



ENTER AND VIEW

Abbey Court Care Home

Part of the Healthwatch Staffordshire remit is to carry out Enter and View Visits. Healthwatch Staffordshire Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows 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 – 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 Staffordshire Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Staffordshire safeguarding policy, the service manager will be informed and the visit will end. The Local Authority Safeguarding Team will also be informed.

Provider Details

Name: Abbey Court Care Home
Address: Buxton Road, Leek, Staffs. ST13 6NF
Service Type: Residential and Nursing
Date of Visit: 26th July 2017

Authorised Representatives

Name:	Sandy Turner	Role: Author and Observer
Name:	Glenys Robinson	Role: Author and Observer
Name:	Barbara Jackson	Role: Observer

Purpose of Visit

The home had received a CQC report that although good in some areas, highlighted areas for improvement. We wanted to see what improvements had been made, in particular with staff levels, knowledge of resident's dietary needs, the variety and presentation of meals.

The methodology to be used is to;

- Talk to residents about all aspects of their care and whether this is delivered in a way that promotes their dignity and independence including the ability to make choices about their daily lives.
- Talk to residents about staffing levels and whether they feel safe with the level of the care provided
- Talk to relatives, if they are available to ask if they are happy with the care provided to their relatives and whether they are aware and feel able to report any concerns/ complaints
- Speak to staff about training, turnover, support staffing levels
- Observe interaction at all levels between residents, staff manager, and visitors

Physical Environment

External

The Home fronts onto the main Leek to Buxton Road, but access is gained by turning left into Novi Lane and then left again into the driveway. The name board is situated some little way down the drive and cannot be seen easily from the road. There is limited car parking within the grounds but it is unrestricted on Novi Lane.

Internal

Entrance is gained by a bell on the front door and a button which opens the door. There is a signing in book in the entrance hall. The office is situated off the hallway with a window overlooking it. We were welcomed into the Home and seated until the Manager came and took us into her Office. There was an odour of urine as we entered. The area and furnishings were well maintained and the corridors free from clutter.

Resident Numbers

Home capacity is 50. Present occupancy 44. There are 5 double rooms but these have only single occupancy at present. Only 22 of the rooms are ensuite.

Staff Numbers

Prior to the CQC visit the two floors had a mix of residential and nursing residents on them but recently this has changed with the ground floor now being residential only and the upper floor nursing. Staff rotas have also been changed so that at busy times there is an overlap of shifts resulting in more staff being present to assist at busy times. There is an ongoing recruitment campaign with a further 10 staff awaiting references and DBS checks.

There are two Activity Coordinators/ Social therapists.

The Maintenance man works 3 days per week and also drives the minibus.

The Decorator visits as and when necessary working over the four premises within the group.

Laundry - One member of staff had worked there 22 years and the other 10 years

Admin - There is dedicated admin staff employed

A number of staff have been at Abbey Court for many years, one since the day it first opened 22 years ago. They all made us feel welcome and we were offered numerous cups of tea. They are aware of how to report concerns/abuse

Agency Usage

Two Agencies are used when needed, and the same staff are requested to give continuity to residents

Resident Experiences and Observations

Residents are able to choose whether or not they stay in their rooms or sit in the lounge areas. If a bedroom door is shut then another member of staff would not enter the room without knocking first and if this was admin staff delivering post for example they would walk away and return later.

We spoke with a number of residents, one told us that the food was rubbish, the carers rough and that they talked over him when providing care. We discussed this with the Manager and Clinical Lead who said they were unhappy that this had occurred and that they would address it immediately by speaking with the complainant and the carers.* *Please see feedback 1 at end of report*

Another lady was happy with everything, care, food etc.

Residents in the lounge appeared to be well dressed and clean, one gentleman told us he was feeling cold and the member of staff immediately fetched him a blanket and closed the windows.

Call bells were in easy reach of residents in bed but those sitting in their rooms in a chair had to shout for assistance.

Residents are able to go out onto the Patio area where there is a greenhouse that they can grow plants in, they are also encouraged to plant seeds and put them in their bedroom windows.

Family and Carer Experiences and Observations

We spoke with a visitor who had no issues with the care his relative was receiving, the only thing we found here was that he was sitting on the lidded commode in his relatives room, but apparently this is his choice as the resident usually sat in the armchair provided and they did not want another chair in the room!

There is open visiting at the home. All relatives are provided with packs containing useful information including how to complain if this is necessary.

Activities

Of the two Activity Coordinators/ Social therapists, one works 5 days and the other 4 days. Residents do not appear to want activities at the weekend as this is when most of the visitors come. This came out of a discussion between the residents, coordinators and the manager

There is a monthly budget for activities and also fund raising events. The coordinators drive the minibus.

