

Ashbourne House
Care Home Feedback

Summary
Report

January
2017





Introduction

This report provides a summary of data that independent health & social care consumer champion Healthwatch Torbay gathered and collated from a planned visit to Ashbourne House Care Home on 15th December 2016. The visit was set up to find out how residents, visitors and staff feel the health and social care system is working for them, and to gather their views and opinions on daily life in the care home setting.

The visit was completed by Healthwatch Torbay's Enter and View team, made up of lay representatives who visit various health and social care settings to ask about the quality of care provided. They make observations based on life experience, common sense and direct contact with people who use services and the community in which they live.

Ashbourne House is a residential care home for older people in Torquay. It is registered to accommodate a maximum of 28 people. The service provides care and support for people living with dementia. Ashbourne House's last Care Quality Commission (CQC) report was completed on 13th September 2016, with an overall rating of "inadequate". Healthwatch Torbay understand that Ashbourne House are currently working with the CQC and Torbay and South Devon NHS Foundation Trust to improve the service.

Objectives

To provide the opportunity for individuals who are seldom heard the chance to have their say about the health and social care services they currently receive, and to raise awareness of the role of Healthwatch Torbay as an independent consumer champion for health and social care services in the community.

Methodology

Healthwatch Torbay contact local care homes to speak to residents about their experiences of health and social care services and also find out about the quality of care they receive in their care home. Healthwatch Torbay contacted Ashbourne House, initially by letter, to arrange a visit to speak with residents, relatives and carers about the services provided within the care home. The feedback gathered would be submitted on our online rate and review system - a feedback centre tool that allows the public to 'rate & review' health and social care services based on their real life experiences. In addition Healthwatch Torbay would ask residents additional questions regarding their experience during a visit to the provider (see appendix A).

Healthwatch Torbay provided the care home with a poster regarding our visit and branded sealable postcards that would allow residents to leave their own feedback independently and safely in each colourful, locked 'honesty box', also provided by Healthwatch Torbay.

Healthwatch Torbay's enter and view team arranged a date and time that was mutually convenient for the care home owners and for residents. Four Healthwatch Torbay Enter and View authorised representatives, who have completed the required training and have the

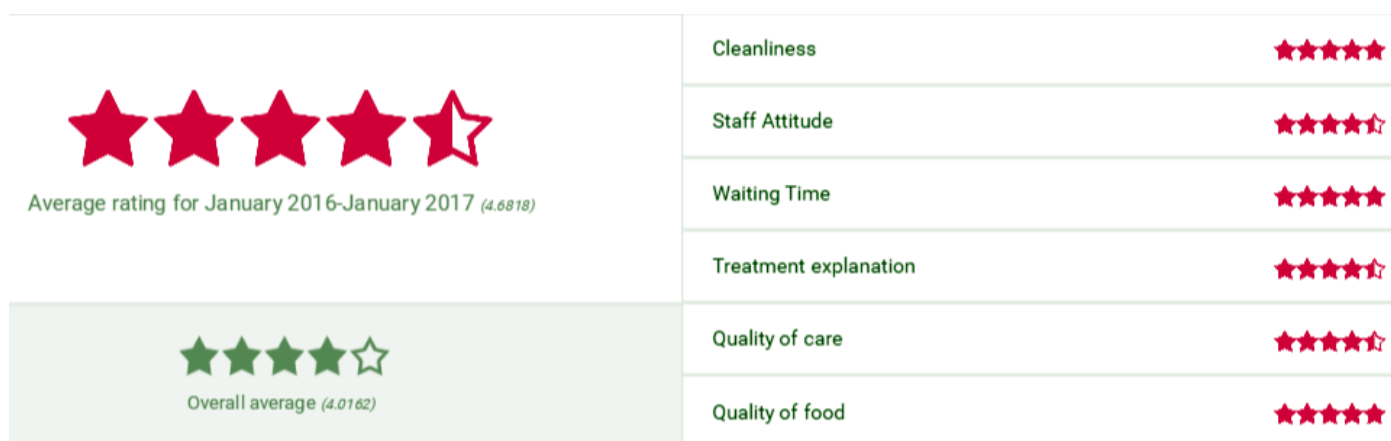


required DBS checks, visited the home on 15th December 2016 to gather further feedback direct from residents, their relatives, carers and staff.

