

# Enter and View Report

## Amberley Court



**Healthwatch Birmingham**  
**Visit date: 15<sup>th</sup> May 2017**

Name of Establishment:	<b>Amberley Court Nursing Home</b> 82 - 92 Edgbaston Road Birmingham B12 9QA
Date of Visit:	15 <sup>th</sup> May 2017
Time of Visit:	1.30 pm
Purpose of Visit:	To ascertain patient, carer and user experience and observe service delivery
Healthwatch Authorised Representatives Involved:	Mr Mohammed Jobbar
Healthwatch Staff Member(s) Involved:	Dr Jane Upton Dr Barbara Hagger
Date of Draft Report to provider:	20 <sup>th</sup> June 2017
Date of Final Report	11 <sup>th</sup> July 2017
Disclaimer:	This report relates to findings observed and shared with us on Monday 15 <sup>th</sup> May 2017. 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 during the visit.

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## 1 Executive Summary

We spoke to ten residents and two members of staff when we conducted the visit in May 2017.

Key findings from interviews with residents:

- Most of the residents we spoke to felt that resident's meetings rarely resulted in staff taking action.
- Although some residents said they felt listened to, many did not.
- Some residents were happy with the standard of care and their quality of life at Amberley Court. Unfortunately, we also heard many comments indicating that other residents were not satisfied.

We have described what we heard in more detail in this report. We invited the Manager at Amberley Court to respond to a draft of this report with an action plan. The Manager requested an amendment to the report, which is included in the 'Manager's response' section at the end of this document. The Manager's response did not address any other of the feedback provided by residents of Amberley Court.

In addition to placing this report on our website, we have circulated it to the following organisations:

- Amberley Court management, for circulation to residents and staff
- Healthwatch England
- Care Quality Commission
- Birmingham City Council
- Birmingham Cross City Clinical Commissioning Group

## 1.1 What is an Enter and View visit?

In an Enter and View visit, authorised local Healthwatch representatives (staff and volunteers) carry out visits to health and social care services. This is to obtain feedback from patients, relatives and service users.

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, residential homes, GP practices, dental surgeries, optometrists, pharmacies etc.

### 1.1.1 About Amberley Court

Amberley Court is a purpose built 62-bed residential nursing home located in Edgbaston, Birmingham. The Manager is Mrs. Ozgul Watts. Bupa fund the home, and have registered it with the Care Quality Commission (CQC) to provide nursing and personal care for individuals with physical disabilities. The CQC carried out an unannounced inspection in November 2016 and assessed the home as 'requiring improvement' in four areas.<sup>1</sup>

The home cares for adults up to the age of 65 years. The main source of referral is from hospitals and social services with funding coming from either Continuing Healthcare<sup>2</sup> or the Local Authority. The service has 15 Enhanced Assessment Beds (EAB). These beds are allocated to patients who have been discharged from hospital but are in need of extra support before they return home.

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<sup>1</sup> CQC: Amberley Court Care Home Inspection report 01 February 2017.  
[http://www.cqc.org.uk/sites/default/files/new\\_reports/INS2-2473712162.pdf](http://www.cqc.org.uk/sites/default/files/new_reports/INS2-2473712162.pdf)

<sup>2</sup> <http://www.nhs.uk/chq/Pages/2392.aspx?CategoryID=68>

### 1.1.2 Why did we visit?

- To listen to resident's views of their care, focusing particularly on how the staff obtains and uses resident's feedback.
- To help the organisations that fund and regulate social care in Birmingham to understand the patient's perspective of care provided at Amberley Court, particularly whether residents felt the staff are treating them with dignity and respect.

### 1.1.3 Overview of our visit

This was an announced Enter and View visit. The Healthwatch Birmingham representatives included two members of staff and one volunteer. We telephoned the manager at Amberley Court one week before our visit to discuss any Health and Safety requirements and identify possible health and safety risks. We also wrote to Amberley Court, providing written information about the visit and sent out posters showing time and date of the visit, postcards and general information about Enter and View visits.

During the visit, we met with the manager, members of staff and talked with ten residents. We observed how staff seem to treat residents, how homely the establishment appeared to be, whether the staff gave residents privacy and their general quality of life.

