

## Details of visit

**Service Provider:**

**Service Address:**

**Date and Time:**

**Authorised Representatives:**

**Contact details:**

Wey Valley House

Mike Hawthorn Dr, Farnham, GU9 7UQ

13 September 2016, 1.15pm - 4.15pm

Alan Walsh, Gareth Jones & Lauren ter Kuile

Healthwatch Surrey, The Annexe, Lockwood

Centre, Westfield Road, Guildford, GU1 1RR

0303 303 0023

## Acknowledgements

Healthwatch Surrey 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.

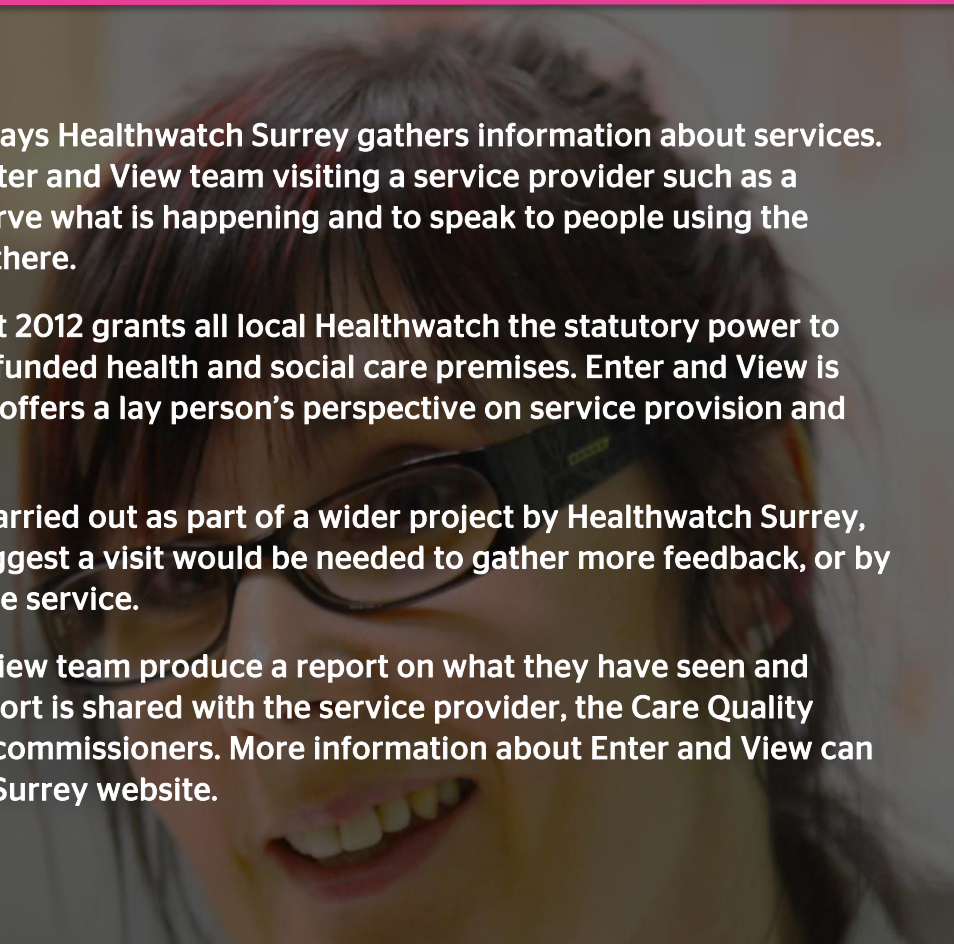
## What is Enter and View?

Enter and View is one of the ways Healthwatch Surrey gathers information about services. It involves members of our Enter and View team visiting a service provider such as a hospital or care home to observe what is happening and to speak to people using the service and the staff working there.

The Health and Social Care Act 2012 grants all local Healthwatch the statutory power to 'Enter and View' all publically funded health and social care premises. Enter and View is not an inspection, but instead offers a lay person's perspective on service provision and quality.

Enter and View visits can be carried out as part of a wider project by Healthwatch Surrey, where there is evidence to suggest a visit would be needed to gather more feedback, or by invitation of the provider of the service.

After the visit, the Enter and View team produce a report on what they have seen and heard during the visit. The report is shared with the service provider, the Care Quality Commission and appropriate commissioners. More information about Enter and View can be found on the Healthwatch Surrey website.



## Purpose of the visit

- The aim of the visit is to find out whether care homes in Surrey provide their residents with relationship-centred care, and if they support their residents to take part in 'meaningful activities' in line with their preferences and abilities.
- To discover if care homes learn about their residents, and plan their care, menus and daily activities around their preferences
- To determine whether residents are given the opportunity to engage in community clubs and/or social activities and develop a role within the home if they wish.
- To find out if residents feel that they are listened to
- To identify any good practice examples of person and relationship-centred care
- Observe residents and relatives engaging with the staff and their surroundings
- Capture the experience of the residents and relatives and any ideas they may have for change.