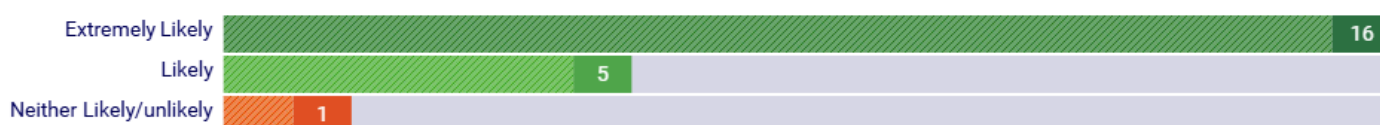
During the visit, the Enter and View authorised representatives spent an hour and a half chatting with the residents, plus any family, visitors or staff that wished to voice their views.

Summary of results

The Healthwatch Torbay online rate and review tool allows the public to rate services out of 5 stars and offer a review based on their experience. The following pages shows an overall summary of the reviews gathered of Ashbourne House Care Home following the Enter and View visits.



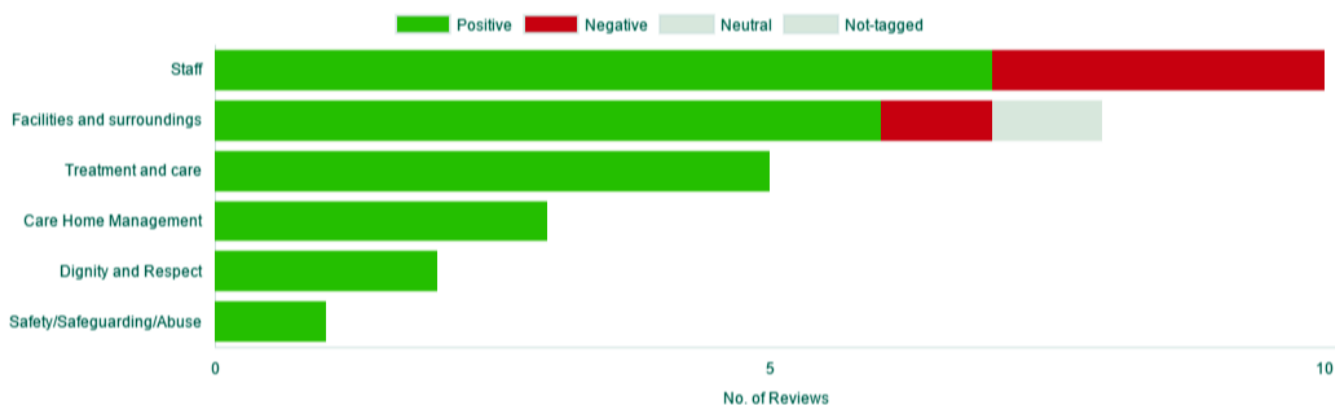
Healthwatch Torbay received 22 reviews during December 2016, with an overall average rating of 4.68 out of 5 stars (see above). The rate and review tool also gathers Friends and Family data, in which reviewers are asked whether they would recommend the service to friends or family. No reviewers said they were unlikely or extremely unlikely to recommend Ashbourne House to friends or family (see below).





Review Themes and Sentiment

The rate and review tool allows us to assign themes to each review and a sentiment (positive/neutral/negative) to each theme. The diagram overleaf shows the top six themes assigned to Ashbourne House reviews. The only negative themes were related to staff levels and capacity and number of toilet facilities offered.



Selection of Reviews:



Best home I have ever been in

Enjoy all the activities and interacting with everyone. Excellent Christmas party. There is always something happening. More staff would be good.



Care is improving

Previously not enough staff but did the best with the resources available.



Good

Always get hold of a doctor if needed quickly. Able to talk to any of the family. Like it if they can see the same doctor. Entertainment good. Staff good and requests are always answered. More toilets required and more staff to help.



Relief because of safety and care

Food enjoyable and plenty to drink. Relaxed living here.



I love it here

Well looked after. Everything done for me. Couldn't do anything better. All staff friendly and look after me. Food is lovely. Couldn't wish for a better room. Takes me anywhere I want.



Additional information

Based on conversations with 10 residents and relatives during the visit on 15th December 2016 (using appendix A)

In addition to the rate and review responses in the previous section, the following additional questions were asked, with a summary of responses included underneath each question:

Do you have a choice of activities?

- Residents and family members advised Healthwatch Torbay that trips are organised to local places (e.g. Dawlish, Dartmouth) but these are weather dependent.
- One resident said that she would like to be able to attend Women's Institute meetings as she has been a member for many years and misses the group meetings and interaction with other members.
- Although residents mentioned that there was a variety of activities running throughout the week, most of these are chair-based or indoors, with some residents saying there was not enough variety.

