

ENTER AND VIEW

Ravenswood Care Home

Part of the Healthwatch Staffordshire remit is to carry out Enter and View Visits. Healthwatch Staffordshire Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand. Healthwatch Staffordshire Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Staffordshire safeguarding policy, the service manager will be informed and the visit will end. The Local Authority Safeguarding Team will also be informed.

Tel: 0800 051 8371

enquiries@healthwatchstaffordshire.co.uk
www.healthwatchstaffordshire.co.uk

Provider Details

Name: Ravenswood Care Home Limited

Address: 15 The Avenue, Kidsgrove, Stoke-on-Trent, ST7 1AJ

Service Type: Dementia and Frail elderly

Date of Visit: 27 February 2017

Authorised Representatives

Name: Glenys Robinson

Name: Sandy Turner

Purpose of Visit

Follow up visit after unsatisfactory report from CQC. They visited in October last year and again last week.

Their concerns were safety of the residents due to shortage of staff which meant that they were unable to respond as quickly as they should to resident's needs, there was a limited choice of activities for the residents and the service was not well led.

The methodology to be used is to;

- Talk to residents about all aspects of their care and whether this is delivered in a way that promotes their dignity and independence including the ability to make choices about their daily lives.
- Talk to residents about staffing levels and whether they feel safe with the level of the care provided.
- Talk to relatives, if they are available to ask if they are happy with the care provided to their relatives and whether they are aware and feel able to report any concerns/ complaints.
- Speak to staff about training, turnover, support staffing levels.
- Observe interaction at all levels between residents, staff manager, and visitors.

Physical Environment

External - The home is situated on a main road in Kidsgrove, near Stoke on Trent.

There is adequate car parking in the grounds. The front entrance is clearly signposted. It has a locked front door accessed by a door bell which was answered promptly by staff. There is a safe garden area for the benefit of the residents.

Internal - There is a 'signing in' book in the entrance hall. There is a 'homely' feel to the premises with friendly, approachable staff. The décor is a little tired but the bedrooms are being refurbished as they become vacant. There is no obvious odour.

There is a small Conservatory off one of the lounges which was rather cluttered with folded cardboard boxes and a toilet raiser. The Manager explained that these were there very temporarily waiting to be put into the skip outside.

The menu board was difficult to read and date was incorrect - as were other boards around the home.

Resident Numbers

Ravenswood has a capacity of 54. There are 51 residents at present with 15 of these being male. There are 3 double rooms which are deliberately singularly occupied.

Staff Numbers

At the present time there are 7 staff on during the day and 6 at night. A recruitment campaign is ongoing and they are hoping to increase these numbers to 8 during the day and 7 at night in order to offer a better service to residents.

There is no dedicated administration staff, the Manager performs this duty along with the assistance of the owners.

There is a full time Activity Coordinator and children from local schools come in and assist with craft work.

There is a full time maintenance man solely for the outside work.

Agency Usage

The Manager is very much against Agency use as she feels they do not know the residents at all and rather than use Agency staff she works on the floor herself when necessary.

Resident Experiences and Observations

We spoke with one resident who came from Liverpool but moved to Kidsgrove to be near her son. She was alert and happy with the care she received as well as the food choices, she chooses what she wished to wear each day.

We spoke with another resident with a badly bruised face who was lying on her bed having had a fall a few days earlier. We discussed this with the Manager who told us she had had some concerns over a specific kind of blood pressure medication this lady had been taking long-term but was no longer available from the Pharmacy. Such was the Managers concern regarding this she had spoken with the GP who said it should not be a problem cutting this particular medication out. On getting out of bed and bending down this resident had become dizzy and fallen resulting in her facial injuries. She was taken to A and E by the Manager and it was thought that it may have been a blood pressure problem that had contributed to the fall. The GP has now agreed to relook into this resident's medication requirements.

A gentleman invited us to look in his room and he very proudly told us how he liked it to be neat, clean and tidy, he was wearing a shirt and tie and clearly his and his bedroom's appearance was important to him.

All residents bar 5 have been provided with profile beds. Three residents are cared for in bed.

A hairdresser visits one day per week.

A private chiropodist visits every 6 weeks and charges £10.00 a consultation.

If a dentist is required then a local one is used.

A weight audit of residents is completed weekly if necessary, other than that monthly.

Should a resident require Insulin then the District Nurse comes in to administer it.

Family and Carer Experiences and Observations

We spoke with two relatives who were visiting their Mum. They had nothing but praise for the way she was being looked after at Ravenswood. They told us that they were welcome to visit at any time and that the Manager was always available should they wish to speak with her.

Catering Services

The kitchen opens directly off two of the lounges via serving hatches. It has a 5* rating.

We were told that there is a choice of two hot meals at lunch time plus pudding.

Snacks and drinks are available as and when required by the residents.

There is always 1 chef and two kitchen assistants on duty.

Staff Experiences and Observations

Many of the staff have been there for some time and all were interacting with residents in a positive way.

We spoke with several members of staff, one has been there for over three years and said she 'loves her job', another for almost four years who also said she was very happy. She told us about the training she has done and that she knew who to go to if any issues arose. One domestic said she didn't always feel she was given enough information eg. When we asked what the coloured dots on the bedroom doors signified, she didn't know and had never been told of their significance.

Staff are trained by Acorn training and this includes Pressure care and End of life care.

Summary, Comments and Further Observations

At present money is being raised and donations applied for to enable the installation of a Sensory room.

Ravenswood has a good relationship with the local schools with some pupils coming into the home on three days per week. At Christmas time the younger children visit. The local Tesco store has a Charity Trust and hopefully some funds can come from this.

The Manager is in negotiation with Steelite Pottery for the provision of some brightly coloured pottery for residents use.

Both PAT dogs and dogs owned by staff are bought into the home for the residents to enjoy.

A number of DOLs assessments have been applied for to Staffordshire, Cheshire and Stoke on Trent Social Services, but due to staff shortages these are still outstanding.

We observed coloured dots on some bedroom doors and asked about this. This is a code should there be a fire to enable the Fire Service to identify which residents are able to evacuate themselves, which need minimum help (green dot) and one or two red dots indicating the higher level of assistance is needed.

We observed that a fire door was obscured by a wheelchair, walking frame and a dining chair, this could be a potential hazard if a fire broke out.

The previous issue of staffing is in the process of being addressed and additional staff are due to start soon. There appeared to be ample staff on duty when we visited. The residents appeared well cared for and this was borne out by our conversations with both them and relatives present. Relatives were involved in care planning and consulted regarding any issue that arose day to day.

The Activity programme is ongoing with residents having entertainers coming in to Ravenswood and being taken out to local gardens/ parks etc.

The staff appeared to have a good relationship with the Manager who works alongside them when the need arises.

The Manager is fully aware of the issues that were identified by CQC and is working towards solving these, the major one being the recruitment of the 'right' staff. She appears to be totally dedicated to the residents acknowledging the importance of them looking on Ravenswood as their home.

Recommendations and Follow-Up Action

In relation to the purpose for this visit, there is no need to conduct a follow up visit, although a routine visit may be arranged in the future.

Provider Feedback

No feedback has been received from the provider.

DISCLAIMER

Please note that this report only relates to findings we observe on the specific date of our visit. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.