

healthwatch

Cumbria

Cold Springs Park
Residential Home

22nd June 2017

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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	Bupa
Service Address	Cold Springs Park Residential Home, Cold Springs Park, Penrith, CA11 8EY
Date and Time of visit	22/06/2017 1.30pm
Authorised Representatives	Elaine Ralph Hilary Barker Jane Irving
Healthwatch Cumbria contact details	Healthwatch Cumbria, The Best Life Building, 4-8 Oxford Street, Workington, Cumbria, CA14 2AH Tel: 01900 607208

Acknowledgements

HWC would like to thank the Deputy Manager for welcoming us to the home and supporting the team to speak with residents.

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?

Healthwatch Cumbria 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.

Healthwatch Cumbria 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

Cold Springs were made aware of the Enter and View process and that HWC may visit, the home was not given a confirmed day or time for when this visit would be. The conversation with the home detailed the statutory role of HWC to carry out Enter and View and what the purpose of these visits was about.

There were three residential care homes in East Cumbria that were selected based upon the homes recent engagement with the CHoC service identified through the HWC CHoC survey. The HWC CHoC survey highlighted issues affecting those in care homes when trying to access some health and care services.

On arrival at the home the three Enter and View approved representatives carrying out the visit introduced themselves to the staff member present with identification and detailed the reason for the visit at the care home. HWC staff then introduced themselves to the Deputy Home Manager again identifying why they were there and if HWC could visit at that time. The HWC team then spoke to the Deputy Home Manager in their office. The manager was informed that the findings from the visit would be shared with them.

HWC engaged with residents and staff, including the Deputy Home Manager and a senior carer about:

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

HWC spoke with:

- 2 members of staff
- 3 residents

Comments were recorded and observations noted.

Findings

Cold Springs is situated in a quiet residential area of Penrith and is a purpose built two storey brick building that has car parking to the front with the main entrance to the side. The homes gardens were well maintained.

The home is owned by Bupa who are a private healthcare provider although there are residents whose care is paid for by the Local Authority.

On arrival the main entrance doors lead into a modern reception area. A locked door in the reception area provides access into the home. On this door was a poster detailing the latest CQC inspection rating.

There was a signing in book in the reception area for visitors to the home.

In the reception area there was also a suggestions box where visitors could leave their feedback.

The member of staff on reception and the Deputy Manager were welcoming and supportive of the visit. The Deputy Manager had only recently been appointed to their post however he was helpful in providing information, showing the team around the home and supporting HWC staff to speak to residents.

We were informed that the home is split into two units, Cold Springs residential unit and Springs Lake unit. Springs Lake is a specialist dementia unit.

The home has 30 bedrooms the majority of which have en-suite facilities. We were informed that residents can personalise their bedrooms if they wished.

The team were shown the two dining rooms and the three lounge areas, one of which was two rooms opened up to make a large lounge area. The large lounge overlooked the terrace and had views across to the Lake District. The chairs in the lounges were placed around the walls of the room slightly facing one another to support residents who wished to talk with each other.

There were various noticeboards around the home and an onsite laundry.

Residents spoken to were all happy at the home and did not have any issues.

Springs Lake

We were shown around the homes dementia unit. This was a locked unit within the home. This unit also has its own reception. We were told that it is a 24 bed unit and that there is the same ratio of staff in this unit as in the residential unit.

The team were informed that there is an improvement team currently in place who are working to upgrade the unit. Feedback from relatives is also being sought on how the unit could be improved. The improvement team meet every two weeks and consists of staff and relatives who are encouraged to attend. Included in the improvement plans are:

- Creating full wall murals.

- A4 sheets on residents doors with pictures of the resident's favourite hobbies and their name on.
- To change residents bedroom doors to front doors to make the rooms feel more like the residents own home.
- Changes to the tablecloths, tables and décor in the dining room.

It was observed that there were memory boxes on the walls next to resident's rooms.

There were also keys and locks on the wall next to the dining room for sensory stimulation for the residents.

The Springs Lake unit has two lounges one of which shares space with the dining room.

Access to Health Services

We were informed that if residents need the GP during the day staff on duty would ring the doctor's surgery and the GP would come out to see the resident at the home. Out of hours there is a direct phone number for home staff to use to Cumbria Health on Call (CHoC).

With regard to accessing other health and care services the chiropodist visits the home quarterly and an optician comes regularly.

We were also told that a District Nurse carries out regular visits to the home.

If patients have hospital appointments we were informed that there is an arrangement in place for North West Ambulance Service patient transport to take residents supported by a member of staff.

Activities

There was an activity happening at the time of the visit so the chairs in one of the large lounge rooms were grouped together. There was a piano keyboard in the activity lounge and a pet bird in a cage in one of the large room lounge. In one of the small lounge areas there was an old telephone and a large stuffed dog toy.

There were books, DVDs and CDs available one resident was reading the newspaper. The home was decorated with pictures, artificial flowers and ornaments.

Residents are involved in deciding which activities are held at the home and details of these are displayed on a noticeboard.

We were told that there is an Activity Coordinator who organises.

- A hairdresser visiting on a weekly basis
- Pamper sessions
- Schools visiting the home
- Vicar visits

- Animal visits

We were told that at present there are no day trips organised and residents are only taken out by family.

Meals

There is a set Bupa meal plan which is cooked onsite. The menu is displayed on a noticeboard in the home.

Residents are asked for their meal preferences each day by a member of staff.

We were told that residents are allowed alcohol under the supervision of staff.

The home is flexible around visit times although relatives are discouraged from visiting at meal times.

Recommendations

- HWC would recommend that the home looks into day trips for residents.

Areas of good practice

- HWC would commend the home for its pro-activeness toward gathering residents and visitor's feedback.

Provider Feedback

- HWC received no comments on the report from the provider having being given the opportunity to do so within the statutory response period of 20 working days.