

Enter and View Report

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| Details of visit: | Avery Mews |
| Service address | Railway Street, Heckmondwike WF16 0ND |
| Service provider | Avery Homes Heckmondwike Limited |
| Date and time | Tuesday 8 th December 2015 |
| Authorised Representatives | Katherine Sharp, Alison Cotterill, Lisa Hodgson, Frank Reddington |
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Acknowledgements

Thank you to all the service users, staff, visitors and relatives at Avery Mews who spent time talking to us about their experiences of using services or working here.

Thank you to Tracey Simpson for helping us to arrange our visit, for talking to us about how the service operates and for taking the time to show us around Avery Mews.

Disclaimer

Please note: This report relates only to a specific visit and the report is not representative of all service users (**only those who contributed within the restricted time available**)

What is Enter and View?

Enter and View is a visit to a health or social care setting by Authorised Representatives of Healthwatch Kirklees as a means of gathering evidence of people's experiences. Enter and View is one of the many tools used by Healthwatch Kirklees to gather opinion. The visits are not a formal inspection or part of an investigation.

Healthwatch Kirklees have a right to carry out Enter & View visits under the Health and Social Care Act 2012.

Enter and View visits give service users, carers and staff the opportunity to speak to an independent organisation about their experiences of health and social care services. They may talk to us about things which they feel could be improved, but we also want to find examples of good practice so that we can recognise and promote things that are working well. The visits may look at a single issue across a few settings or may be in response to local intelligence about a single setting or from an area we have not visited before to understand how services work.

The Service

Purpose of the premises/service

Avery Mews is registered to provide respite, residential and dementia care for older people. The home can accommodate 45 residents when full.

Staffing and client numbers of the day of the visit

On the day of Healthwatch Kirklees visit there were 43 Residents at Avery Mews, Staff on the day were the service manager, deputy manager, 7 care staff, 2 kitchen staff, chef with two assistances, maintenance staff member and an activity worker.

The Visit

Methodology

We completed an announced visit of Avery Mews which took over two hours to complete. During the visit we consulted with residents, visitors and staff.

We agreed that this visit would be informal. We used prompt sheets with questions around activity, food choices and choice and dignity, but questions were not asked in a specific order, nor were all questions asked of all clients. It was hoped that this unstructured method of speaking to clients would help to engage them in free-flowing discussion on their experiences of using Avery Mews. We noted people's comments as they spoke to us, after getting their consent to do this.

In addition, we wanted to report on the overall impression of the Avery Mews, so we used the five senses method to review the atmosphere, appearance and smell and whether clients seemed satisfied to be there, we used the five senses method.

Focus/Strategic driver

The focus for this visit was to gather feedback on how the service ensured that residents were able to make choices about their care. Additionally we looked at what it was like living at Avery Mews and activities people got involved in. Healthwatch Kirklees has not visited this postcode area before and wanted to learn more about the service and how it is run.

Who we spoke to

Residents and visitors had the opportunity to speak to us directly and also visitors on the day had the opportunity to fill in a survey about their friend or family's experiences of Avery Mews.

Staff could speak to us on the day or fill in a survey about working at the service which they were able to post in our ballot box at the time of the visit. Service users and relatives were given instructions on how to star rate the service on our website.

Overall Impressions

Premises

Avery Mews is a clearly signed, modern, well maintained, building and is situated at the end of a residential estate in Heckmondwike. There is a small car park at the front with on street parking.

The entrance to the building was accessed via two double doors, the second was key coded. The door was opened quickly by staff and we were welcomed by the Manager.

The large reception area with a hotel style reception desk, provided a friendly and welcoming place for visitors with a copy of the 'Daily Sparkle' provided to read. There were leaflets, posters and information about our visit for people's interest. This area had a dementia friendly clock and refreshments were set up for visitors and residents to access at any time. External doors were full glass so if you sat in reception you had a good view out. A hand sanitizer was available in reception but we didn't see another elsewhere in the home.