---

## Strategic drivers

- This Enter and View visit was carried out as part of a wider project by Healthwatch Surrey into how well care homes in Surrey are 'relationship centred' - focusing on activity based care and supporting people to continue to be as active and independent as possible.
- 'Amplifying the voice of care home residents' is a Healthwatch Surrey priority for 2016/17.

---

## Methodology

This was an announced Enter and View visit. The provider was given the time and date that Healthwatch Surrey (HWS) would be visiting. On arrival, in the reception area there was a large TV screen showing various activities, events, news items relating to the home and a weekly food menu. The Healthwatch Surrey notification letter was displayed on the noticeboard, as was the CQC Inspection Report - the homes' CQC Registration Certificate was also on view. There was an Activities Rota on the noticeboard, a 'Statement of Purpose', a hand sanitiser was situated in the entrance.

We spoke to the Manager of the service who informed us of the layout of the service, showed us around and gave Healthwatch Surrey permission to approach residents and staff. During the visit the authorised representatives spoke to three residents, a member of the care staff team, the Activities Coordinator and the Manager. The interview with the Manager took place in the office, with the other interviews taking place in the lounge/dining area and a smaller sitting room.

The home is well decorated and clean throughout, it is free of obstructions. The Manager said the home was presently housing 25 residents with a 20 female, 5 male split. Resident rooms have the name of the resident occupying the room on the door, with a photo of the occupant. Wey Valley has a combined lounge/dining area with a smaller sitting room in which there are books, including large print editions, a CD player, a computer with internet access and games such as Holiday Memories, Trivial Pursuit and Jigsaw Puzzles.

There is a washroom that houses two washers and two dryers, there are communal bathrooms, two of which were upstairs on the first floor. Outside in the garden there is a potting shed and a garden shelter/canopy under which residents can sit communally.

## Summary of findings:

- The residents and their environment looked clean and tidy. Staff were engaging with residents and seemed attentive to their needs whilst being supportive.
- We saw evidence of interaction between staff and residents, some who were complimentary about the service and staff.
- We saw staff being responsive to a resident's needs.
- We saw evidence of a number of social activities on a weekly rota that were on the TV Screen, these included: Arts & Crafts, Music, Puzzles, Bingo, church activity and Gardening.

## Results of Visit

### Person-centred approach

The Manager who said that a Person Centred Approach is ensuring that 'everyone is treated as an individual in their own right.' She continued: 'We have electronic care plans, ask residents families about their relatives past life experiences, about their parents, their children, their likes and their dislikes, we incorporate their life history into their care plan.'

The Activity Coordinator said when a person comes to the home they 'ask about their interests on admission'. This is to help shape activities so that their needs are met and are person centred. They also informed us that residents have a key worker who works with the Activity Coordinator to ensure that their interests are integrated into the residents activity programme. A member of the care staff team said that person centred care was about talking 'to a new residents family...' so that you could 'offer a choice of activities. Talk to the family, try to set up whatever is required.'

The Manager emphasised that activities are reviewed on a monthly basis there is a monthly meeting with residents which involves staff. The Manager told us that we like 'getting feedback from activities that have been done, or have taken place.' She continued, 'it's about respect and choice, it's their home, we are visitors'.

### Provision of meaningful activities and methods of reducing the risk of social isolation.

When speaking with the Manager about meaningful activities and referring to her understanding of what they are, she said it was 'what that specific resident enjoys and meeting their needs'. When asked who is responsible for meaningful activities, she stated: 'We all are. Doing meaningful activities prevents residents from being on their own and isolating.'

A member of the care staff told us that it was 'mainly' the role of the Activities Coordinator to organise meaningful activity in the home, but they had a responsibility too to be involved. The same member of staff told us they were aware of what residents interests were, but those interests can vary over time so activities can change for an individual, we use 'life histories' to help us shape a residents activity programme. They went on to say that: 'All carers take part in activities.'

The member of the care staff we spoke to informed us that in relation to meeting an individual's needs and what their understanding of meaningful activity is, they said that staff 'talk to new residents and their family and offer a choice of activities'. They further added that the home do 'try to set up whatever is required' for the residents. The Activities Coordinator said a person who delivers 'Music For Health' visits Wey Valley on a monthly basis when residents can 'enjoy music with gentle exercise'.

The Activities Coordinator also informed us that staff ask about a residents interests when they are admitted to Wey Valley and we try to 'fit into their wishes.' They said that they 'oversee activities across three homes', there is a Senior Carer who is involved in organising activities at Wey Valley and carers are involved in running activities on the day. When asked how they would encourage a resident to participate in an activity when they did not want to, the Activities Coordinator said they would 'try and persuade' the resident. A member of the care staff team told that they 'would encourage a resident by whatever means were reasonable'. The Manager informed us that Wey Valley gives 'lots of encouragement through one to one sessions with residents' which helps them get involved in lots of activities.

