

## **Silk Court Care Home- Enter and View Report**

**Service:** Silk Court Care Home

**Provider:** Anchor Trust

**Date / Time:** 13<sup>th</sup> October 2016 / 10.00am -1.00pm

**Healthwatch Tower Hamlets Members:** Iain Macleod; Rebeka Miah

**Healthwatch Tower Hamlets Staff:** Shamsur Choudhury

**Provider Lead Contact:** Marcia Forsythe (Home Manager)

**Address:** 16 Ivimey St, London E2 6LQ

### **Background to the visit**

Healthwatch Enter and View representatives main remit during these visits is to gather residents and carers feedback on the service and care they receive and the discussions with residents and carers aimed to gather their feedback on the following areas:

- How they feel about the staff and how they treat them (privacy and dignity, communication), do they attend to their needs? ask how they feel regarding staff behaviour/attitude towards them and whether they feel valued etc.
- If there are the same staff members attending to them (continuity of care)? Do they feel they have sufficient staff support and daily interaction with staff (one to one)? – a staff presence and numbers?
- Are their religious and cultural views respected?
- Do they feel safe? Are buzzers responded to quickly? Do they get their medicines on time? Do the new staff know how to administer their medicine?
- What activities they take part in and how they feel about these activities (are they tailored for their needs)
- Cleanliness of their flat (laundry and general cleaning i.e. changing bed sheets)- are their laundry getting done on a regular basis – how often
- Do people from the community visit them and offer them social time (one to one interaction)
- What is their view on the food and the food service? do they get support with feeding and drinking? Are they given options for food?
- How get involved in deciding on provisions and activities at the care home?
- Asking residents on how the service can be improved e.g. what they would like the care home to provide; (i.e. additional activities/ services) or what they will like to see changed.

### **Information on the service**

#### General Information

- Silk Court has 51 self-contained flats (split over 3 levels) and at the time of our visit all flats were occupied. The majority of the residents are from Tower Hamlets.
- The majority of residents are referred by LBTH Social Services and they also take on private fee paying clients from other areas. Fee price ranges from £845-£908
- The majority of residents are in their 70's and 80's and need some form of support to manage their daily life i.e. personal care, medication support, support with eating, etc. The level of support a resident receives depends on their personal needs and dependency level.

- Representatives were informed that around 40-50% of the residents either have mild dementia or have early onset of dementia.
- Staff: mornings shifts have 8 carers and two team leaders, afternoon/ evening shifts also have 8 carers and two team leaders, at nights there are 4 carers and a team leader. The majority of staff have been working at Silk Court on a long-term basis and they are permanent staff member, currently there is only one Anchor bank staff that cover shifts. In the event of staff absence, the manager gets cover from their own staff both permanent and bank.
- The resident's that suffer from dementia (vulnerable residents) have their beds surrounded by infra ray sensors, so if the resident falls from their bed staff will be made aware straight away and will be able to attend quickly.
- There is a resident meeting every month, this meeting gives residents an opportunity to make suggestions, give ideas or make complaints at their resident meetings. The Activities Coordinator on occasion will go around to each individual resident and ask what activities they enjoy.
- There is also a 'Residents and Relative's' meetings which is held every quarter. Families are actively encouraged to attend, currently only three family members attend these meetings. The managers have tried to hold the meeting at different times to encourage more family members to attend, however this not increased attendance.

## Activities

Silk Court has some very proactive activities co-ordinator (Sylvie) who had previously been a volunteer at the care home. Representatives feel that Sylvie is genuinely interested in meeting the needs of the residents as best as she can. Activities currently organised includes the following:

