

ENTER AND VIEW

Autumn House Care Home (Nursing Care)

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.

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Provider Details

Name: Autumn House Care Home - Careport are overseeing this Home at present, whilst Autumn House is currently subject to a sales process.

Address: 37 Stafford Road, Stone, Staffordshire. ST15 0HG

Service Type: Residential Nursing Care

Date of Visit: 5th April 2017

A separate report is available for Autumn House Residential Care.

Authorised Representatives

Name: Glenys Robinson **Role:** Author

Name: Sandy Turner **Role:** Observer

Purpose of Visit

This Home was visited by CQC in November 2016 and has since been placed in Special Measures. At the present time Careport are managing the day to day running. Our visit was undertaken as the CQC report had reported the home as requiring improvement in all areas in inadequate in terms of safety and being well-led. The report highlighted that people's medicines were not being managed safely. People did not always receive their medicines at the required times and in the way they had been prescribed. In addition, people were not always treated with dignity and respect as some agency staff did not support people to eat and drink in a dignified manner. People did not always receive care that met their individual needs and preferences due to a lack of available, effective staff.

Healthwatch had received some reports from relatives relating to the residential floor of poor choice of food, inadequate standard of laundry and items of personal clothing were going missing. In addition there were concerns of large numbers of agency staff being used, strong unpleasant odours and few one to one activities

We wanted to see what improvements had been made since the time of these reports.

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 - Autumn House stands in its own grounds and there is adequate car parking to the front of the building. The entrance is well signposted and easily accessible. The outside of the building appears to be well maintained. The external seating area requires some tidying up to be made more comfortable. There is a bell and a key pad on the front door which was opened promptly. There is no CCTV.

Internal - The Managers Office is situated to the right of the front door with the Reception desk next to it. This desk was manned whilst we were there. There is a signing in book on a table in the entrance hall, this area is large, well maintained and welcoming. There are several vending machine situated here also, the area would be more comfortable if they could be moved elsewhere.

The lounges were quite large but not utilized, they were rather dark and gloomy.

Resident Numbers

The capacity of Autumn House is 67.

At present there are 26 Residential residents and 19 nursing residents.

This leaves 22 vacancies.

Staff Numbers

The staffing figures below are for the Nursing unit only:

2 trained Nurses during the day and 1 at night.

6 Carers during the day and 3 at night.

Other staffing for Autumn House includes:

One Home Manager and one Consultant Manager.

There is 1 full time Activity Coordinator and two who job share working during the week working with both Residential and Nursing residents.

1 Maintenance man who works 5 days per week 8.00am until 2.00pm.

1 administrator working 30 hours per week and 1 working 10 hours per week.

Agency Usage

There is at present considerable Agency usage, but we were advised that Interviews are taking place in the hope of recruiting permanent staff. The same Agency is used and staff who have previously worked at Autumn House are requested, but this does not always happen.

Resident Experiences and Observations

We spoke with a female resident who had been at Autumn House for 2 years. She was sitting in her room being visited by her son. Her experiences were very positive and she appreciated having the choice of staying in her room or joining with the other residents to eat and take part in activities.

A resident advised us that they are given the choice of what clothes to wear, what to eat and what time to go to bed. This was also confirmed by the manager.

The manager told us that all residents all have a personal careplan which is completed on admission and regularly reviewed.

One resident mentioned that at times the food was not so good and could be repetitive.

Activities

We were able to speak with the Activity Coordinator and she gave us a list of some of the things she is doing regularly with the residents ie: recognising 'special' days - arts and crafts - music and movement - bingo - films - board games - outside entertainers - growing seeds - weaving - sewing - Brownies visiting - animals coming in - theatre visits etc.

She indicated that she does not have a budget for these activities but has to fund raise to provide materials.

Family and Carer Experiences and Observations

We spoke with two visitors, one was very happy with all aspects of the care his relative received.

The second visitor had, up until a recent hospital admission by his relative, been happy with the care she had been receiving, but told us that an issue had arisen on her discharge back to Autumn House and this was currently being investigated.

Catering Services

There is 1 head chef plus 2 Cooks and 6 Kitchen assistants.

A choice of food is available and snacks can be made in a small kitchen on the nursing unit.

Staff Experiences and Observations

Due to the present situation the home is in, many staff have left and the manager said that is a shame as this disturbs and disorientates the residents.

We did have the opportunity of speaking with a small number of staff some who had been there for a while and a couple who were newly appointed. They all knew the procedure if they had any issues and all expressed hope that once the new owners had taken over things would settle and residents would increase.

Staff are trained in work time and if not they are paid for the time taken. Training bodies visit the Home as well as Computer based training. Recently completed has been Fire safety and Manual handling.

Staff all receive End of Life training either by Douglas Macmillan trainers or an 'In house' package.

There is a dedicated Training room on the Nursing floor.

Summary, Comments and Further Observations

The visit to Autumn House was on the whole a positive one. The Manager is working hard to improve the Home and is implementing small changes to aid this. We discussed issues that had previously arisen regarding the laundry and she had now requested that families name all residents personal clothing or if no family were available then the staff would do this.

The kitchen had received a 5* rating and choices of food were now available.

The Manager is presently interviewing potential staff to eliminate the usage of Agency workers.

The Activity Coordinator is extremely motivated and enthusiastic offering a wide and varied range of activities, even without a specific budget.

We did not detect any strong odours

Our observations at Autumn House were that it was quite clinical in appearance, corridors were clutter free, but the flooring along them made it appear more like a hospital ward rather than someone's home.

Recommendations and Follow-Up Action

We would hope that when the new owners take over some more 'homely' features could be added to avoid such a clinical look.

A regular budget for activities materials could be helpful to the Activity Coordinator, rather than having to fund raise for materials.

A follow up visit in six months to look at progress made once the new owners have taken over.

Provider Feedback

Following the visit, the Consultant Manager advised that the both the staff and the residents reported that there was a very comfortable atmosphere throughout the visit by the Healthwatch Authorised Representatives, even though people were asking questions and observing them.

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.