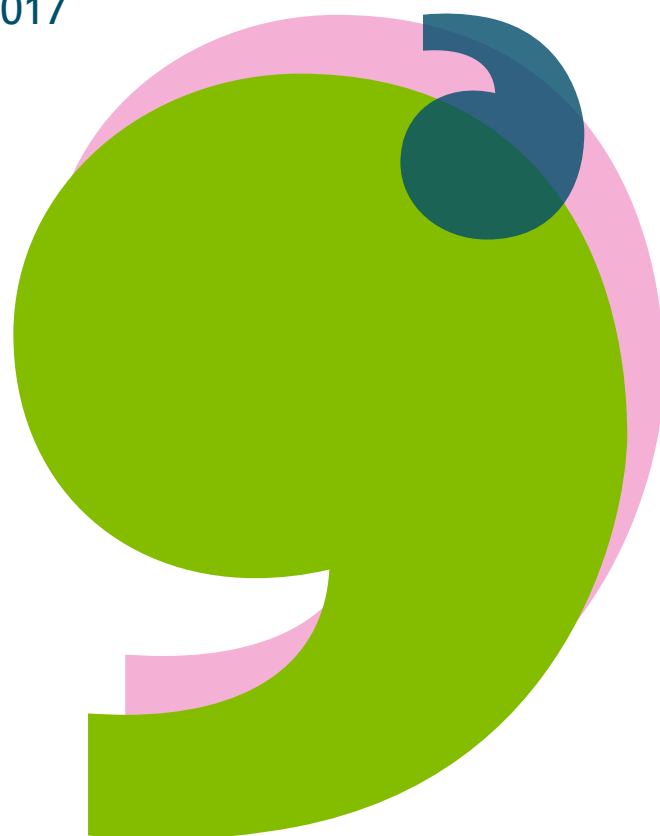




Enter and View revisit report

Elvaston Lodge Residential Home

30 March and 2 May 2017



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1 Introduction

1.1 Details of revisit

Details of visit:

Service address	24A Elvaston Lane, Alvaston, Derby DE24 0PU
Service provider	Zion Care Homes
Date and time	30 March 2017, 12.00 to 2.00 pm 2 May 2017, 10.00 to 11.00 am (surveys)
Authorised Representatives	Rebecca Johnson and Margaret Hall
Date of original visit	21 January 2014
Contact details	Healthwatch Derby, The Council House, Corporation Street, Derby DE1 2FS
Declaration of interest	There were no declarations of interest on this visit

1.2 Acknowledgements

Healthwatch Derby would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

1.3 Disclaimer

Please note that this report relates to findings observed on the specific date set out above. It is not a representative portrayal of the experiences of all service users, visitors and staff, only an account of what was observed and contributed at the time.



2 What is Enter and View?

Part of the Local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch authorised representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows Local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential and nursing 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 Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

2.1 Purpose of visit

This visit was part of Healthwatch Derby's work around residential and nursing homes in the city, looking at the experiences of the residents, their visitors and the staff. It was a revisit to see if the recommendations from the last visit have been implemented and to identify any new ones, to check any best practice examples are still in place and to see if anything else has changed. This report should be read in conjunction with the original report.

2.2 Strategic drivers

Residential and nursing homes are one of Healthwatch Derby's key priorities to ensure the services within the city are of adequate quality and meet the expectations of the service users and their families.



2.3 Methodology

Prior to the visit, the home is contacted in order to explain the purpose of the revisit and to arrange a date. Therefore, this was an announced visit.

The visit consists of talking to the manager, tour of the facilities and resident interviews. Authorised representatives take advice from staff as to which residents should not be approached/are unable to give informed consent. They introduce Healthwatch Derby and Enter and View, gain their consent to take part and explain that they can withdraw at any time. They ask structured questions in an informal manner.

Visitor and staff surveys are left with freepost envelopes. The surveys include introduction, consent and withdrawal information, questions about their views and experiences and contact details for Healthwatch Derby and other relevant organisations.

A draft report and full anonymised survey results are sent to the home which then has 28 days to respond. The finalised report is sent to the CQC, Derby City Council, Southern Derbyshire and Hardwick Clinical Commissioning Groups and published on the Healthwatch Derby website.

2.4 Description of service

Elvaston Lodge is a residential home, providing personal and dementia care for up to 42 adults aged 65 years and over and several day users. It is based in a fairly quiet residential area close to local amenities.