The residents we spoke to said they had been at Amberley Court between three months and sixteen years. The décor and atmosphere of Amberley Court did not feel very 'homely' to the Healthwatch Birmingham representatives. On the day of the visit, the corridors were quiet, apart from the 'bleeping' of the resident's call systems and occasionally staff talking to each other.

## 1.2 What we saw and heard from residents and staff

Ten residents and two staff members agreed to discuss life at Amberley Court with us.

### 1.2.1 Patient engagement

#### Resident's meetings

**The staff's view:** The manager informed us that they hold monthly residents/relatives meetings. They invite all residents to attend. If they are not mobile the staff ask residents what they would like discussed at the meeting.

- *At the monthly meeting, the residents can say what they want. There has been a change since last year. The new manager used to work as a nurse at the home, and her heart is in it (Staff member).*

The staff then feedback the outcome to residents. All heads of departments attend so they can hear resident's concerns, and if appropriate take action. At the last meeting, thirteen residents attended.

The manager told us that they take action because of what they have heard from residents.

- *There is now more diversity and choice of meals.*
- *At the last monthly meeting, the main topic discussed was the IT room. In November, they changed their telecom provider, who cut off the Wi-Fi. They have recently had this reinstalled by another provider. The next action the manager is taking is to install new computers in the IT room.*

**The resident's view:** Unfortunately, residents did not universally support the staff's view of the level of patient engagement.

Some felt that although they gave feedback at the monthly resident's meeting, the staff seldom acted on it.

- *..all talk no action, there is never any action.*
- *The monthly meetings are just run because they have to put it on a piece of paper that they listen to the residents. Even if they do something the change doesn't last.*
- *They say they are going to act on what you've said, but nobody does.*

### Day to day listening and engagement

**The staff's view:** The manager said that her '*door is always open*'. She told us that she closes it briefly for important meetings. If it is closed too often residents can contact the regional directors directly, which some residents have.

The manager gave us examples of when they have listened to a resident and taken action to improve their well-being.

- *A resident with communication difficulties was unhappy and kept shouting. They spoke to the resident's family, who said the resident found a bath relaxing. Now procedures are in place for this, the resident is happier and no longer shouting.*
- *The family of a respite care patient complained about the laundry service at Amberley Court. They made the nurse write up their complaint and give it to the manager. The manager dealt with the complaint, and now the family is happy to bring (their relative) back.*

The manager felt there were very few challenges to obtaining and using resident's feedback.



- *Whatever they want normally seems very reasonable. If a resident is hesitant to speak to me, I sit with them and have a cup of tea to help them share feedback.*

**The resident's view:** Again, interviews with residents did not universally support the manager's view.

Some residents felt listened to by the staff regarding their care.

- *Staff do listen and ask others about their ideas too.*
- *The staff do listen and act as soon as they can, I am happy about this aspect.*
- *I felt that I could 'go down' and give the manager ... feedback and say if I'm not happy.*
- *Makes me feel reassured and happy that the help is there.*
- *Get on well with all the staff.*

However, others did not feel listened to.

- *I am outside the small crowd of people that are listened to.*

One resident said that many staff are too busy to have conversations with residents. Others felt that the staff did not communicate with them.

- *Staff keep saying hello but no one really takes time to have a conversation.*
- *I feel ignored.*

### **Healthwatch Birmingham observations**

The Healthwatch Birmingham representatives observed two staff conversing with residents, but this seemed to be the exception. In communal areas like corridors, for example, we mainly observed the staff chatting with each other rather than conversing with the residents.

This may have an impact on resident's psychological health and well-being, especially for those who have few, if any, visitors.

- *My family very rarely visit... they live too far away.*
- *I have no visitors ... I just keep myself to myself.*
- *Haven't got many friends, but I'm shy at meeting people.*

In our conversations with residents, we tried to understand if the patient engagement by staff at Amberley Court resulted in positive changes. Unfortunately, some residents felt that when they gave feedback about their care it did not result in action that met their needs.