Catering Services

Catering - The kitchen has 5* hygiene rating. There is a choice of menu which is displayed with staff discussing individual choice with residents, although today's alternative to meat and two veg was baked potato and beans which didn't seem to be a very exciting choice. Moulds have been purchased so that residents on a soft diet can have their food presented in an attractive way and other meals are served from a 'bain marie' trolley so that chosen amounts of food can be given. Kitchen staff are notified of any change in dietary needs.

The new rota system means that at meal times there are extra staff to assist residents who need assistance with eating and drinking and the kitchen staff have been trained to assist in this also. Snacks and drinks are available during the day.

Staff Experiences and Observations

A number of staff have been at Abbey Court for many years, one since the day it first opened 22 years ago. They all made us feel welcome and we were offered numerous cups of tea. They are aware of how to report concerns/abuse.

Staff training is done both in house and from outside agencies. Staff who come into work to train are paid for this but there is a facility for them to complete training on line at home if they so wish.

We were advised that the home was waiting on Social Services to complete DoLs (Deprivation of Liberty) assessments.

A Fire drill takes place weekly and they have recently had a Fire inspection. The home has external fire escapes along with Evac sheets.

Summary, Comments and Further Observations

There were several issues raised by the CQC report and we were advised of the following in relation to these:-

Previous issues with the storage of medicines has been resolved and two new trolleys have been purchased. Administration of creams has now been addressed and all staff are aware of how the protocol is used.

The fridge where medicines are stored is temperature checked regularly and all records kept in the new Clinical room.

Protocols are now in place with meds being given to the time scheduled by the GP.

Oxygen cylinders are now chained to the wall.

Nutrition charts are now being kept up to date and any significant weight loss is reported to the GP via the Manager, the senior staff, the RN's and Senior Carers. Also SALT are asked to visit if the staff are unsure about a residents swallowing ability.

We were told that Computerised Care Plans are now used and tablets were noticed around the home. If an alert is raised staff have to acknowledge before they can add anything to computer. All staff have been trained on how to use tablets etc.

There were several other areas of concern that we observed during the visit, details as follows:-

There was a resident walking around the home who didn't look as if she had had her hair combed in some time. * *Please see feedback 2 at end of report*

We observed commodes left in rooms permanently some with no lids on. * *Please see feedback 3 at end of report*

The Sluice room and ironing room were not locked. * *Please see feedback 4 at end of report*

There was a carpet cleaning machine stored in Sluice room. * *Please see feedback 5 at end of report.*

We noted commode pots stored on shelf in a cupboard and not in the Sluice room. * *Please see feedback 6 at end of report*

No biscuits offered at coffee time was observed - manager stated she would address this immediately. * *Please see feedback 7 at end of report*

In some rooms and corridors we noticed quite a strong smell of urine - the Manager said they were slowly changing carpets to hard flooring. * *Please see feedback 8 at end of report*

Our overall impression was that staff are working hard on addressing issues highlighted in the last CQC inspection, that many have already been solved and some are still a work in progress.

Recommendations and Follow-Up Action

We did discuss our findings with the Manager and Clinical lead who noted down our comments and promised, where possible, to act on them immediately.

They were able to respond quickly to our observation that no biscuits were offered at coffee time, and that biscuits are general appreciated by residents.

One of the main issues was the smell of urine in the corridor and rooms to the left of the Office, we were told that a programme of removing the carpets was in progress. We recommend that this be completed as soon as is possible.

We recommended that during the daytime it would be better if commodes were removed from the bedrooms and put elsewhere and that the spare commode pans are stored appropriately.

We also recommend that if residents insisted on having their own commode in their room continually, then there should always be a lid on it

We propose to make to follow up visit in approximately six months time.

Provider Feedback

Since the visit, we have been advised by the Managing Director of Knights Care, the owner of Abbey Court that the issues raised in the report have been addressed as follows: _

1. *We are advised that they have addressed this gentlemen's concerns directly with him. We are advised the Group Staff supervisions have now taken place to address the issue and they will continue to monitor how staff interact with residents while providing personal care. In addition, food surveys have been sent out to all residents and relatives to make sure food standards are high. We are advised that if they find any areas for improvement, they will action these immediately.*
2. *We are advised that the lady mentioned does have her hair combed every morning and is a regular visitor to the hairdressers. She sleeps very regularly and when she wakes her hair becomes a little messy. We are advised that this is being addressed with staff and see if on waking her hair could be combed should she wish it to be combed.*
3. *We are advised that all commodes that are in rooms are needed. The open lid commode belongs to the same lady as in 2 above and is addressed as part of her care plan.*
4. *We are advised that the sluice room and ironing room being unlocked has been addressed via group supervision.*
5. *We are advised that the carpet cleaning machine in the sluice room has now been moved and is no longer stored in the sluice.*
6. *We are advised that the commode pots which were stored in a cupboard have now been removed and stored appropriately.*

7. *We are advised that biscuits have been made available on the tea/coffee trolley.*
8. *We are advised that all carpets that required changing have now been changed to hard flooring.*

DISCLAIMER

Please note that this report only relates to findings we observe on the specific date of our visit. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.