2.5 Results of visit

Environment

Everywhere looked very clean.

There was a slight odour on entering the building.

Hand sanitisers are located in the corridors and handrails in the corridor were clean and uncluttered.

There is a small garden overlooking the adjoining school playing fields. There is also a patio area with garden furniture, a bird table and a sensory garden including chocolate and curry smelling plants.

Facilities

A small car park is available at the back of the building, but there is plenty of on street parking available.

The door between the entrance hall and the main part of the home is operated by a keypad for security reasons. Only staff members know the code.



There is a new call system in the corridor which alerts staff in the right area of the building if a resident needs help.

Downstairs is a large room which is a dining room at one end and lounge at the other. The chairs in the lounge are arranged in small groups so residents can choose whether to sit on their own or with other people and can either sit and talk or watch television. The upstairs lounge and dining room is very similar and also has birds in a cage in a corner. Chairs in the lounges are all of the same style but with a range of wipe clean coverings. Patio doors from the downstairs lounge lead into the garden.

Bedroom doors have a picture and first name of the resident and the room number on them. All rooms have a bed with a call system nearby, wardrobe, drawers, chair, and an en-suite toilet and wash basin - residents have the choice of using a wet room or bathroom. Each room has one feature wall decorated in wallpaper which gives a homely feel. A curtain provides privacy when required in the shared room. Residents are able to provide their own furniture and are encouraged to personalise their rooms with photographs and so on.

Information

Elvaston Lodge has a large, clear sign on the side of the building.

There are clear signs with words, pictures and arrows round the building pointing to different rooms and areas.

Toilet doors are clearly signed and have pictures on them.

In the lounge there is a whiteboard with changeable day, date, month, season, weather and residents' birthdays.

Lots of reminiscence pictures and items are on display including old adverts, pictures of old actors and a mural of Iron Gate with a bus stop and bench.

Lists of staff members who are medication, insulin and first aid trained are displayed in the corridor.

Dignity of the residents is obviously very important - there is a dignity tree with expectations written on the leaves and a list of the 10 dignity do's on display.

Information is displayed about Dementia Friends and there is a forget me not collage.

Activities

A dedicated Activities Co-ordinator is at Elvaston Lodge most days and there is an Activities Room upstairs which can be changed into a tearoom or café which makes the residents feel they have gone on an outing and the room is going to have a window mural. The variety of activities available for residents include armchair exercises, dancing with ribbons as wrist exercise, baking, visitors giving talks as well as pat dogs and ZooLab, a Wii, parachute games, hopscotch, crafts, artwork,



dominoes, ball games, painting, magnetic darts and walks at Elvaston Castle. The primary school next door sends choirs, some of the students read to the residents and the nursery children bring flowers and cakes. A singer and dancer entertains the residents once a month and there is rock and roll every six weeks. Some residents take part in simple household tasks that they would have done at home such as pairing up socks, sweeping up leaves, and setting and clearing the dining table, residents are going to be able to get involved in growing vegetables in the garden. A lot of activities are done on a trial and error basis are continued if they are a success. Residents can do individual or group activities as they prefer, and one-to-one support is given to residents who stay in their bedroom. Every resident has an activity diary detailing their progress and mobility which is given to them if they move to a different home and is given to the families of those who pass away. A residents committee is held on a monthly basis and family meetings which give information about different aspects of care - for example, dementia and end of life - happens quarterly.

Residents

Residents were observed preparing for and eating lunch. Most of them sat at dining tables, some were chatting amongst themselves. Others chose not to go up to the table and stayed in the lounge area with their lunch on an individual table in front of them.

Staff

Staff were seen to be interacting well with the residents and attending to their needs. Staff members eat with the residents which gives them opportunity and time to talk to them and get to know them without interruption.

There was a good ratio of approximately one member of staff to three residents during the lunch service, all staff members were wearing aprons.

When staff are talking to residents they use their preferred name, whether it is their first name, a nickname or Mr or Mrs and their surname.

Staff members do not wear uniform to help create a more relaxed feel to the home. However, they do wear clear name badges to help identify them.

