

## Amberley House

### Date & Time of Visit

17<sup>th</sup> August 2016 1:30 p.m.

### Name of Service Provider and Premises visited

Amore Care

Amberley House Care Home

### Registered Home Manager

Gillian Harper (Home Manager)

### Authorized Representatives

Jean Mayer, Stewart Barker

### Purpose of the Visit

Healthwatch Stoke-on-Trent, in partnership with the City Council, has introduced a Dignity and Respect Charter which applies to every resident receiving care. Our visit is to assess how this is perceived by both residents and staff.

### Amberley House

Amberley house has capacity for over seventy residents, but at the time of the visit the Home had sixty-nine residents, six of whom were dementia patients who were housed in a different part of the Home. Our team

were informed that staffing currently ran at five nurses, fourteen care assistants and three night care assistants. Additionally, either the Manager or Deputy Manager are present on night duty.

### Methodology

- Our volunteers were able to talk to the Manager who was extremely helpful and supplied a great deal of information;
- Conversations were also held with a number of patients, and staff;
- Members were able to walk around the home and view the available facilities.

## Findings

### Environment

Amberley House provides in single en-suite rooms that are arranged over two floors. A lift is used by entering a code onto a keypad (for safety). Generally, the environment is very good - all rooms are very clean and, since it was a warm day, most windows were open (but all have working security catches for safety).

### Bedrooms

Beds are equipped with a blanket device which allows staff to transport non ambulatory residents in case of fire. Our visitors felt that the room visited occupied by one dementia resident was, however, stark and had no personal touch.

### Office

In the administration office, a folder is kept for each resident which staff could access if required. Furthermore, a blue folder is kept in each residents' room which is updated each week to record number of baths/showers and weight.

### Lounge

At the time of the visit, the lounge was set out as though for a wedding reception - for example, models in wedding dresses. Six residents were relaxing in the room and our team discovered that most residents were in their own rooms.

### Bathrooms

The bathrooms/shower rooms and toilets were also clean, but our team observed that some areas were being used for storage for wheelchairs and other equipment which took up space.

### Dining Room

The dining room was set out for meal time, but the menus were two days out of date. When we spoke to a few of the *residents*, we asked about food. One said that:

*"it is sometimes good, sometimes bad"*

There IS a choice of food, but if the options were not liked, the staff were happy to provide toast (with a topping) or a sandwich. Staff were available if help was needed to eat but this obviously could cause problems in availability for other duties.

Our team noticed that several residents did not have slippers due to swollen feet and/or legs and since the day was warm this was possibly not important but appropriate footwear or hosiery should be considered as the year turns colder.

Another resident told us that 'toileting' was difficult if assistance was required, particularly around mealtimes.

### Activities

Our volunteers met the Activities Coordinator who told us there were many activities, including bingo, gardening, baking and board games. A couple of ladies were observed walking around with video games but apart from this we saw no evidence of residents' participation.

Fundraising fairs are organised to help pay for trips out and an activity list was seen on the notice board, informing residents about the schedule.

There is also a family focus group specifically for dementia residents.

### Dignity and Respect

Volunteers were pleased to find a copy of the Dignity and Respect Charter on a notice board. Staff seem to be properly aware of what is meant by dignity and respect and all applied it wherever possible. However, due to perceived staff shortages on occasions, it does not always seem to be fully implemented (examples of this are given throughout this report).

### Staff

Comments from residents were all very positive about the staff. They were considered very caring and always willing to help, whenever they were free.

However, our team heard several comments about the shortage of staff to assist, particularly around meal times.

Amberley House ensures all staff are properly trained and has a series of training sessions designed to achieve certain outcomes. All are designed to properly train staff in providing safe and effective care. Additionally, the following essential outcomes are achieved:

- Proper awareness of sensory problems, including ~Vascular dementia
- Effective Communication
- Ensuring consent
- Understanding and applying Dignity and Respect
- Mental activity and personal care

### Patient Comments

Our team spoke to several residents during the visit and their comments have been included in various parts of the report.

We also spoke to one elderly lady who arrived in March 2016. This followed discharge from a community hospital (Cheadle) to home. However, she has had no contact from her social worker in this time and there seems to be no evidence of a discharge pack.

Her adopted daughter pays top up fees to the home and considers Cheadle 'to be awful'.

### Healthwatch Comments

The Home is very clean and seems generally well run. There have certainly been considerable improvements since the CQC inspection in March 2016 but Healthwatch must stress that our visit is exactly that - a *visit*, not an *inspection*.

The staff were all very considerate and helpful but our visiting team did feel there were areas which could be considerably improved. These include:

- More attention to the clothing and footwear of residents as they may suffer more from the cold;
- One lady was being changed in a side room in full view of other residents (our team was in a corridor talking to the Assistant Manager when this occurred);
- Residents were served mugs of tea and biscuits but the team observed that very often there was no convenient place to put them down. Several residents displayed signs of difficulty but the staff did not seem to notice this.

### Recommendations

These observations would indicate that staff at Amberley House may benefit from refresher training regarding Dignity and Respect and how it applies to all areas of their work. Healthwatch Stoke-on-Trent is able to provide this training (half day) and it is free of charge. Please contact us if you would like us to undertake this.

We would recommend that attention is paid to trying to ensure bathroom areas are clutter free and that notices (including menus) are kept current.

We would like to carry out a revisit to Amberley House early in the new year (2017) to check on progress. In the meantime, we wish to thank everyone at Amberley house for the courtesy extended to our team.