

Enter and View Care Home Report

Richden Park

37-43 Old Brumby Street, Scunthorpe, DN16 2AJ

Date of visit: 24th July 2017

Date of publication: 22nd December 2017

HWNL Representatives: Annabel Tindale, Yvonne Davison, Linda Byrne

Disclaimer: This report relates only to the service viewed on the date of the visit and is representative of the views of the service users who contributed to the report on that date.

Main Purpose of Visit

This visit was part of a Healthwatch North Lincolnshire programme intended to:

- Observe the environment and routine of the care home including cleanliness and comfort.
- Speak to as many residents as possible about their experience of living in the home.
- Look at personal interactions.
- Speak to visiting family members about their perceptions of the home.
- Give staff an opportunity to share their opinions on the provision of activities and general care provided.

It is important to note that Enter and View is not an inspection; it is a genuine opportunity to build positive relationships with local Health and Social Care providers and give service users an opportunity to give their views in order to improve service delivery.

Summary of Key Findings

All ten residents interviewed liked living at Richden Park and were satisfied with the standard of care.

The current post collection method for residents was found to be inappropriate as anyone could collect post; including that marked confidential.



Staff looked clean and tidy and wore uniforms. However, there seemed to be some inconsistency over the wearing of name badges.

No health and safety problems were identified during the visit and all residents interviewed said that they felt safe in the care home.

Inside the home appeared clean and tidy, although the décor seemed tired and worn.

A variety of activities were provided and residents commented on being able to go outside of the care home, with support if required. However, a few residents mentioned being occasionally lonely.

The majority of residents interviewed indicated that they received choices over what they wore, when they went to bed and when they got up. Residents were also given a choice of meals and confirmed they had enough to eat and drink.

Finally, some residents' clothes seemed dirty and needed washing.

Recommendations

Overall, it is important to share with care home staff the positive feedback from residents and visitors following this Enter and View visit, and to celebrate the areas of good practice identified in this report. However, the following recommendations for improvement are based on the findings of the visit:

- 1) To implement a secure method for residents to receive their post.
- 2) A consistent approach should be adopted by staff when it comes to wearing name badges.
- 3) Residents' clothes to be changed when needed.
- 4) Re-decorate areas that look tired and worn.
- 5) The provision of more glasses / cups at drinks stations would be beneficial

Full Report

Background

Local Healthwatch has a number of specific statutory activities that it is required to deliver, defined in five Healthwatch Quality Statements, specifically:

- Strategic Context and Relationships
- Community Voice and Influence
- Making a Difference Locally
- Informing People
- Relationship with Healthwatch England

Within the context of Enter and View:

Under its remit of 'Community Voice and Influence', Healthwatch has a responsibility to support local people to share their experience and opinions of local services.

Under its remit of 'Making a Difference Locally', Healthwatch has a responsibility to capture the experience of local people in our research and reports, use the opinions and

experiences of the public to produce recommendations for change and ensure our recommendations for change are heard and responded to by relevant decision makers.

Under its remit of 'Informing People', Healthwatch has a responsibility to ensure that we provide the public with accurate, reliable, relevant and useful information about local services, when they need it, in a format that meets their needs.

Main Findings

On arrival

On arrival Enter and View representatives met the Senior Care worker who was very welcoming.

Six safeguarding promises were noticed in reception as were some library books.

In reception notice boards were next to the door; these held information about the Care Quality Commission (CQC), however, nothing could be found on how to make a complaint. On one notice board residents' post was hung for collection; residents or their relatives could then collect this. This, open access, method of obtaining post was inappropriate especially as some post was marked 'Private & Confidential'.

Staff

Staff looked clean and tidy and wore uniforms. During the visit two HWNL representatives noticed staff wearing name badges, whilst one representative observed staff who were not.

Safety

Enter and View representatives did not find any slip or trip hazards in the care home or witness any safeguarding incidents.

In the reception area it was noticed that doors were locked and the stair access was locked, which meant the area was secure and safe.

All ten respondents said that they felt safe at the care home and the reasons why included:

“Lots of staff. Always someone to see what’s going on”

“I feel safe and comfortable - I feel like I'm home”

“Everyone is helpful”

“Staff kind and always available”

Seven residents mentioned that they had access to healthcare when it was needed, one resident felt that this would be available but wasn't sure and a further two residents had not required healthcare since residing in the home.

All seven respondents, who said that they had access to healthcare when required, confirmed that staff would be able to arrange it for them.

When asked who they would tell if they were not happy with something or had a concern or complaint: six residents mentioned a member of staff, one highlighted the care home manager and one said that it would depend upon who was best placed to provide the correct answer. Another resident replied saying that they had not needed to complain.

HWNL representatives asked about two residents who had chosen to remain in their rooms. Staff confirmed that they are checked on hourly and drinks and meals are provided. Residents in their rooms also have access to a bell should help be required.