- A project called 'Streetwise', This project is focussed on finding road/streets that match the name of residents, this can be in any part of London. This is proving to be quite a success as it allows the residents to leave the premises and do something linked to their name, which is an integral part of their dignity /identity and in particular those suffering from dementia. A resident (Betty) was an integral part of making this project happen, she helped with submitting the application for funding for the project.
- Furry Tails- Silk Court have links with Stepney Green Farm and have 'Furry Tails' visit which is a paid activity but allows some residents to interact with animals. Sylvie has also taken some residents over to the farm to also partake in the 'Furry Tails' project. (<http://furry-tales.org.uk/>)
- Oakland School, Health & Social Care students attend in small groups to play games with the residents as part of their course.
- Circus (Upswing)- One of the rooms had been converted and decorated into a circus. This is a 10-week project that will happen every Tuesday.
- Oxford House- Strong links with Silk Court and provides dementia café.
- Cocktail Party's- Magic Me organise monthly cocktail parties.
- Tackling Loneliness – Silk court were part of the LBTH Public Funded project 'Action on Loneliness'- 10 volunteers currently come in for 1 hour a week to spend time with residents.
- Good Gym volunteers- the runners come and visit the residents for an hour once a week and engage with them. <https://www.goodgym.org/areas/tower-hamlets>
- Visits to 'The Geffrye Museum'- a resident called Betty also created this link.
- Residents are taken on trips across London and locally using 'dial-a-ride' with risk assessments being carried on prior to visits and provided there is enough staff.

Sylvie mentioned that residents that are not interested in group activities are offered one to one interaction. She also mentioned that not everyone participates in all activities as some residents are only interested in very specific activities.

## Food/ Kitchen

Representative got the opportunity to speak with the head chef at the care home and visit the kitchen area. The staff members were very welcoming and happy to speak to us about how they run their kitchen. We were pleased to hear that the food is made on site and mainly cooked from fresh ingredients, something also the chef took pride in. The chef has been at the care home for seven years and is very interested in meeting the needs of the residents. She was very open to hearing the views of the residents and what they like to eat. If there is anything the residents are not happy to eat; the chef is more than happy to change the menu and accommodate. Occasionally she will ask the residents if there is anything specifically they would like to eat. This week the residents have asked to have a traditional English meal, which she will incorporate into the menu next week. As part of the daily Hydration points they offer resident cakes and drinks certain times of the day, on the day of the visit they had made ginger cake, one of the representative sampled the fresh ginger cake and he commented that it was very tasty and good quality, he was very impressed with it.

## Observations of Enter and View Representatives

- The care home foyer area was warm, clean, tidy and had been decorated for Halloween using props and decorative attire-this made the whole reception area very welcoming and bright.
- There was a raffle draw table in the centre of the foyer (with prizes) this was part of the Halloween celebrations (see attached pictures, pages 7-9). Representatives were very impressed with this as it seems the care home is actively encouraging residents to get involved with annual celebrations.
- There was a notice board with all the activities for the week. The noticeboard was very colourful and the animated visuals used to depict the activities is very creative. The notice board was up to date and the activities being offered had a variety (see attached pictures)
- On the day of our visits students from Oaklands schools visited and engaged in activities with residents (see attached pictures, pages 7-9)
- All the floors had notice boards that had up to date information about what is happening every day, which organisations were visiting and other information such as resident meeting dates.
- The ground floor corridors were bright and seemed newly decorated. The corridors were also very tidy and felt homely. They have taken down wall pictures and they mentioned that these will be put back up once the rest of the floors have been decorated.
- Each room had a different picture on the door, instead of resident face (as the case in other care homes). Jenny (one of the team leaders) explained that the residents pick their own picture which allows them a personal element, but also helps resident to identify their own room.
- The flats were clean and well maintained with a fair amount of space. Residents are encouraged to make the space more personalised and family members are asked to supply curtains, chairs and bedding to make residents feel more at home. We were told every time a room becomes vacant the room is redecorated for a new resident.
- On the day of our visit there was a church service taking place. Approximately 14 residents attended this service, which was led by a female priest. She had larger print hymn sheets available which residents could follow and sing to. The church service takes place weekly and it seemed like a very popular organised activity which is greatly appreciated by residents.
- Residents were well dressed, had clean clothes that smelt nice, this was an obvious sign that residents were well taken care of.

