. This is due to the design of the conservatory and efforts are being made to find a permanent solution however, in the meantime any recurrence is dealt with promptly to address the leak in the interim.*
- *“Renovations, including decorating, carpets, lift and front doors Representatives feel that these should be carried out as soon as possible.” - Renovations will take place as scheduled; however, none are required prior to any new admissions. This is not a requirement of the Care Quality Commission or to meet the requirements of contracts with local authorities. Refurbishment is planned and will take place on a phased programme to ensure that disruption to the people living at Sandiway is kept to a minimum and to secure the long term financial stability of the home.*
- *“The manager told us that she had left a member of staff on the floor during the meeting. This agency staff member was found outside, smoking, and told AR Chris that his shift was*

over and that two members of staff were needed to operate the necessary hoist commenting, “There’s nothing I can do.” - This was a result of miscommunication which was explained at the time to the AR however is not reflected. The member of staff had finished his shift as he had not heard the manager’s request to remain on shift until the staff meeting had finished and that if he needed support from another member staff he should interrupt the meeting. He immediately apologised.

- *“The second call involved a resident with learning difficulties who was waiting for the Activities Coordinator, and was agitated. There was no one to reassure her” - This incident took place after the staff meeting had finished and staff were present around the building including the manager to provide support where needed. The activity coordinator was being interviewed by the other AR at the time and such was the approach and insistence of the AR the activity co-ordinator should attend immediately rather than any other member of staff the manager interrupted the interview, activity co-ordinator attended and removed the jigsaw lid as requested. It is felt that reference to this incident has been recorded in an inflammatory manner as was the manner in which the AR approached the home manager at the time.*
- *“A radio was playing loudly in the entrance hall when we arrived. We asked residents sitting there if it wasn’t too loud but they disagreed completely and were tapping feet and singing along. Others said they enjoyed a busy area.” - Loudly would appear to be the personal opinion of the AR, clearly people living at Sandiway Lodge are happy with the volume which is at a level of their choice and as commented to the AR. Therefore, we are unsure why this was mentioned.*