Do you have the opportunity to eat in your own room or in a communal area?

Residents and family members confirmed they have a choice where to eat their meals and the food is both varied and of a good quality.

Do you have access to other services (e.g. dentist, hair dresser, own faith church)?

Residents and family members confirmed that they have good access to hairdressers, dentists, opticians and chiropodist when required. A doctor is also always called and available when necessary.

What do you like most about living at Ashbourne House?

- Residents felt relaxed and safe and enjoyed having company of others.
- Many residents stated that staff are always willing to help.
- A family member mentioned that it gave her peace of mind.
- From the resident's and family perspective we found that the treatment and care of residents at Ashbourne House was good.

Is there anything that you would hope to see change to improve your care, support and quality of life while at Ashbourne House?

- **Staff spending more time interacting with residents** chatting about their work and family life. However, residents/family members acknowledged that this can only be achieved with additional staffing, as existing staff are extremely busy and already "do a great job". The staff were praised for their attitude, enthusiasm and professionalism, however some people mentioned that they felt the care home required more staff and that staffing levels had been low for some time. One resident/family member mentioned that on occasions agency staff have been used, which did not help to build continuity of care, as they did not always have enough information about residents' needs and requirements. A query was raised about potentially inadequate staff cover during the night.



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- **Make more use of the garden space.** Possibly have afternoon tea or some activities to be run outdoors in the fresh air. One resident mentioned they had asked to go outside but the key to the garden could not be found.
 - **More toilets are required** as many residents/family members stated there is sometimes a queue and residents are not always taken to the toilet often enough.
 - **More variety of activities,** not all activities to involve sitting in your chair. One resident said “People are different and are able to do different things”, another said they “would like to go out for a walk with someone as they love the fresh air.”
 - **Possible refurbishment.** Some comments were received about the premises looking “tired”. However, residents and family members stated that this did not affect the quality of care.

Recommendations

- Ashbourne House to explore the possibility of setting up a coordinated list of different activity providers currently used by local care/nursing homes in the area. The list could be used to share resources between care home providers, reducing time taken trying to identify good activity providers and helping to improve the quality and variety of activities offered to residents. After speaking with care home owners, they would find this useful and would like to explore other areas where improvements could be made by sharing resources with local care home providers (e.g. training).
- Ashbourne House to provide more toilet facilities for residents and visitors to use.
- Ashbourne House to review current activities provided and explore ways to improve variety. This should include more movement for residents, possible access to the garden area, more fresh air and, where possible, access to local community groups.
- Ashbourne House to review staffing levels and look at ways to enable staff to have more time with residents during the day talking about the life, sharing stories etc.

Thanks

Healthwatch Torbay would like to thank Ashbourne House staff, their residents, relatives and carers for their time and support during the visit. We hope to work with you again in the near future.

DISCLAIMER: This report relates only to the service viewed on the date of the visit, and is only representative of the views of the residents, family members and staff who met members of the Enter and View team on that date.



Response from Ashbourne House

“Firstly Ashbourne House would like to thank Healthwatch for their services in providing an independent review of Ashbourne House. We are delighted with the rating Healthwatch have awarded based on the information gathered on the inspection after talking to our residents, relatives and staff. The staff in particular have enjoyed reading the comments from the report and it’s reassuring to hear that residents and relatives from the home thought the treatment and care of our residents was good. Ashbourne House has been working very closely with the Torbay and South Devon NHS Foundation Trust and the CQC delivering our action plan, and its very encouraging receiving these positive comments from the residents and relatives. We believe this truly reflects the hard work and progress made by the management and staff at the home over the past few months.

We have distributed the report to our staff and residents and we have a residents meeting planned to discuss the comments and suggestions that were identified by Healthwatch. Since the Healthwatch visit the home has recruited new staff members who have come on board with a wealth of experience and qualifications. The home now only uses agency staff for emergency cover, which means the core staff team will have a close relationship with our residents in the home. The home has two awake members of staff on duty for night time cover, and staffing levels have been increased. The home will discuss the variety of activities available in the home at our next residents meeting, and of course during the summer we always make use of our beautiful lawn and garden. The home has a flower potting club which gives our residents the opportunity to use the home’s full facilities. Residents who are able to, have a wider access to the local community. We have one resident who still works and volunteers in a local charity shop, the home’s minibus drops the lady off and picks her up again once she’s finished. The home promotes and encourages our residents to access the wider community, where possible, and of course will happily arrange transport and arrangements for this to happen.”

Mrs D Williamson, Registered Manager, Ashbourne House



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