

Southwater Residential 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 Southwater Residential Home on 5th January 2017. 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 their care home setting.

The visit was completed by Healthwatch Torbay's 'enter and view' team, made up of authorised 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.

Southwater is a residential care home offering accommodation with care and support for up to 18 people. Nursing care is not provided. At the time of Healthwatch Torbay's visit, 11 people were living at the residential home. Southwater Residential Home's last Care Quality Commission (CQC) report was completed on 29th April 2016, with an overall rating of 'Good'.

Objectives

To provide the opportunity for individuals who are seldom heard 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 regularly contact local care homes to speak to residents about their experiences of health and social care services and find out about the quality of care they receive in their care home. In December 2016, Healthwatch Torbay contacted Southwater Residential Home, 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 was 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 asked residents additional questions regarding their experience (see appendix A, available on request), during a visit to the provider by the Healthwatch Torbay enter and view team.

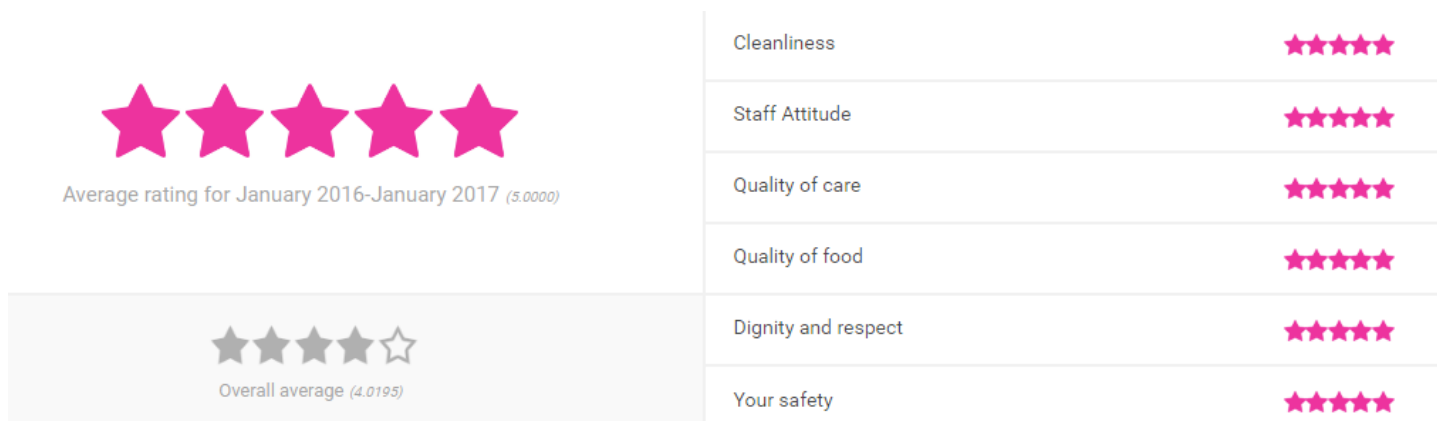
Healthwatch Torbay provided the care home with a poster regarding their visit and branded sealable postcards that would allow residents and their relatives to leave their own feedback independently.



Healthwatch Torbay’s enter and view team arranged a date and time that was mutually convenient for the care home owners and for residents. Two Healthwatch Torbay enter and view authorised representatives, who completed the required training and have the required DBS checks, visited the home on 5th January 2017 to gather further feedback direct from residents, their relatives, carers and staff. During the visit, these 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 section shows an overall summary of the reviews gathered of Southwater Residential Home following the ‘enter and view’ visits. Healthwatch Torbay received 7 reviews during January 2017, with an overall average rating of 5 stars out of 5 (see above).

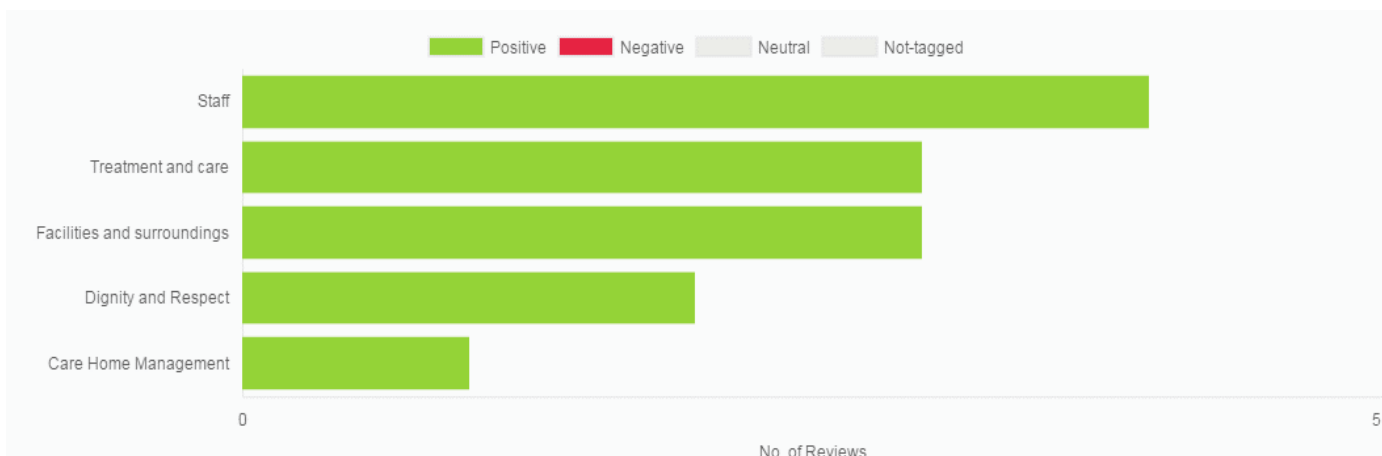


Friends and Family Test

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. Every reviewer said they were extremely likely to recommend Southwater Residential Home to friends or family.