- Staff interaction was very warm and personal with each resident. Some staff members had been at the home for a longer than others and therefore had a strong attachment to the residents. The staff members were tactile with the residents and seemed to know how to deal with their own individual needs. Staff were very friendly and very smiley the whole time we were there. We observed how a resident seemed very comfortable in the way she interacted with the staff as smiled the whole time. We observed another member of staff cuddling one of the residents, which she seemed quite happy with.
- On the top floor an indoor garden area has been created, where they have a painted the walls to create the effect of a garden. There are plants and comfortable seating near the window. This is a nice touch for residents who are no longer able to go outside. On this floor, they are looking to provide a pampering room where residents can have hand massages, haircuts and other such activities. This floor was very calm and had very tranquil music playing in the background to create a peaceful atmosphere. This hall way was scattered with very clever artistry and paintings of landmarks and symbolic images of London.
- Representatives had the opportunity to engage with senior managers from Anchor, they all seemed very open and helpful. They mentioned that they like to adopt best practices from their other care homes to all their care homes. They also mentioned that they have in-house audits and inspections.
- They had a noticeboard for 'you said' and 'we did' near the ground floor foyer area (see attached pictures, pages 7-9).
- On each floor, there is a menu outside the dining area, outlining what was being served that week (see attached picture: pages 7-9)
- Staff made us aware that 'hydration points' are available at certain times of the day; this is to ensure residents have access to fluids and snacks regularly between meals. We observed this taking place at 11am, residents were offered freshly cooked cakes and drinks.

## **Residents Feedback**

As substantial majority of the residents suffer from dementia it was challenging for representatives to acquire feedback from the residents and it was also challenging to have expressive conversations with the ones that we did manage to engage with.

### **Resident 1**

*It's a lovely and peaceful place...staff are all angels, they know me well and know what I like and don't like...staff talk to me all the time, they stop and talk to you...I am a private person, I like to do my own things...it can take them time to answer the buzzer...I am satisfied and very happy here.*

Female/ 80's/ White British

### **Resident 2**

*Staff are very nice, very kind...I like the food, if I don't like the food they bring me something else...I would like to be closer to my family.*

Female/ 80's/ White British

### **Resident 3**

*The people here are very nice, kind and very helpful... they take me outside. Food is good...can't do much, my back is not very good.*

Female/ late 70's/ White British

#### **Resident 4**

*It's very good compared to other places, the staff are lovely, they are kind and have a caring nature...I don't use the dining room as it quite uncomfortable for a deaf person... Sylvie is very good at organising activities, she tells me what is happening and she is very generous, there is a circus happening and people go to that, there is a special activity every week.*

*The church service is good, the priest is very good, a very nice lady...I enjoyed the service because I am a Christian and it's nice to get together with other Christians.*

*They bring my food into my room, which is good...the food is pleasant, I like most of what is offered to me...sometimes they can give too much!! They are good at encouraging people to eat and they sit next to people and feed them.*

*There could be better intervention with my medication, they normally come around 10am, but they should really*

*come at 8am. Medication has to be administered by the team leader, she is very good.*

*When they have time, they talk to me, but they don't often have time- there are lots of people that live here that have dementia and they must attend to them first...they do look after me...if I need anything I only have to go to my door and shout and someone will be here... I feel safe and secure here...*

*I attend the resident's meetings and I feel they listen to what we have to say...*

*I do not see much distress here.*

Female/ 93/ White British

#### **Resident 5**

*I'm bored. I have a daughter who is a doctor at Harley Street. I like the food. I don't like going to anything. Staff are nice and take care of me. My wife and family come to visit sometimes. I get a newspaper every day. I used to be a urologist.*

Male/ 92/ White

#### **Resident 6 (Church Service)**

*I'm surprised when I came here, I was dreading it... everyone is so helpful and kind. I'm so fussy with food, but I have no problem with the food here, I'm so pleased with everything I eat... they have a nice variety. I thought being in a home was going to be terrible, I was very worried when I was going to come and live here. Everyone is very friendly, it's better than living in a home. They very much look after me, can't moan about it...I enjoy being here. I would like to go out a bit more.*

Female/ 70+/ White

#### **Resident 7**

*I like being here. I do have visitors sometimes. I like everything. Food is ok, I used to be a cook...I like all the food, If I don't like it I tell them. Staff here are nice and clean. I always go to the church; I go to all the activities. I like being alone. Staff talk to me; I talk to them.'*

Male/ 79/ White

## Staff Feedback

### Staff 1

We spoke to a member of staff, who has been working at Silk Court for three years. She was very friendly, kind to the residents and had a positive outlook. She said the following:

