

Enter and View Report

Florence House Care Home

Date of monitoring visit

Friday 4th November, 2016, 10.30am

Care Home visited

Florence House Care Home,
Porthill Bank,
Porthill,
Newcastle,
Staffs,
ST5 0AG

Authorised Representatives

Barbara Mawby; Jean Mayer

All representatives have undertaken Enter and View Training and are Enhanced CRB checked.

Methodology

A letter was sent to the Manager of the Home on 11th October, 2016 giving details of the forthcoming visit.

Information was obtained from the Care Quality Commission Report and verbal information from the Manager and Staff at the time of the visit.

Members were able to make an unescorted tour of the Home and talk to residents, staff and visitors.

General Overview

Florence House is part of the Safe Harbor Group and is registered to provide residential and dementia care for up to 36 elderly (aged 60 plus) residents. At the moment, the Home has one vacancy.

The last Care Quality Commission Report for this Home was in May, 2013, in which it was categorized as satisfactory in all 5 categories

Environment

The Home is close to a bus route, is purpose built and has adequate parking facilities.

It has a controlled entry system into a small hallway and is on 2 floors with the second floor accessible by lift or stairs to residents with the assistance of staff.

It has recently been refurbished and has several wings each with a large room split into dining and lounge area with television, comfortable chairs and a flat screen television.

Bedrooms

The 36 bedrooms, (1 en suite), are identified by a number, residents' name and a picture on the corridor door. Inside there is a bed, chair, wardrobe, and a flat screen television and the room is personalized by the resident. Commodes, etc., and a key to the residents own room can be provided if required.

The bathroom viewed by Members contained an assisted bath, sink and toilet and was nicely tiled. Toilets are clearly identified and have assistance rails

Amenities/ Activities

The Home has its own hair salon and a hairdresser every Friday.

Just outside there is a patio and small garden with chairs where residents can sit in fine weather.

Members were informed that 2 new ladies have recently been taken on (working back to back) to provide activities for residents and there will be a party for Halloween and there will also be one at Christmas.

A 'tuck shop' is situated on the 2nd floor with the contents brought down on a trolley for residents who are unable to go upstairs.

Our team was able to talk to patients, staff and visitors.

Relatives

- *'We're very happy with this situation. We come and visit mother every week.'*
- *'They are very friendly here. I've no qualms about it. If I have an issue I can bring it up. They do have a satisfaction Questionnaire. The foods fine. I'm quite happy with everything.'*
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When asked if they had a Relatives Meeting she responded that she thought it happened about every two months. She also informed Members that there are residents' parties - having one at Halloween and going out for a Christmas meal and this year they're going (the relative was also going) to the North Stafford Hotel.

Residents

- (male). *I've only been here for a couple of weeks. It's alright. I've no complaints.*
- (male) who was just about to read two newspapers that were brought to him was rather confused and stated that *'he had built this place.... I usually work. The food's good - plenty of it'* and also *'I like this place. Nice room.'*
- One lady (sitting in the lounge) when asked if she liked the Home replied *'I've not lived here very long so I can't really say.'*
- Another lady who was rather confused did say that the food was quite good.

Staff

- At the time of the visit the staff handover sheet was being completed by a Senior Carer who stated that she had had 12 weeks training and then was supervised for 12 months. It was ensured that her 'competency' was completed before she was on her own.
- Members were informed that residents' Care Plans are reviewed every month so that any changes in medication, mood, what they were doing were noted.

We were informed that the Home has a local GP to look after residents. When a temporary resident comes in for respite care - staying for a few weeks (or perhaps then becoming permanent) they might retain their own GP for that short stay.

- The Deputy Manager stated that she loved working here and enjoyed her job. She had worked in Care since 1985 and for the Safe Harbor Group at Florence House since 2012.

Members asked about her training and was told that she had obtained several qualifications including Dementia and Equality and diversity level two and now trained trainees in manual handling.

Every new staff member has a 3 month induction period and receives full training at New Park (another Home in the Safe Harbor Group.)

Before entering the Home, all residents are assessed for requirements and suitability (except in the case of Emergency admissions.)

She stated *'You've got to love the job. You couldn't do this type of work if you don't. All the girls we've got working for us are brilliant'*.

SUMMARY

- The Home has recently been refurbished, has a very pleasant atmosphere and appears comfortable.
- All residents, staff and visitors spoken to at the Home agreed that they liked and were happy with it.