The home was decorated for Christmas in all the communal areas with many decorations made by residents themselves with their individual names on giving the building a lovely festive feel.

The building is over two floors, the ground floor is a residential unit with 22 residents and first floor is a dementia unit with 23 residents. The décor was fresh and attractive and the home was clean with no odours. Along the large spacious corridors were pictures and photographs of Heckmondwike creating a homely feel. There is a secure lift and stairs to the first floor. Toilets and bathroom were signed well. The alert alarms were quick to be answered with no persistent noise from these.

The dining room is set out like a restaurant with place settings and napkins with residents sat four or six people to a circular table. The ground floor dining room has access to the small outside area via patio doors. The resident cat sat happily in the lower dining room during our visit. Visitors can stay for a meal at the home for a nominal charge with a short amount of notice.

The outside garden was a paved area with seating and tables, there was a sheltered smoking area for staff and residents to use. This was the only outside area for residents to use and was quite a small area for the size of the home. We felt it was could be developed more to encourage residents be more interactive in this area by adding flower pots, hanging baskets and other potting containers. It would make this area more interesting and residents would be able to grow their own produce and plant flowers. A large locked fence separates this area from a public pathway and cycle way. This has a very pleasant outlook over the Spen-Valley Greenway route and residents are able to watch people walking and cycling by.

Ground floor

The communal area on the ground floor is split into a small communal lounge. The lounge had chairs around the room with a shared table between each pair; we did wonder if the lounge was large enough for all residents on the unit as it seemed quite full and not all residents were using it at the time. There was an old-fashioned telephone ornament and a 'thoughts and memories' book on display. There was a television but this was not on as a quiz was taking place by the activity coordinator. Harvest /thanksgiving poster was on the wall. Residential unit bedrooms are also on this floor. There were signs to suggest a library and a resident's computer area but we did not witness these ourselves. While on this unit chatting between residents, staff and visitors was heard as well as kitchen noises but it didn't appear hectic or rushed. Christmas music was also being played throughout.

First floor

The dementia unit bedrooms have display items outside each resident's bedrooms with memorabilia, pictures and teddies an old wedding dress is hung along the corridor outside one room with photographs alongside it. There is no outside access from this floor.

Christmas music was playing in the lounge and refreshments were served while we were there. Residents on this floor had various stages of dementia, we had limited communication with some but gauged their responses to our conversations.

Accessibility

The building is well signed inside and out and the communal area are freely accessible. There are handrails on both sides of the wide corridors throughout home to support independence. The car park has three disabled bays provided for the home.

There was a dementia friendly sign for the dining room on the upstairs unit.

Health and safety

Digital locks are in place from upstairs to downstairs and on the lift as residents in the dementia unit all have a Deprivation of Liberty Safeguards (DOLS) in place.

Interactions between staff and residents

The representatives visiting on the residential unit noticed that although staff were visible throughout the home, there were fewer staff in the residential communal area on the lower ground at the time of our visit than in the dementia unit. They witnessed that staff seemed cheerful and friendly with everyone and were happy to talk to Healthwatch Kirklees. All staff were interacting with residents, including kitchen staff who were asking about meal choices. While in the resident's lounge a visitor needed a chair; the staff member said she would get one from the dining room a resident said "***There you go, straight away, she's***

good” It was good to hear residents felt this way. On our show around it was evident that the manager had knowledge of the residents as while speaking with us she helped one resident to the area they required they once they had finished their breakfast.

On the dementia unit there were many staff on duty, we witnessed good interactions between them, and residents seemed happy. One example of this was when the snack was served a resident was unhappy with their ‘piece of crunch’ as it was too hard, a staff member said lets change it for something else. The residents said *“Will you tell the chef?”* The staff member agreed to pass on their comments, but realising that the resident was still enjoying the taste she asked them shall we see if there is a softer piece for you? The interaction was very respectful and the staff member open to the changing needs of the resident.

