

DERHAM HOUSE – RE-VISIT
Thursday 8th September 2016

A new manager for the home had recently been appointed and was settling into the role.

The team raised the 4-star Environmental Health Officer's rating for the kitchen and were advised that the area had been improved but that the EHO had yet to visit to carry out a reassessment.

The manager confirmed that the home was making good progress with the Gold Standard Framework for End of Life Care but that this had been slowed as a result of there having been a delay in securing the appointment of a manager.

The team was told that a major part of training for people with dementia was provided by Care UK but Barchester (the home's proprietors) were in the process of developing their own "1066 programme" for caring for people with dementia. This training would take 6 months for staff to undertake. Almost 60% of training is via e-learning and the manager confirmed that staff are paid for training whether it took place during working hours or in their own free time.

There had not been a CQC visit since the previous Healthwatch visit although one was believed imminent.

The manager advised that she had implemented changes to the menu to ensure that there were changes between the seasons.

Along with many other managers, the manager had ongoing concerns about the slow turn around of DoLs applications.

While the team were at the home, there were contractors on site. The manager confirmed that this was part of planned refurbishment. It was pleasing to note that this was not disrupting the day-to-day routines of residents, except in that they were being accommodated in another part of the home while the lounge was being refurbished. There had been significant changes to colour schemes which followed our recommendations. The dining room was set for lunch in the excellent style observed during the previous visit. However, the manager confirmed that the serving of alcohol at meals was now confined to weekends only.