We spoke with one resident who informed us they were active in doing gardening at the Wey Valley and another who said they were 'free to do anything really'. This same resident said that, whenever possible, they like to knit, listen to the radio and can watch TV if they want to'. The Manager showed us around the garden area where we saw a 'canopied' seating area that was being used by staff, we also saw the potting shed where tomatoes and plants were being grown and tended to by a resident. We were informed that 'weather permitting' residents used the garden area for activities on a regular basis.

One resident told us they were 'having a barbecue on Saturday, everyone is welcome'. This same resident said they liked to watch football and preferred to do this in the small sitting room on the computer, 'they really enjoyed it'. They also told us that they had been supported by a volunteer to learn how to use Skype and email on the computer which helps them keep in touch with relatives across the world - this resident also helps other residents to keep in touch with their family as well.

We also heard that one resident regularly pours 'a drop of sherry' out for their fellow residents in the evenings. The same resident also told us that they were able to go to the shops, or go for a walk unsupervised if they wanted to.

### **How are activities differentiated to meet individual needs?**

The Manager said that 'activity lists comes from the residents meeting once a month, we have activities meetings and Senior Care is the Activities Coordinator. The Manager further told us how activities linked to individual care plans when she said: 'There is a care plan - activities are influenced by their life history which has to connect with the residents activities - it's about stimulation'. This process is aimed meeting the needs of the individual.

In relation to differentiating activities to meet the residents' individual needs, a member of the care staff team said that 'it varies according to the situation.' The Activities Coordinator informed us that to ensure the different interests of the residents are catered for when designing activities, there is a 'resident activities meeting', which relatives can attend. When the Activities Coordinator was asked how they differentiated activities to suit the individual, their reply was less than informative, they said: 'As appropriate.'

One resident that we spoke to told us that they had recently had a second stroke, which has severely limited their mobility and co-ordination and has resulted in this person being unable to do things like attend the 'knit and natter club' at the local church, which they had previously enjoyed. This resident told us that they did not have the support from staff to find alternatives and that 'they don't do much'.

Another resident told us that their choice to not take part in certain activities such as seated exercise singing was fully respected.

### **Involvement with local community?**

According to the Manager, Wey Valley gets involved with Farnham Carnival and the local college from which the home has attracted volunteers. They have links with Brightwell Day Centre where residents attend. The local Mayor and County Sheriff both visit Wey Valley and the home has very strong links with the British Legion Rotary Club who come to functions at the home. The local church also offers communion activities in the home and some residents go to Sunday Service. The Activities Coordinator told us that residents are 'allowed to go out if fit to go, their family may take them'. If a resident has to go to a surgery or hospital, some 'staff accompany them'.

A care staff member concurred with the Manager when they informed us that: 'Students from Farnham College help with outings.' They went on to say that Wey Valley had church services and were helped by the local church and at Christmas local schools would come to the home and sing for the residents.

One resident informed us that they liked to go to church communion on Thursday and are very active in the garden, growing tomatoes, they said: 'I go out two or three times a day depending on the time of year.' This resident also told us they 'look after you very well' here. 'If you're looking for a good home, you've found it. Tell (name of Manager) you're looking after a very happy man.'

### **Involvement and opinions of family and carers:**

The manager informed us that: 'Families are invited to residents meetings, there are monthly care reviews that families are also invited to.' She further informed us that families are also invited to attend assessments where an activities programme is formulated to meet the resident's needs.

One resident informed us that their daughter 'comes to events' in the home, such as barbecues, the 'wonderful Christmas party' and birthday celebrations. Another resident told us their grandson visited regularly. Another resident that we spoke to said that their family are welcome to spend time with them at the home, coming to dinner and regularly take them out for the day.

## **Activities Training:**

When asked what formal training staff had undergone for an activities role, the Manager said that: 'Staff go through all mandatory training such as Safeguarding, Dementia Awareness - there is support and supervision of staff, we also look at residents care plans.' The Activities Coordinator stated: 'I have been on several courses run by charities, such as dementia.' They did not expand on this.

## **Barriers to Meaningful Activities:**

For the Manager, the main barrier to carrying out meaningful activities was 'resident participation, refusing to take part'. When asked whether there were any other barriers, the Manager replied: 'I don't think so, can't think of anything.' The Activities Coordinator said that 'time' was the main factor that caused restrictions with activities, the 'Senior Carer has an extra two hours a week for activities'.

---

*Any immediate concerns noted by the visiting team were shared with the service provider on the day of the visit.*

## **Conclusions and Recommendations:**

- Surrey County Council (the commissioner) and the Care Quality Commission should consider these findings and take action accordingly.

The findings in this report will be considered alongside the findings of the other twenty four Care Homes that were part of a programme of visits exploring activities provision of these services in Surrey. A summary report will be published in January including further conclusions and recommendations of the programme.

---

## **Service Provider Response:**

Thank you very much for your visit, we found it to be very positive.

Please do not hesitate to contact me if you have any questions.

Kind regards

Louise Arnold  
Registered Manager