All staff wear uniforms that are coloured according to their role in the home, this looked professional and was a great way to identify staff. We didn’t see any information displayed to make residents and visitors aware of what the colours represented though.

We were informed that all care staff are qualified in or are working to a level 2 in the appropriate qualification, with senior staff required to have a level 3. New staff have a mandatory three days training with moving and handling training, first aid and safeguarding which is refreshed annually. They will complete at least a week shadowing, more if necessary, and a six month probation period. Care staff have an annual appraisal and a supervision sessions every eight to twelve weeks. Staff meetings are every three months but they are looking to increase these to every other month. No agency staff are used and short term sickness cover is provided by permanent members of staff. Sickness levels are pretty good, but Tracey will look at getting temporary staff for longer term cover. Full time shifts are 8-8; part time shifts are 2-8 or 8-2; we were told that staff have said they quite like this arrangement.

Comments from resident’s from residential unit:-

A resident we spoke to suggested that staff had more personal care to do than previously *“changing people”*.

“Liz is lovely and Debbie is lovely too” the resident pointed to staff member

“Short staffed”

“Very good, the girls, but they have a difficult job”

“The new manageress is lovely, well she seems lovely anyway. I can go and talk to her about things.”

Comments from residents from the dementia unit:-

“There are plenty of people around today’. Yesterday, it was very quiet”

Another resident told us that they are *‘looked after well’* and is *‘satisfied’* about their care at Avery Mews.

Visitor's comments:-

We spoke to a resident and visitor who was visiting them they both expressed satisfaction with the care provided.

“Caring staff, keeps relatives informed about loved one”

“Very happy with it here, they know mum well-down to a Tee”

“Everybody is so nice”

Staff comments:-

The majority of the staff filling in the survey agreed they knew the residents very well with one saying in brackets **“Not all residents”** and another stating not as well as I'd like to. The opinion differed when it came to staff having enough time to talk to residents with four staff saying yes and three saying most of the time.

Staff said they got to know the residents by:-

“Chatting with them, Life history. Speaking with relatives”

“I ask staff members or I sit and chat to residents”

“Through daily interaction, at mealtimes. Resident and relative meetings”

“By communicating the best I can and go out of my way to talk with them”

“Spend time with individuals and their relatives. Read care plans, speak to other staff”

“By communicating with them, reminiscing with them, reading care plans”

“We have resident of the day every day. We get to have a chat. Generally chat to residents every day in passing”

All staff thought the overall service for residents was very good. Staff who answered the question said they would recommend the care home to their own family and friends.

Staff commented on what would make services better for residents:-

“Additional staff on duty- just one more would help”

“Just to continue with the standards of care we provide”

“I've come back to work here, I love it!”

Choice and Dignity

The residents appeared happy and well-dressed at Avery Mews. Many of the residents on the dementia unit struggled to tell us what they thought about living at Avery Mews, but as we chatted to them we noted body language and facial expressions and residents we spoke to all seemed content to be there. Residents are able to voice their opinions on the

home, activities and food at a monthly residents meeting, it is also discussed where the charity money raised will be sent. Residents on the dementia unit are consulted on a one to one basis to find out what they like. Family and friends of residents are welcome to visit at any reasonable time and are invited to afternoon tea occasionally.

In order to foster good relationships with families, the home send out a newsletter every other month and have posters around the home of activities coming up or things the families need to be made aware of. Tracey had a meet and greet with the families and residents when she started her role at the end of August 2015. She hasn't done this in the same way with the dementia residents, as she realised that it needed to be a more individualised approach, so has had one to one conversations with residents to observe or communicate with them as much as possible and get to know them.

Visitors and relatives meet each quarter to discuss issues or upcoming items. They access feedback sheets to fill in, and take part in 6 monthly resident reviews where the family are encouraged to attend. If family members approach staff with a critical discussion point, these will be put right e.g. the tidiness of a resident's room. It isn't tolerated if something has to be raised more than once before it is put right.