*'I really enjoy working here. I have only worked with old people and I really love it.' The team leaders and managers are very engaged with everyone; I feel like this is my home...managers are also sympathetic. I work 30 hours per week.*

**Feedback Summary** (based on resident feedback and Healthwatch representative's observations and comments)

- Residents seem very happy at Silk Court, this was obvious from all the positive feedback they gave on the staff, the activities and the food. Representative also observed that residents seemed happy as this was evident from their body language, appearance, their interaction with staff and with their engagement with services organised for them (e.g. the church service).
- The residents gave very positive feedback on the staff, they said that staff talk to them, are caring, kind and lovely. One resident said that staff are like angels and they know what she like and dislikes. Representatives were also impressed with staff, they seemed genuinely interested in their work and seem to enjoy working in a care home environment. They were very friendly, displayed affection towards residents, had happy faces, positive body language and seemed very caring.
- There is a lot of emphasis on providing activities for residents, which is significantly important when it comes to tackling loneliness and isolation. Representatives were very impressed that the activities co-ordinator is very proactive in working with local groups, school and organisations (e.g. Good Gym, Oakland's School) to facilitate activities and befriending opportunities. We were also impressed with the projects 'Streetwise', as it offers residents the unique opportunity to have one to one time with staff and go out with staff members to explore the area with their own name. We were also impressed that a circus environment had been set up in one of the communal rooms and that this will keep residents entertained for the coming weeks. Representatives on this visit have visited many care homes in Tower Hamlets in the last year and we feel that Silk Court by far has the one of the best activities programme for their residents.
- Representatives were also impressed with Anchor Trust senior managers after having the opportunity to speak to them briefly, representatives feel that they displayed the right attitude to manage care homes to high standards. There seemed to be a high emphasis on ensuring that their clients get the best service and care possible and to ensure that their care homes are maintained to high standards e.g. implementing best practices from other care homes they manage to all their care homes.
- Representatives feel that Silk Court is one of the best care home that they have visited in Tower Hamlets, we were impressed with the environment of the care home, staff feedback and interaction, activities on offer for residents, engagement with the local community, the fresh food provided daily and the management of Anchor Trust in ensuring that this care home is maintained to a high standard.

## Question for Management

- We observed lot of people (contractors, staff, carers) coming in and going out of the building, how do they ensure that residents with dementia do not leave the building (how is this monitored)?

### Response from provider

Risk Assessment is carried out before the workmen start, and the workmen has been informed not to let anyone in or out of the home. Customers who are at risk is monitor on the unit by the staff.

## Recommendations

N/A

## Important Information for Management

- We expect management to respond to any issues or questions raised in this report.
- Copies of this report will be circulated to LBTH Adult Social Care Commissioning Team, CQC and will also be available on Healthwatch Tower Hamlets website.

Healthwatch Tower Hamlets representatives and staff would like to thank Marcia Forsythe (Home Manager) for making all the necessary arrangements in organising the visits and for helping us during our visits.