Review Themes and Sentiment

The rate and review tool allows Healthwatch Torbay 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 Southwater Residential Home reviews. The majority of reviewers rated staff very highly.



Selection of Reviews

Below shows a selection of the reviews gathered on the Healthwatch Torbay online rate and review system.



Home from home

Great variety of activities here. Feels like I'm living in my own home.



Very happy here

Manager always very involved with day to day running of the place. Not a distant figure.



Great Companionship

Great therapy session run every evening. General friendly chat and discussions good.



Great staff, Great care

Good company. Attentive staff. Good food. Varied activities.



Very friendly, comfy place

Lovely room, light and bright with interesting views. Very good food with lots of choice, Staff helpful and will do 'one off' food requests if you ask.



Additional information

Based on conversations with 7 residents and 4 staff during the visit on 5th January 2017 (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 access to newspapers and phones if required?

- Residents confirmed that they can order a newspaper if required and the staff have organised for one resident to have large print books available to read.
- Most residents either have a landline in their room or have their own mobile phone.

Do you have a choice of activities?

- Residents advised Healthwatch Torbay that activities run within the home are varied and take place on a weekly basis. Regular music, general knowledge quizzes, arts and crafts take place on a regular basis with an annual panto for Christmas being arranged.
- Residents enjoyed the evening therapy sessions run by staff for those who want to attend and discuss anything they wish. The evening is informal and normally includes a buffet supper.
- Residents also commented on the ability to go out from the home with relatives with one resident saying *'it's the best of both worlds'*.

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

- Residents confirmed that they have a choice where to eat their meals and the food is both varied and of a good quality. One resident advised that one day a week residents can choose their own menu, even if this means staff cooking many different meals.
- Other comments from residents included *'I can ask for a slice of toast whenever and it's fine. Just like being at home.'*

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

- Residents confirmed that they have good access to hairdressers, dentists, opticians and a chiropodist when required. A doctor is also always called and available when necessary from Withycombe Lodge Surgery.
- Every 3 weeks a priest from the Roman Catholic Church attends the residential home to provide Holy Communion. In addition a member of staff at Southwater is a Lay Chaplain and can also administer communion on a weekly basis to residents requesting communion.

What do you like most about living at Southwater Residential Home?

- Residents felt relaxed and safe and enjoyed having company of others.
- Many residents stated that staff are always willing to help.



- Residents mentioned that they receive great care and support from very attentive staff - many of whom had worked at Southwater for many years.
- There were comments that they were 'able to go out with relatives'.
- Further comments on how 'lovely' the rooms were - light, bright and very clean.
- Additional feedback on how visitors and family were always made to feel welcome.
- Mutual respect was discussed - with one client mentioning that 'respect goes both ways'.
- Residents felt treated as individuals and able to influence what happens in Southwater - example given from a resident who requested to take the radio from another resident's room down to the dining area at meal times. Everyone agreed and now everyone can listen to classic FM or band music while they eat.

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

- Residents were keen to express that they were very happy living at Southwater Residential Home.
- The only small point raised by a resident was that it was too cold to hold church services in the conservatory porch in the winter.

Comments/quotes from residents included:

'Manager treats you like extended family'

'You can feel the positive atmosphere here'

'Home from home'

'Everything is cleaned daily. Even the bins are emptied'

'The manager is not a distant figure. She joins with us'

'It's fun living here'

'If you ask for something and the staff do not have it, they will do their best to get/arrange it for you'

'I'm treated as an elderly person, not a group of elderly people'

One visitor commented that they 'visit several homes and Southwater has by far the best atmosphere.'

One resident interviewed advised that they had lived in different homes which the resident thought were good until they moved to Southwater. In hindsight the resident now feels their care was not good at previous homes since moving to Southwater. The main difference being the quality staff at Southwater.



Recommendations

- Staff at Southwater Residential Home to continue to involve residents and relatives with activity planning and ideas to develop in the future.
- Staff at Southwater Residential Home to share good practice with other Residential Homes in the local area.

Thanks

Healthwatch Torbay would like to thank Southwater Residential Home 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 Healthwatch Torbay enter and view team on that date.

Response from Southwater Residential Home

“We are overjoyed that our residents are happy with the service we provide for them and in particular how ‘at home’ they feel here. We hope both our old and new residents continue to live happily here with us for a very long time.”

This [report] has made us very grateful to know that there is such a group as Healthwatch actively involved in Torbay, especially in the care field involving the elderly.

Many many thanks for your wonderful visit that opened our eyes to the voluntary group of the local people who are more than keen to make South Devon a flagship of our great country.

We hope to participate in any of your future activities and to be able to support you in any way we can. We hope to make more people aware of Healthwatch and the wonderful service you offer.”

Mary Lomont, Registered Manager



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