Residents are able to bring their own furniture and personalise rooms as they wish but there is a company design for the decoration and some furnishing of the rooms. We were shown a bedroom, it was decorated to a high standard, residents were able to have some of their own little extras in their room, such as wine in this case. Resident's bedroom doors have their name and some have pictures on, rooms are all en-suite and have a hotel feel to them. The home can accommodate couples if needed whereby two beds can be placed in one room and the spare room is used as a living room.

A resident told us they liked their room during our visit. There are books for residents to enjoy along the corridors of the home

Comments from residents on residential unit:-

"It's good. The food is good and you can choose what you have. I've been making Christmas decorations. It hasn't changed much since the new manager arrived."

"Would prefer to be in my own home"

"You can leave and go for walks. I used to like swimming but the most important thing is to have friendly people around you."

"They come in and say it's your turn. Then they clean it all. They even pull the bed out. Where else would you get that?" The resident was referring to her room been cleaned.

"I like the cat" the resident then explained they fell asleep and when they woke *"It was on my lap. I'm not sure I care for it as much as that!"*

Comments from residents on dementia unit:-

"That's my friend, she is lovely" Pointing to another resident

Food

Food is cooked and freshly prepared on site and is seasonal. There is a cooked breakfast and two courses for mid-day lunch and snack type meal for tea. Menus were on each table and residents order their meals in the morning at breakfast. Residents with limited verbal ability and understanding are offered a choice of food by staff showing them the two plated meals for them to choose. We witnessed this on the Dementia unit when snacks were being served, staff showed residents all options of cakes and buns before serving these.

Breakfast is served at 8.30am, lunch around 12.30pm, evening meal 4.30pm these are all flexible times depended on resident's needs and choices. Residents can request special meals and wine is served at mealtimes if requested. It was evident that people could eat as they wished as a resident was eating breakfast at 10.30am in the dining room while we met with the manager. Refreshments are provided during the day also.

Residents can eat their meals in the dining room but if requested can eat elsewhere, some choose to eat in their own rooms, very rarely residents eat in the lounge. Residents don't get involved with the preparation of meals but the residents that have the ability can make drinks. There was also a juice dispenser at one end of the room and a work surface for residents to make their own refreshments as and when they wanted. The residents we spoke to all said the food was good and one explained that two choices was a brilliant idea. A monthly menu with a daily choice is displayed around the home. Aprons and cleaning roll were available in the dining room to use.

The catering arrangements are in the process of changing. The catering staff are about to come under the employment of Compass, which is a separate company from Brighterkind. This is happening from 09/12/15, the kitchen staff and chef are being TUPE transferred as this firm is taking over the food and menus. These will ultimately be more nutritional; staff will know straight away how many calories or the fat content of each meal and will cater more for dietary needs, fortification needs, additional soft diet choices and variety. A Resident mentioned about the change in food provision (referring to Compass Catering) and said the home was *"going to try new food"* It was good to see that residents had been informed about the changes due to happen.

Resident's comments from residential unit:-

"Food is very good and everyone is very nice, no place like home is there?" The resident explained they would be getting home as soon as possible

"Varied menu, mostly good"

"I have my meal in my room" which was the resident's choice

"Everything was on the table before like cups and saucers" talking about the dining room table settings. The resident went on to suggest that low staff numbers have changed this. The dining room was all set out at the time of our visit.

"Sweets are very good. I like trifle"

Resident's comments on the dementia unit:-

“Very nice” A resident eating a bun

“Seems to be” when the resident was asked if the piece of cake was nice they were eating

Activities

Avery Mews have two Activity workers, who cover 50 hours of staff activity time per week but this also includes the admin side of the role including distribution of the daily newsletter ‘The Daily Sparkle’. They also are responsible for record keeping of activities, planning, organising and recording minutes from residents meetings, for the company audit purposes. They often help out by supporting the residents at mealtimes when no activities are being carried out.