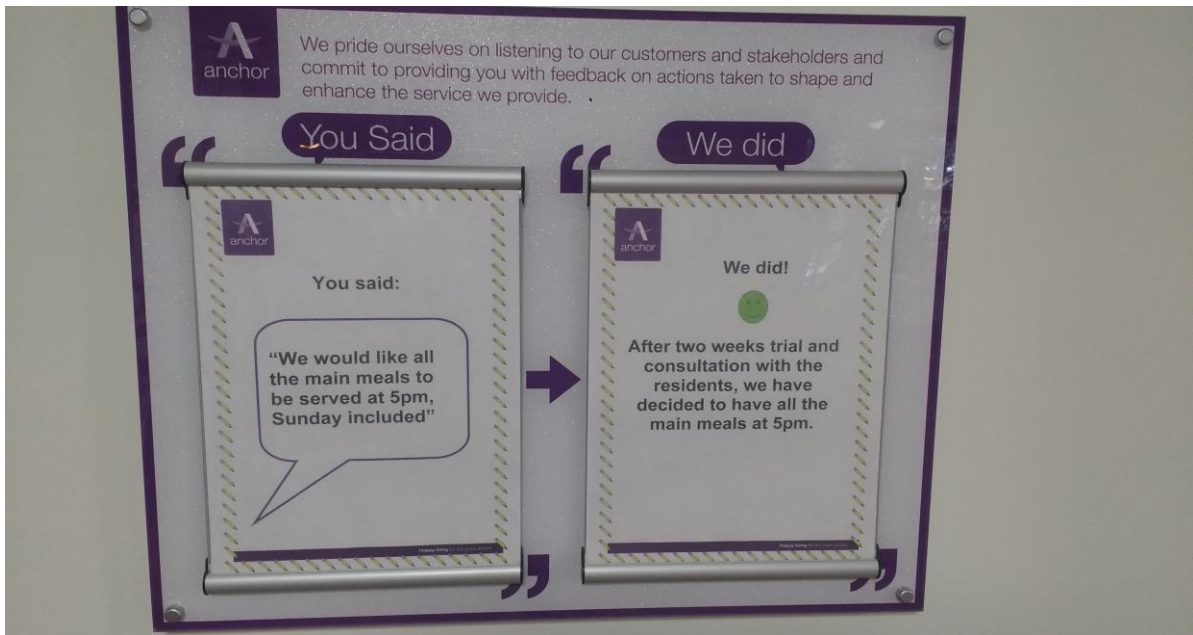
## Disclaimer

1. The observations made in this report relate only to the visit carried out at Silk Court on the 13<sup>th</sup> October 2016, which lasted for a total of two and half hours.
2. This report is not representative of all the residents that live at Silk Court. It only represents the views of those who were able to contribute within the restricted time available

# Pictures from the visit









### Silk Court Autumn / Winter 2016 Week 2

Monday      Tuesday      Wednesday      Thursday      Friday      Saturday      Sunday

**Lunch:** Alternative meal choices are always available, please ask for today's selection.

Cream of Carrot Soup Bacon, Broccoli & Cauliflower Bake Selection of Sandwiches including Roast Beef & English Mustard banana and custard	Cream of Vegetable Soup Mixed Grill Selection of Sandwiches including Cream Cheese & Celery bannana and custard	Pea Soup Ham & Cheese Toasties Selection of Sandwiches including Brie & Cranberry chip chocolate cake	Butternut Squash & Garlic Soup Homemade Burgers with Fried Onions in a Sesame Bun Selection of Sandwiches including Chicken Savoury Ginger Cake Tapioca Pudding with Jam	Minestrone Soup Macaroni Cheese Selection of Sandwiches including Ham & Pickle Lemon Mousse	Tomato & Basil Soup vegetable frittata Selection of Sandwiches including Egg & Cress tropical fruit salad	Cream of Celery Soup Prawn Cocktail Selection of Sandwiches including Cheese Savoury Fresh Cream Slice
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**Evening Meal:** Alternative meal choices are always available, please ask for today's selection.

shepherds pie or potatoe and carrot pie Carbonnade of Pork with Mushrooms Herby & Creamed Potatoes Cabbage & Parsnips Creme Caramel	Beef & Ale Pie Poached Cod with Cheese & Chive Sauce Jacket Wedges & Creamed Potatoes Minted Peas & Creamed Root Vegetables Apricot & Almond Crumble with Custard	Roast Chicken with Sage & Onion Stuffing Breaded Scampi with Lemon Wedge Roast & Creamed Potatoes Broccoli Mornay & Mash Swede Rice Milk Pudding with Prunes Cherry Cheesecake	Hungarian Pork Goulash Spinach, Chickpea and Lentil Curry Rice & Creamed Potatoes Green Beans & Roasted Vegetables Eve's Pudding with Custard Peach Melba Sundae	Deep Fried Fish or Poached Fish with Parsley Sauce Fried Eggs Chipped & Creamed Potatoes Peas & Grilled Tomato Rhubarb Pie with Custard Chocolate Roulade	Braised Sausages with Carrots & Celery or ackee and salt fish with green banana and sweet potatoe Turkey & Leek Cottage Pie Boiled & Creamed Potatoes Battered Courgettes & Diced Swede Stewed Fruit with Evaporated Milk Key Lime Pie	Roast Loin of Pork with Apple Sauce roast lamb with mint sauce or mushroom resotie Roast & Creamed Potatoes Cabbage & Carrots Black Forest Gateau
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