



## **Enter & View**

### **Ashdale Lodge**

**Date of Visit: 12<sup>th</sup> June 2017**



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## Background

### **What is Healthwatch Kingston upon Hull (KuH)?**

There is a local Healthwatch in every area of England. We are the independent champion for people who use health and social care services. We exist to ensure that people are at the heart of care. We listen to what people like about services, and what could be improved and we share their views with those with the power to make change happen. We also share them with Healthwatch England, the national body, to help improve the quality of services across the country. People can also speak to us to find information about health and social care services available locally.

We have the power to ensure that people's voices are heard by the government and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.

### **What is Enter & View?**

Part of the role of local Healthwatch is to carry out Enter & View (E&V) visits. Local Healthwatch representatives, along with trained Healthwatch volunteers, carry out these visits to health and social care services to understand how they are being run, to identify instances of good practice and to make recommendations where there are areas for improvement. The Health and Social care Act (2012) allows local Healthwatch representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care homes, GP practices, dental surgeries, opticians and pharmacies.

### **Disclaimer**

This report relates to the observations made on the specific date of the visit, and is representative of the views of the service users we spoke to on that day.

### **Acknowledgements**

Healthwatch Kingston upon Hull would like to thank everyone at Ashdale Lodge for welcoming us; in particular we would like to thank Lynn Buxton (Home Manager) and the three residents who gave their time to answer our questions about their lives and experiences.





## Details of the Visit

### Details of service

Ashdale Lodge is owned by Sanctuary Care. It is situated to the west of the city. Ashdale Lodge provides 24 hour residential care for up to 34 residents. At the time of our visit, there were 32 individuals in residence. The home offers residential care to predominantly elderly people with varying degrees of physical infirmities and dementia, some with challenging behaviour. The last CQC report, published in December 2015 rated the service as 'Good'.

### Location

Ashdale Lodge, 2 Wheeler Street, Hull, HU3 2RP

### Date/Time of visit

12<sup>th</sup> June 2017 at 1.15pm

### Reason for Visit

To speak to care home residents from across the city, to hear their life stories, their experiences of health and social care services, and how they came to reside in the home they are in. HWKuH is interested to know if and how social bonds are being maintained between residents and the communities they lived previously. These life stories will be written up in a separate report.

### Healthwatch Representatives

Lucy Heatley – Healthwatch Kingston upon Hull Research & Reporting Officer

Kevin Delaney – Healthwatch Kingston upon Hull – Engagement & Volunteering Officer

John Wilkinson – Healthwatch Kingston upon Hull Volunteer

### Provider Representative

Lynn Buxton – Care Home Manager





## Results of the Visit

### First Impressions

Ashdale Lodge is situated on Wheeler Street, approximately 3 miles west of Hull city centre.

The signage advertising the home is well situated and is immediately visible from the road. The home is set back slightly, with well-tended, secure gardens. It is a custom built residential home, built in the early '90s for people with dementia. The communal dining area on the ground floor was well presented and looked and smelled clean. We arrived shortly after the residents had finished their lunch.

There is a very pleasant, secure and well maintained lawned rear garden with mature planting accessible to residents.

There is adequate private off street parking and a drop off area to the front of the building for members of staff and visitors, as well as on street parking if needed.

We arrived just at 1.15pm, the members of staff that we spoke to were very helpful even though we arrived just as they were busy clearing up after lunch.

### Entrance & Reception Area

The entrance to the home is clean and tidy, well presented and has good, clear signage. It is wheelchair accessible, the door is secure and the security procedures appeared to be robust and well adhered to. The communal areas around the entrance that we saw were clean, bright and airy.

### Activities & Leisure

The home employs an activities coordinator and there is an onsite 'pub' so residents can socialise. The home has an open door policy for visitors, and encourages friends and family members to visit residents and take part in activities. Regular resident/family meetings (every three months) are held so that their ideas can be factored into the running of the home.

### Food & Refreshments

Residents' food is freshly prepared and cooked on site. The residents we spoke to were complimentary about the food, and about the choice they were offered.



## **Cleanliness & Infection Control**

Catering staff wore appropriate equipment, such as gloves, hairnets and plastic aprons as did the care staff that we met. The home smelled clean, and all of the residents we saw looked happy, clean and well presented.

## **Administration**

All paperwork that we requested prior to the visit was supplied. Although the members of staff we saw looked busy, everyone appeared to be calm and had a sense of purpose. All of the staff members that we spoke to were approachable and pleasant. Everybody we spoke to was happy to answer our questions.

## **Staffing**

- Number of full time staff employed by home: 4 (working over 35 hours)
- Number of part time staff: 43
- Staff on shift during day:
  - AM shift – 4 carers & 1 senior
  - PM shift – 4 carers & 1 senior
- Plus - 1 maintenance, 2 catering, 1 activities, 1 laundry, 2 domestics, 1 administrator and manager
- Overnight staff: 3

## **Privacy, Dignity & Treating People as Individuals**

Lynn Buxton, the home's manager, builds time into her schedule in order to spend time with the residents to ensure that they can speak to her about any concerns or worries that they have.

We witnessed one resident helping to sweep up after dinner; she was chatting and laughing with catering and care staff. The lady suffered from dementia, but, Lynn explained that she liked to keep busy and 'help out'. The lady was rather forthright and spoke with few airs and graces. There was no attempt from members of staff to infantilise her, or curb her language and they seemed to genuinely enjoy her company.

## **Encouraging Positive & Respectful Attitudes**

The interactions between members of care and catering staff and residents that we saw were friendly and upbeat. The residents that we spoke to were complimentary about the staffs' attitude towards them.





## Other Comments

None of the home's rooms are ensuite. Lynn explained that though the home had been purpose built as a care home, it was designed to suit the needs of people more than twenty years ago, when people's needs and care regulations were different. There are 3 bathrooms, another separate walk in shower and 12 toilets.

One of the residents we spoke to told us that she would like to be able to contact her friends and relatives more readily, without having to ask one of the care staff to help her. She feels bad asking for their help when she can see that care staff are busy.

## Spotlight

We spoke with the home's manager (Lynn Buxton) for 30 minutes to gain a good understanding of what the home offered and who it caters for. Ms Buxton was very helpful and was able to offer a good insight into the people for whom she was responsible, she engages with the home's residents regularly. She has worked at the home for 21 years, having worked her way up from care assistant to manager in that time.

Ms Buxton introduced us to three of the home's residents who were willing and able to speak to us about their lives. The interviews were conducted in the resident's rooms (we were invited by the residents to do so). The interviews lasted for around 60 minutes. We made each resident aware that they did not have to answer any questions which made them feel uncomfortable, and told them that they had the right to terminate the interview at any time. The results of these interviews will be published separately as part of Healthwatch KuH's ongoing 'Life Stories' project.

## Recommendations

- Improve outward methods of communication for residents with capacity, and mobility issues.

## Distribution List

This report has been distributed to the following groups/organisations:

- Hull City Council
- CQC
- Healthwatch England
- Provider (Ashdale Lodge)