Food tasting

The Enter and View team tasted some of the lunch menu:

- Roast beef
- Roast potatoes
- Mashed potatoes
- Carrots
- Brussels sprouts
- Parsnips



- Yorkshire pudding
- Gravy
- Strawberries and cream
- Treacle sponge and custard

All dishes were tasty, hot where appropriate, well presented and obviously homemade. Lunch is served from a trolley so each resident can choose each component of their meal at the time, even though they have been asked their choice earlier in the day. Staff get to know the preferred portion size of each resident. In the evening there is soup, sandwiches or a hot option. A tuck shop trolley with items for residents to buy is available but is going to be changed to smaller baskets. Special birthday parties are arranged for residents for their 80th, 90th or 100th birthday if they would like them.

2.6 Survey results

A total of 15 surveys were completed.

Resident surveys

- How do you feel about living at this home?
4 out of 5 responses said happy.
1 out of 5 responses said neither happy nor unhappy.
- Do you feel that you are respected as an individual at this home?
5 out of 5 responses said yes.
- Do you feel that you can make informed decisions about your daily life?
5 out of 5 responses said yes.

Staff surveys

- Do you feel that there are enough care assistants on shift at this home to meet the needs of the residents?
5 out of 6 responses said yes.
1 out of 6 responses said no.
- Do you feel that there are enough housekeeping staff on shift at this home?
4 out of 6 responses said yes.
1 out of 6 responses said no.
1 out of 6 responses said don't know.
- Are you satisfied with your present job?



6 out of 6 responses said yes.

- Do you feel that you are asked to do things against your better judgement?

6 out of 6 responses said no.

- Do you feel you have enough time to fulfil your duties on shift?

5 out of 6 responses said yes.

1 out of 6 responses said don't know.

- Do you feel you receive adequate support at this home, both physically and emotionally?

6 out of 6 responses said yes.

- Do you feel your work is valued at this home?

6 out of 6 responses said yes.

Visitor surveys

- Are you made to feel welcome when you come to visit this home?

4 out of 4 responses said yes.

- Do you feel that visiting times are flexible at this home?

4 out of 4 responses said yes.

- Are visitors supported by the staff at this home in regards to visiting, or taking the resident on daytrips?

3 out of 4 responses said yes.

1 out of 4 responses said no.

- Do you feel that the staff are friendly and helpful at this home?

4 out of 4 responses said yes.

- Are you happy with the service of physical and medical care provided at this home?

4 out of 4 responses said yes.

- Are you happy with the service of emotional care provided at this home?

3 out of 4 responses said yes.

1 out of 4 responses said don't know.

- Are you happy with other aspects of service at this home, such as food and activities?

4 out of 4 responses said yes.

- Do you feel that the resident's care plan is followed successfully?



2 out of 4 responses said yes.

2 out of 4 responses said don't know.

- Do you feel you are fully informed and kept up to date with the health and care of the resident?

3 out of 4 responses said yes.

1 out of 4 responses said don't know.

- Do you feel that the residents are treated with respect and dignity?

4 out of 4 responses said yes.

2.7 Evidence of best practice

- Last visit:
 - Elvaston Lodge undertakes a range of activities, group and one to one, to help residents maintain independence and develop new skills.
 - Able residents have a kitchen which they can use to make snacks and drinks.
 - There is a family room which can be used for overnight stay for family members who are visiting from a far distance or if any resident is coming to the end of life, the family can use the room to be near their loved one.
- This visit:
 - Staff members eat with the residents which gives them opportunity and time to talk to them and get to know them without interruption.
 - Staff members not wearing uniform but being clearly identifiable by their badges makes the home feel more informal.
 - The door between the entrance hall and the main part of the home is operated by a keypad for security reasons. Only staff members know the code.

2.8 Recommendations

- Last visit:
 - Fixtures and fittings, in particular the door buzzer should be fixed to alert staff of an arrival.
 - Signage could be used to indicate facilities in reception.



- If possible, a deep clean could be undertaken to help alleviate the unpleasant odour in the main corridor.
- This visit:
 - Existing activities should be fully promoted on both floors so all residents can benefit. During the visit the Enter and View team were made aware of the range of activities available for all residents but in 4 out of 7 staff surveys and 1 out of 5 resident surveys, respondents felt that more activities are needed.
 - If possible, a deep clean could be undertaken to help alleviate the slight odour on entering the building.

2.9 Comparison to last visit

- The examples of best practice from the last visit are still in place.
- The recommendations from the last visit have all been implemented.

2.10 Service provider response

I have looked through the report and found it satisfactory.