



Enter & View Report

Details of visit

Service Provider:	St Mary's Care Home
Service Address:	Church Chare, Chester le Street DH3 3PZ
Date and Time:	Wednesday 30 th March 2016 at 10.30am - 12 noon
Authorised	Julia Catherall (Lead)
Representatives:	Jean Ross, Anne Glynn, Norman Meyer
Contact details:	Healthwatch County Durham 01325 375960

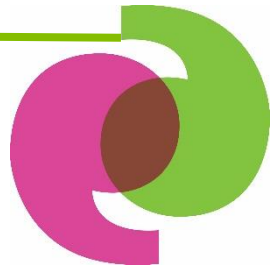
Acknowledgments

Healthwatch County Durham would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

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 experiences of all service users and staff, only an account of what was observed and contributed at the time. Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these 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 local Healthwatch Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and View are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an Authorised Representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.



Purpose of the visit

- To gather the views of residents, relatives to their experiences and views of the services being provided to them.
- Understand how dignity is being respected in a care home environment.



Strategic drivers

The visits will contribute to our programme of gathering evidence on our priorities:

- The elderly and those with dementia
- Integrated health and social care

Methodology

This was an announced Enter and View visit.

On arriving at the Care Home we introduced ourselves to the nurse in charge before speaking to anyone in the care home. We were advised that there were communal areas on the ground and first floor where service users would be. Prior to the visit, a poster was sent to the care home to be displayed in the entrance. This was to advertise the date and time we would be there, to give any visitors or family members the opportunity to speak to us.

Three Authorised Representatives spoke to a total of eight service users and conducted short interviews about their experiences of the home. Discussions took place around visiting times for family, activities that the service users were involved in and dignity.

A small proportion of the visit was also observational, involving the authorised representatives walking around the public/communal areas and observing the surroundings to gain an understanding of how the home works.

At the end of the visit we explained to the nurse in charge 'what happens next' following the visit and that a draft report would be sent to the manager to respond to some of our findings.

Summary of findings

- St Mary's is a purpose built care home that provides accommodation, personal and nursing care for up to 54 older people. The home is set in its own gardens in a residential area near to Chester le Street town centre.
- We saw evidence of staff interacting with service users regularly while they were sat in the lounge areas. Although the TV was on, none of the service users seem to be watching it.
- The service users that we saw looked tidy and clean.
- A strong smell of urine was apparent as we arrived at the Care Home, as the visit progressed the odour diminished.

Results of Visit

The results below are of the eight service users that were spoken too

Visiting times

Six service users advised us that visitors were allowed to come anytime. One service user commented that they 'do not get any visitors as they live too far away'. At the time of the visit there was no visitors to talk to.

Recreational activities/Social inclusion

Service users told us of a variety of activities that they had been involved in such as bingo, dominoes and singing. Three service users had soft dolls sat on their knee, we observed

them talking and singing to them. We are not aware if there is a designated person who arranges activities.

Staff

Three service users advised us that the staff have time to spend with them, however three mentioned that the home is always short staffed. One mentioned that they are always busy. We did observe the staff talking to the service users.

Food

All eight of the service users complimented the good choice of food at meal times. One also commented by saying 'they mince it up due to difficulty with dentures'. We observed a drinks trolley coming round at about 11.30am.

Personal Hygiene

When the eight service users were asked if they could ask for a bath/shower when they wanted one, four mentioned they could have one when they asked a member of staff.

Dignity

When we asked the service users if they felt their dignity was respected, all replied positively. One also mentioned that they don't want to spend much time in their room.

Additional findings

When we arrived at St Mary's we were not asked to sign in in the visitor's book, although we don't recall one on display

One service user mentioned that she may need new glasses and was unsure who would pay for them

Recommendations

- Locate the signing in book to ensure all visitors sign in on arrival for health and safety purposes.
- Consider an activity planner displayed to show what activities are taking place at various days of the week.
- Consider a procedure to ensure service users have eye tests when requested

Service Providers response

- The signing in book is always located on a table in the front lobby, between mine and the admin office. But as an aid, I have put up a memo, informing visitors to sign in, and where the book is (see Appendices 1)
- I use a weekly activity planner, usually displayed in the front entrance, and on resident notice boards (See Appendices 2,3 & 4)
- We use vision care at home opticians, we have posters about this around the home, and they complete all requirements, unless a resident chooses to go elsewhere.



St Marys Care Home
MEMORANDUM

To: Visitors
From: Karen Miller Home Manager
Date: 9.6.16

**Please note,
All visitors are required to sign into
the home.**

**The signing in register is situated on
the table in the front lobby, between
the Home Manager and Admin office.
Thank you**

**Karen Miller
Home Manager**

ST. MARY'S NURSING HOME.

DAILY ACTIVITIES W/C 21.3.2016

- MONDAY EASTER BONNET MAKING WITH SOPHIE & GILLIAN
- TUESDAY - SING ALONG WITH GILLIAN
- WEDNESDAY- PASTE EGG & EASTER BONNETS WITH GILLIAN
- THURSDAY- EASTER BONNET COMPETITION
- FRIDAY- EASTER ENTERTAINMENT AFTERNOON WITH RALPH
- SATURDAY- COLOURING AND PUZZLES WITH SANDRA
- SUNDAY- CHAIR EXCERSISES WITH CAROLE.

ST. MARY'S NURSING HOME.

DAILY ACTIVITIES W/C 16.6.2016

- MONDAY /CHAIR EXERSISE WITH GILLIAN
- TUESDAY - FILM AFTERNOON WITH SHARON
- WEDNESDAY- HAND &NAIL CARE WITH ASHLEIGH
- THURSDAY- COOKING WITH SARAH
- FRIDAY- CRAFTS WITH ASHLEIGH
- SATURDAY- COLOURING AND PUZZLES WITH JOYCE & SOPHIE
- SUNDAY- CHAIR EXCERSISES WITH STUART

ST. MARY'S NURSING HOME.

DAILY ACTIVITIES W/C 11.4.2016

- MONDAY SKITTLES/CHAIR EXERSISE WITH LORRAINE &JOYCE
- TUESDAY - COOKING WITH GILLIAN
- WEDNESDAY- BOARD GAMES WITH SOPHIE & RALPH
- THURSDAY- NAILCARE WITH ALCINA
- FRIDAY- CRAFTS WITH SOPHIE
- SATURDAY- COLOURING AND PUZZLES WITH GILLIAN & LORRAINE
- SUNDAY- CHAIR EXCERSISES WITH GILLIAN