

healthwatch

Cumbria

Bethshan
Nursing Home

8th May 2017

your
voice
counts

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Introduction

About Healthwatch Cumbria

Healthwatch Cumbria (HWC) is an independent community based organisation for the people of Cumbria. It was set up to champion the views of patients and people who use health and social care services in Cumbria. The goal of HWC is to make services better and improve health and wellbeing. HWC achieves this by talking and listening to people in all parts of Cumbria and telling providers of these services local people's views and challenging organisations that need to do better and highlighting examples of good practice.

HWC is part of Healthwatch England who act as the national consumer champion for all local Healthwatches.

Details of visit

Service Provider	Bethshan Nursing Home LTD
Service Address	Yewbarrow Close, Hensingham, Whitehaven, CA28 8HB
Date and Time of visit	2 nd May 2017 1pm-3pm
Authorised Representatives	Sue Hannah, Shirley Tordoff and Pauline Houlton
Healthwatch Cumbria contact details	Healthwatch Cumbria, The Best Life Building, 4-8 Oxford Street, Workington, Cumbria, CA14 2AH Tel: 01900 607208

Acknowledgements

Healthwatch would like to thank the home Manager, staff, residents and visitors for their support and valuable contributions that make up this report.

Disclaimer

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

What is Enter and View?

HWC has a statutory right (Health and Social Care Act 2012) to carry out Enter and View visits to health and social care services to gather the views and experiences of customers, patients, families and staff for the purpose of service improvement. Service providers have a duty to respond to our reports and recommendations.

HWC will share its findings with Healthwatch England, the Care Quality Commission, services and the public.

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 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. This is so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Purpose of the visit

To engage with residents in care homes in Cumbria to collect and record their experiences of accessing health and social care services, primarily the out of hours GP service Cumbria Health on Call (CHoC).

To identify and champion examples of best practice with regard to resident experience including: surroundings, activities and meals.

Methodology

Healthwatch Cumbria (HWC) spoke to the homes manager in a telephone conversation outlining the role of HWC, the purpose and reason for this Enter & View visit to Bethshan Care Home. It was explained that the visit would take place sometime in the following two weeks. A poster and letter confirming the visit was sent to the home via email for them to display in the home to residents, staff and visitors informing them of the visit and welcoming them to take the opportunity to speak to HWC representatives.

Two homes were selected for visiting in West Cumbria based on the geographic location of the homes and their recent participation in the HWC CHoC survey that highlighted issues affecting those in care homes with accessing some services.

Three Enter and View approved representatives introduced themselves to the member of staff present on arrival with identification and detailed the purpose of the visit at the selected care home. HWC staff then introduced themselves to the home manager and again detailed the visit purpose and enquired whether there were any residents who should not be approached. The home manager was also informed that the findings from the visit would be shared with her.

HWC staff engaged with residents, staff including the Home Manager and a district nurse and initiated discussion around the following topics:

- Access to health services
- Satisfaction with activities on offer
- Comments about the home

There were:

- 2 residents spoken to
- 3 members of staff spoken to
- 2 visitors

Responses were recorded and observations noted.

Findings

On entrance to the home there is a table with the signing in book and hand gel dispensers for visitors along with a TV monitor detailing information about the home and staff on a continuous loop system. We observed the monitor notifying visitors that meal times at the home are protected, meaning that the home has a policy of not disturbing residents during meal times, as well as pictures of staff members from the different roles from nursing to trainees in their respective coloured uniforms.

The front door to the home was locked and was operated by a combination code lock and has a door bell. A suggestion box was observed in the entrance along with suggestion forms for anyone wishing to make a suggestion for the home to consider

The home is laid out across 3 units- Iris Unit, Daisy unit and Rose unit, one of which had access to a sunny outdoor seating area for residents and visitors to use.

We observed that some of the pictures on the walls were of local landmarks in and around Whitehaven.

In all the lounge/kitchenette areas seating was arranged in a semi circle facing the TV, along with the sensory light/bubble machine. We noticed that all the seating areas in the lounge/kitchenettes were arranged in a semi circle.

In the kitchenette area on Iris Unit, beside the dining table there was a bin that was full and needed emptying.

There were water dispensers each lounge for anyone wishing to drink non tap water with disposable cups provided.

We observed that there were some adjustable height tables for residents wishing to eat their meals from their lounge chairs.

We spoke with one resident who told us "I like being here. I enjoy everything about it and think of it as my home from home. I came here on respite and never went back to my own home". When we asked how they found accessing health services when living in a care home they said "it's not a problem, the staff look after me very well". The two visitors to the resident "we visit our friend regularly, we have been friends since childhood"

We spoke with the masseuse who regularly visits the home, who told us that she comes to give massages to residents.

We saw a notice board outside Rose Unit with information about the home, thank you cards from visitors and family members and the homes 5 star rating from the local authorities Environmental Health Department for its food hygiene.

We saw one resident's bedroom had a stair gate across the entrance and the door was ajar. The manager told us that the resident preferred their own company and the stair gate was temporarily fitted as another resident was prone to going into others rooms. The door was left ajar so that the resident did not feel excluded.

We saw residents and staff sitting out on the patio area, there were 15 residents listening to music and singing along with staff members. All the residents were wearing sun hats, staff told us that they provide the resident's with hats and sun cream when sitting outside.

We saw there was a clock and a weather, day and date board in the lounge that led to the patio showing the correct details for the day.

We spoke to one resident who told us "I came here because my husband had had such good care when he was in here. They are so good, nothing is a problem. If you need anything all you have to do is ask a member of staff. I haven't been here that long but I am happy here".

Access to Health Services

The manager told us that for the majority of hospital appointments a member of staff would go with the residents, unless between the hours of 8pm - 8am and unless family had requested they take the resident to the hospital.

She also told us that they have one resident who had been admitted to hospital and on her discharge needed to be in a nursing home. The resident had expressed her desire to be a resident of Bethshan because of the care they gave her husband.

Meals

All lounges have kitchenette areas with tea and coffee making facilities however, we observed there were no menus on display that we could see.

Activities

A member of the nursing staff told us that the recent activities at the home have included:-

Gentleman's Day - this was where the lounge on iris Unit was closed to female residents and decorated and set out like a gentleman's club with racing on the TV, and newspapers for residents use.

She told us the male residents taking part were suitably dressed for the occasion and had fish and chips from the local fish & chip shop. Some residents like eating theirs out of the paper.

They have had afternoon tea's for the ladies, as well as hand and nail painting and foot spa therapy afternoons. She told us on occasions the home brings in a singer and an activities person to do arm chair exercises with residents.

On the wall we observed a stencil art work of a tree with branches and leaves. The staff member told us that one resident in particular had done this with help from staff and likes doing these.

We saw one resident having her hair done by a member of staff. Although she didn't talk to us, we could see her smiling and she seemed to be enjoying having her hair done.

Recommendations

HWC would recommend the emptying of pedal bins when full and not place them next to the dining table.

Response from Service provider:

The homes company Director informed us that “we have 4 singers/music activities a month and arm chair exercises every Thursday”.