The activities provided at Avery Mews are nail painting, sing-a-longs, quizzes, bingo, reminiscence exercises, seasonal activities, chair based exercise and walking, monthly visits to Dewsbury Minister and café are arranged as well as one to one activities and chats. Visits outside the home are usually by taxi but one resident also uses the access bus weekly to go out. The photos on a notice board in the foyer shows residents enjoying birds of prey visiting the home. A daily activity board was on display outside the downstairs lounge.

The activity staff receive training from an independent training agency, OOMPH Limited and they follow these guidelines. There was a hairdressing room at the home also.

On the residential unit lounge, a true or false quiz was taking place. Not everyone was taking part but there was some good humoured banter going on. All background noise had been switched off and Liz, the Activity Coordinator was loudly and clearly asking true or false quiz questions so everyone could hear her.

We spoke to residents on both units about the activities provided.

Comments from residents on the residential unit:-

A resident said they didn't go on trips, although Liz pointed out that they do go to town to the cafe another resident she there weren't as many as activities as previously.

“Paul did games...one like skittles” One resident said there was previously a worker called Paul

“I like quizzes and bingo”

“Helped to do the stockings”

“They have good entertainment, some better than others. We go upstairs”

“Didn't enjoy the pantomime” another resident said at this point it wasn't a proper pantomime

“Hairdresser here and she does your hair lovely”

Comments from residents on the dementia unit:-

“There is games and they read to us”.

When we spoke to a resident about their involvement in the Christmas decorations around the home although we didn't get much response verbally they nodded and then gestured smiling at the Christmas tree.

The two visitors filling in the survey had mixed views on if they were encouraged to get involved in planning or recommending activities with one saying yes and the other unsure.

Visitor's comments:-

“The activities are different on this floor” a visitor on the dementia unit explained that although they have entertainment coming in occasionally and chair exercises are provided for residents it would be nice to have the television on more.

Staff comments:-

“Hairdresser is fantastic, excellent rapport with the residents”

“Hairdresser is very nice good at her job and very polite”

“Maybe with extra staff, residents could be taken out on small trips more often (those who are more able and wish to go out)”

Additional Findings

There were some additional comments from residents from the residential unit:-

“There's delay on the main entrance doors closing which makes it cold and draughty sometimes in the lounge in winter”

“It's changed”

“Staff are very busy” another resident also told us that they felt the staff were busy. One resident said *“Good sides and bad sides”* when having a conversation about what was good about Avery Mews although they didn't really elaborate and moved onto another topic.

Visitors who filled in the survey felt that they and the person they visit receives a very good service at Avery Mews; the personal care they receive is good and their individual needs were catered for and they feel safe. They also said they felt involved and informed in the care the person they visit receives.

Comments from visitors about the home:-

“Excellent”

“Local health and social care adequate for my mothers needs”

The majority of staff told us it was very good working at Avery Mews with one saying good. Opinion was mixed when it came to workloads as four staff said they were happy and three said most of the time. All agreed they were offered opportunities for extra training and that they would feel comfortable speaking to a senior member of staff if they had any concerns or problems relating to work. Some comments were made by staff on the surveys about the local health and care service that come into the home staff saying they are regular visitors, we are supported by the community KAMS. Another said although they are courteous and well mannered *“It is a concern when Doctors arrive at mealtimes to see residents. They are taken out of the dining room and then don’t return for their meal”*

“I would like to say this home is the best I have seen, visited, so much so my mother in law is a resident and she is very happy here as I am”

Staff told us what they thought was good at Avery Mews:-

“The care which is given to the resident, the many different choices the residents can make”

“The staff and level of care”

“The care staff are brilliant”

“The standard of care our residents receive. Very person centred home”

“The quality of care I observe is very good. Cleanliness is excellent, Food is excellent and maintenance is always kept up”

“Everything clean happy healthy. Staff good team work. Nice residents good management”