Finally, alcohol gel stations were placed around the home.

Accommodation cleanliness and comfort

Overall Richden Park appeared clean and tidy, however, the décor looked tired and worn for example there were a lot of chips and bangs on skirting boards, walls and doors.

Residents were asked questions about the feel of the home and whether they could personalise their own space. Eight respondents said that they were not able to choose their own room's décor, one said they were unsure and another said that they had not thought about it.

Seven residents said that they could bring their own furniture and belongings, one said that they could not bring furniture, one did not know and one was unsure.

Nine out of the ten respondents said that Richden Park felt homely.

Personal cleanliness and comfort

One Enter and View representative noticed a slight smell near the toilet on the landing.

HWNL representatives felt that some residents had a clean and tidy appearance, although one representative noticed that some residents had clothes that were dirty and needed washing.

Seven residents mentioned receiving assistance, from staff, with their appearance. One said that they do not receive assistance and two mentioned looking after their own appearance.

Eight residents indicated that staff provide items when requested such as drinks and tissues, one respondent mentioned that they had a hairdresser.

Food and nutrition

The home has protected meal times with lunch served 12pm-1pm and evening meals served 4.30pm - 5.30pm. Breakfast is available whenever residents would like.

The Food menu was displayed on a blackboard in the dining room; this is altered daily.

Residents also got a choice of meals, confirmed by nine of the residents interviewed. HWNL representatives witnessed the chef asking residents for their choice of meals for the following day.

Residents had drinks when HWNL arrived. There were also two juice drinks stations available so that residents could help themselves to a drink, however, it was noticed that there were not many glasses/cups at these.

Nine respondents also confirmed that they had a choice of where they ate and that they liked the food provided.

All ten residents felt that they received enough food and drink with one person commenting **“more than enough”**.

Occupation and social interaction

Although no activities were seen during the visit the home has two activity coordinators and activity timetables were displayed in reception. Activities available are varied and include: arts and crafts, a trip to central park (weather permitting) and arm chair exercises. An activity photograph book was also located in reception.

It was noted that there were quite a few staff in each lounge area doing paperwork but not much interaction with residents was witnessed.

Richden Park has a room where parties can be held for residents, for example, a 50th Wedding Anniversary was celebrated there recently.

Residents were asked if they took part in organised activities at the care home. Six said that they did and two said that they did not. One respondent said that they had not tried taking part but would be happy to.

Seven residents highlighted that they were able to go outside of the care home, with support if required and seven also mentioned that they had visitors come to see them.

Of those spoken to, nine talked to other residents and one did not.

Nine residents said that they felt happy, however, one said **“Sometimes - sometimes a bit depressed”**

Six residents said that they did not feel lonely at Richden Park but one said that they did and three sometimes.

Control over daily life

Residents at Richden Park were asked a series of questions to determine how much control they had over daily life.

Nine residents said that they got to choose what they did every day and eight felt that they could select where they wish to sit in the care home:

“I move around the home but I like this seat the best”

“Stick to the same chair”

Of those interviewed, nine mentioned being able to choose the clothes they wore. Only one person felt that they did not have a choice saying **“they dress me”**.

Nine respondents also mentioned being able to choose when they went to bed and ten felt that they were able to get up when they wished to.

Finally, all ten respondents said that they liked living at the care home.

Dignity

Residents were asked whether staff knocked on their door before going in. Five respondents confirmed that staff did knock, one said that they sometimes knock and the remainder were either unsure or did not know.

Seven residents commented that staff helped them with their personal care needs such as washing and dressing, two residents said that they looked after their own needs.

All ten residents said that they were happy with the standard of care provided at Richden Park.

Conclusion

All respondents liked living at Richden Park and were satisfied with the standard of care, however, some residents reported feeling lonely on occasions.

The internal décor appeared tired and worn and one representative highlighted that some residents wore clothes that were dirty.

Staff wore uniforms but not all had name badges. HWNL representatives did not see much interaction between staff and residents. However, staff were on hand to provide assistance with appearance and booked medical appointments on residents' behalf.

A variety of activities were provided at the care home, which residents could choose to take part in. Other choices residents could make included: selecting what clothes to wear, what to do each day, where to sit and what food to eat.

Whilst drinks rounds take place and drinks stations are provided, it could be argued that more glasses / cups, at the stations, would be beneficial.

Residents post collection was not secure. Post could be collected, from a notice board near reception, either by residents or by their relatives. Some of the post was marked private and confidential and could be removed by people for whom it was not intended.

Conclusion

The service had 20 working days in which to provide a response to our recommendations, however no response was received within that time.

Signed on behalf of HWNL	<i>Kirsten Spark</i>	Date: 22 nd December 2017
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