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**Enter and View visit to Richmond House  
March 2016**

## About Us

Healthwatch Leeds is here to help local people get the best out of their local health and care services by bringing their voice to those who plan and deliver services in Leeds.

## Summary

We visited Richmond House as a part of our themed Enter and View visits in October 2014. At the time the people who lived there were positive about their experience and we reported that the centre was operating to a very good standard of care with regard to daily life and the care of its residents. The same home was subsequently inspected as a part of the Care Quality Commission (CQC) inspections and a series of concerns were reported. In discussion with the commissioners and compliance managers for the service we agreed to schedule a re-visit to find out about the people's experience of the home to see if that had changed. We found that Richmond House was still operating to a very good standard of care and have no concerns.

## Key Findings

From the residents perspective we found that the treatment and care of residents at Richmond House was excellent. The staff were praised for their attitude, enthusiasm and professionalism. Richmond House was clean and well decorated.

We believe that the elements that the CQC rated as 'requiring improvement' have been rectified, although we can only relay this from what residents and staff have told us.

## Background

Richmond House is a 20 bed community rehabilitation and respite centre in Farsley. There are 17 short term (usually 6 weeks) rehabilitation beds and 3 respite beds. The centre is purpose built and covers two floors, which includes a dining area, conservatory, lounge area as well as numerous equipped bathrooms. All bedrooms are single occupancy and the upstairs bedrooms are en-suite. At the time of our visit all beds were occupied. Leeds City Council own the centre and the NHS pay for the beds. The Local Authority cater for social and personal care whilst NHS staff provide the rehabilitation service.

## Why we did it

Richmond House was inspected in December 2015 by the CQC and concerns were raised in relation to inspection areas 'Safe' and 'Responsive' which both 'required improvement'. In discussion with the commissioners and compliance managers for the service we agreed to schedule a re-visit to find out about the people's experience of the home to see if that had changed.

## What we did

Healthwatch Leeds staff and 2 volunteers visited Richmond House for 2 hours from 1000 - 1200 on 15<sup>th</sup> March 2016. We met with the Manager to discuss details of the home and some aspects of the CQC inspection. We spoke with a small sample of 7 residents and had written feedback from a further 7 residents and 2 relatives about their experiences of daily life and care at the home. We also took time to observe the environment.

## What we found

### *Daily Life*

We asked residents to let us know what daily life was like for them at Richmond House and if there was anything that they would change.

The responses were overwhelmingly positive, with residents telling us their daily routines from calling the buzzer when they choose to get up and staff providing assistance to get up and go to bed where necessary, as well as assistance getting to and from the canteen.

The staff were particularly praised for their friendliness, helpfulness and hard work.

*“Life here is lovely, staff work very hard but there is also lots of laughter which is infectious”*

We were told about the use of the lounge room and conservatory (and were pleased to see a television in the conservatory as per one of our recommendations from the previous visit).

Whilst most people told us that they were pleased and even *“lucky”* to go to Richmond House there were two residents who felt that it could be a *“bit boring”* at times.

All areas were clean and tidy and a phase of decoration has already been carried out and the lounge room was being decorated on the day of our visit.

*“Absolutely brilliant - I was nervous when told I was coming, staff were friendly and helpful and have changed my attitude towards care”*

### *Activities*

This was an area that the Care Quality Commission rated as 'required improvement' under their heading 'Responsive'. The report said "The service was not always responsive to people's needs. There was no opportunity for people to be involved in activities within the service". We focussed a number of our questions around activities.

From speaking to residents (and two relatives) there were no concerns with the activities on offer and the times that they took place. The majority of people were very happy with the range of things to do and had praise for the staff for their help and encouragement with activities.

We were shown the Group Therapy Timetable and were told by a resident that this is on the door of their bedroom so they know what is happening today. The activities are varied, with group physiotherapy, exercises, carpet boules/skittles and chairbics offering physical stimulation and help with hand/eye co-ordination to bingo, board games, singalongs and relaxation sessions *"the relaxation session helped me sleep like a log!"*

We noted that the staff will also offer activities that aren't on the timetable where possible, depending on resident's needs - we witnessed a pot planting session for two male residents as they were both keen gardeners when at home. The Manager told us that one of the issues that the CQC picked up on was that activities were not always recorded, this happens now and photos are taken of the activities (witnessed on the day).

The interaction between staff and residents that we witnessed was excellent.

Some residents said that they would like trips out, whereas some realised that this might not be possible due to staff/funding restraints and some felt this wouldn't be practical due to their physical condition.

In summary, the residents were pleased with the activities at Richmond House and how often they take place.

### **Information and Feedback**

**We wanted to know if residents knew who to speak with if they had any questions or concerns about their stay at Richmond House.**

We found that the vast majority of residents would feel comfortable speaking to any member of staff and be confident that they would receive the appropriate help. A few people specifically mentioned the Manager with just one person not really sure who they would ask.