The level of care and commitment from the staff and management. The staff showing a happy attitude at work”

Suggestions for change at Avery Mews were:-

“More staff”

“Maybe the only thing I would like to see- rooms re-papered every two years and corridors wall papered every year”

Conclusion

The visit to Avery Mews was an enjoyable experience and during our time there we felt that the staff and management endeavoured to keep the residents who live there safe and happy, while maintaining a pleasant and calm environment. The residents themselves commented on the care they receive and how good the staff were but comments were made about how busy staff were. The staff themselves also mentioned this in their comments on the surveys. The staff were busy while we were there, but staff we spoke were friendly and seemed happy to work there and tell us about it.

The new manager was enthusiastic about putting plans in place which will make the home more responsive to residents' and families' suggestions which is positive. We felt that perhaps many things had not changed for a while but plans were in place to make extra improvements. We feel there is scope to allow residents more involvement and participation in everyday domestic and gardening tasks and to encourage independence.

The changes to the catering service seem like a good improvement to the choices for residents around nutrition and food and we would love to know how this works out.

The home has a calm environment and didn't feel hectic with alarms answered quickly which is a testament to the staff working there.

Recommendations

| Enter and view Recommendations | Feedback from manager of Avery Mews |
|---|---|
| <p>We recommend that the outside area to be made more user friendly with addition of raised growing areas for residents to pot up flowers or grow their own produce.</p> | <p>The manager confirmed they have pots and baskets in the summer months and will also be looking at raised beds or baskets to attach to the railings to promote gardening for the residents who wish to try their hand at growing things.</p> |
| <p>We recommend that residents and visitors are given information about what the coloured staff uniforms represent. This may be a poster or leaflet to be given out or a short regular section in the Daily Sparkle.</p> | <p>We will include this information as part of our next Newsletter that will be produced at the end of February 16.</p> |
| <p>Care home residents should be consulted to see whether they would like the cat that lives in the home to come in to their bedroom. Those residents who do not want this should have their view respected.</p> | <p>We will discuss this during our next residents meeting scheduled in February 2016</p> |
| <p>Although Avery Mews meets recommended staffing levels, comments were made about the workload of staff. We recommend that staffing levels are reviewed, and a consideration be given to involving volunteers in supporting/befriending residents at the home.</p> | <p>Our staffing levels are calculated using the CHES tool (Care Home Equation for Safe Staffing) which takes into consideration people's dependency levels. Our currently staffing levels are above the CHES tool recommendations. We will endeavour to recruit volunteers/befrienders to the home.</p> |

Update on recommendations -11th October 2016

We contacted Avery Mews for an update on the recommendations made during Healthwatch Kirklees Enter and view visit in December 2015. The chart below gives an updated account of this information -date received- 11th October 2016

| Recommendation update form for Avery Mews -October 2016 | |
|---|---|
| <p>How have the changes made a difference to the residents that live at Avery Mews?</p> | <p>As we explained during your visit to Avery Mews we planned to build raised garden beds to enable our residents to grow their own vegetable/herb garden. This has been a huge success and this summer we have grown some wonderful produce that we have used in our kitchen. Our residents have enjoyed watching the progress throughout the year and have enjoyed eating the fabulous home grown items particularly the beetroot.</p> <p>We provided information about the different roles of staff and their different coloured tunics as part of our February Newsletter. In addition to this all staff photographs are kept in a file in the foyer of the home.</p> <p>All residents were happy to have the cat as a regular visitor to the home.</p> <p>We continue to staff the home above the minimum requirements as much as is possible.</p> |
| <p>Have there been any other changes made to address our recommendations and if so, what difference have these changes made?</p> | <p>We have employed 2 staff to work a twilight shift (8pm-2am) every night to assist with those residents who take time to settle down at night. We have also employed 2 staff in the role of Hostess who work 10.30am-2.30am each day to assist with serving the main meal at lunch time and offering morning refreshments to residents.</p> |