The relatives that we spoke with felt involved in the care of their family member - *“Yes, definitely, staff are very helpful, caring and approachable. They answer any questions and have kept us informed”*

We were provided with the information pack, which included the new resident’s newsletter. The information pack has details of what residents should expect from their stay at Richmond House, the roles and responsibilities of each staff team with pictures of staff. It is a very thorough document. The newsletter had details of the Manager’s open invite to listen to resident’s feedback and answer any questions every Thursday morning. Although she is available any time that she is on duty.

### **Care and Help**

**We asked questions around general help, privacy and dignity.**

Everyone we spoke to, including the relatives, said that carers/staff were always available to help. This included assistance at meal times where necessary. A resident also told us that the Chef speaks to her each morning about options for her gluten free diet. One person said that evenings can get busy so they may have to wait although others said there was no difference in the level of care be it day, evening or the weekend. The call bell/buzzer response time was cited as good.

We were told that staff take the time to chat with residents - *“they have an interest in residents and encourage us to talk about our lives”* and *“it’s just like being in a family”* - although two people told us that at busy times they don’t always have much time to chat.

All residents told us they could choose when to get up and go to bed and would always be given help if needed, one gave an example of having an early hospital appointment so the night staff got her up and gave her an early breakfast before the ambulance came which she felt was *“very good”*.

All but one resident told us that the door was knocked before entering their bedroom. There was praise for the way that personal care was handled by staff - *“delicately dealt with”, “no embarrassment”, “never made to feel uncomfortable”* were some of the comments we received. A relative said about the care her mother received: *“mum is well cared for and has made steady progress thanks to the skill and encouragement of the staff”*

We were also shown the Dignity and Privacy questionnaire and results from the latest surveys. These are regularly analysed with a view to improving daily life and care for those staying at Richmond House.

### **Medication**

The CQC inspection gave a ‘requires improvement’ rating to Richmond House on the statement ‘Is this service safe’. This was because they felt that there were not always appropriate arrangements for the safe handling of medicines.

From a patient and relatives perspective we received a 100% satisfaction rating on how medication is administered. The residents had confidence in how their medication is dispensed and highlighted no concerns to us. A relative said *“I haven’t observed any problems. When mum arrived at the home the Manager took great care to ensure all aspects of mums medication was understood and properly documented”*

We spoke with the Manager about the CQC findings and she conceded that there had been instances where ‘cream checks’ were not always documented. Daily audits are now in place and ‘Cream Check’ charts completed daily. There are notes documenting the dispensing of PRN (as needed - such as pain killers) medication on the front of residents medical notes.

We had no concerns relating to the safe handling of medication from what we were told by residents, relatives and the Manager.

### **General Feedback**

**We asked if there were any changes the residents or relatives would like to make**

Most people were completely satisfied with Richmond House. Some of the comments included:

*“extremely happy with the care and day to day organisation”*

*“wouldn’t change it - would come back any day”*

*“I have nothing to compare it with but very happy, was worried when I came in but this is excellent”*

*“very happy and have no worries about my mum being here”*

*“excellent job done by staff!”*

*“Relaxed professional atmosphere. All needs appear to be addressed, patients treated as individuals and with dignity”*

There were a couple of minor suggestions for improvement, someone wanted more activities as they were not content with TV in between activities but they didn’t have any suggestions for what those other activities might be.

One resident suggested the possible need for new windows as felt the current ones are drafty and one resident said it would be nice to get a newspaper.



A relative felt that the wallpaper in the day room needed a bit of attention but that everywhere else is well maintained. Richmond House was in the middle of being decorated at the time of our visit so this might be addressed.

### **Our key messages / recommendations**

We have no concerns with the way that residents are treated and cared for at Richmond House based on the sample of people that we received information from. The staff were praised for their attitude, enthusiasm and professionalism and this was evident from the observations that we made. Richmond House was clean and well decorated.

The areas that the CQC rated as ‘requiring improvement’ were related to safe handling of medication and activities offered in the home. From what residents, carers and staff have told us, there are no further concerns identified by the residents in these areas of care.

All residents felt that their medication was handled safely. The Manager was open with us about the reasons this was rated as requiring improvement and was confident that the processes they have put in place since the inspection are adequate to address this.

The feedback from residents is extremely complimentary about the activities and there was evidence that they were taking place on our visit. The Manager has established a recording mechanism so that they can demonstrate that appropriate activities are taking place on a regular basis.

### **Next Steps**

This report and its findings will be shared with Richmond House as well as service commissioners and the Care Quality Commission.

The report will also be published on the Healthwatch Leeds website.

## Acknowledgements

This report has been written by Stuart Morrison - Team Leader at Healthwatch Leeds, in collaboration with Fran Bosley and Lydia Woellwarth (Healthwatch volunteers).

*We would like to thank the Manager and staff at Richmond House for their friendly and accommodating welcome they gave us on the day and for the information they shared with us. We would also like to thank the residents for taking the time to speak with us on the day of our visit.*