- *The nurses say that there are only a few of them. When they tell the clinical manager, she says "we will tell the nurses" but then nothing changes.*
- *It depends on who you talk to. They say they are going to act on what you've said, but nobody does.*
- *Will wait and see - sometimes changes happen, but most times not.*
- *I have made formal complaints about another resident but nothing has happened.*

### **Healthwatch Birmingham observations**

Interactions with residents depended on the individual member of staff (and their relationship with the resident), some were warm, friendly, caring, talked to, smiled and listened to the residents and were considerate of their needs, and others appeared more distant and less empathetic. Staff addressed residents by name. Eye contact and tone of voice were mostly good and most staff were welcoming to visitors and treated each other with respect. Most appeared caring and patient despite a heavy workload.

## 1.2.2 Dignity and respect

**The staff's view:** We asked the manager to give us an example of staff treating a resident with dignity and respect. She said that a resident had been rude, swearing at the manager and assistant manager. The staff continued to treat the resident with respect. The resident recently apologised saying that they were apologising because staff were treating them so well.

**The resident's view:** A resident told us that most staff treat residents with dignity and respect. However, some staff do not.

- *Some do, some don't*
- *They are OK*
- *Yes I am treated with respect, but things have changed.*
- *They make you feel welcome here ... I'm happy with all they do.*
- *The girls are pretty good.*
- *Staff should try and understand how the residents feel being in a care home.*
- *It's terrible. Years ago people were happy and there was laughter... People have left.*
- *They don't always. One or two staff don't treat me with respect.*
- *Staff called me by my nickname who have not earned the right to do so.*
- *Some do, some don't ... some talk down to me ... not every day, maybe once a week. It's not by the same people each time.*
- *Some staff are lovely, they treat you with respect, but not all do.*
- *Staff can tease residents, but not the other way around.*
- *Half the staff are just sitting down.*

### 1.2.3 Choice of care provider

We asked residents about their level of involvement in selecting their care home provider. Most said they had little or no choice.

- *Only this nursing home had the facilities to care for my needs.*
- *The social worker chose this provider.*
- *I was not given another option as this bed is funded by the hospital.*
- *I was moved here without seeing the place.*
- *I did not have a choice, was told to come to this nursing home.*

### 1.2.4 Quality of care

**The staff's view:** Before admission, they assess the person and talk with the family and the person to see if they can meet their needs. If they can, then the care planning starts. Most of the residents can communicate and are involved in this planning. The care plan review meetings are monthly with the resident and every six months with the family. Two staff members gave the following written feedback on the day of our visit.

- *I have worked here for over eight years and the service is great. I get support from management and other seniors. Training is given regularly. All the staff are friendly.*
- *I have worked here for over five years and the service has been great. I get support from management and all the senior staff. Training is being offered and everyone is friendly.*

**The resident's view:** We asked residents about their care.

- *It's OK*
- *Happy with all they do here*
- *I came here because I was ill ... but have got better.*

- *There are less carers than before.*
- *I needed my ears syringing, this was promised but it hasn't happened.*
- *Sometimes I get the care I need, but not always.*
- *I need more physiotherapy ... started to cut this back a few years ago ... I have to pay £20 for half an hour and I can't afford this.*
- *When I ask for help I have to wait for them to have a break... this can be over an hour.*
- *This resident relies on carers for support. The resident then said "they put others before me".*
- *Not getting the care when they want it, but rather the time the staff are free. For example, wants a shower at 9 a.m. but getting it at 11 a.m.*
- *If I pressed that buzzer now it would take half an hour before they came... Feel like giving up half the time.*
- *I do exercises I can do. Used to walk around with support from carers. They are usually too busy. Standing up is hard. Stand for a few seconds a day to help my muscles.*
- *Sometimes takes up to one and a half hours to get back into bed and this causes distress.*
- *Not many staff actually put my appliances on correctly.*
- *I don't get enough pain medication and some has been stopped.*
- *Sometimes I soil myself and I am not changed for up to half an hour.*
- *The nursing home needs more staff.*
- *More carers*
- *These days the staff are not very experienced. They do not have as much training as they did previously.*
- *The management is bad. Under staffed all the time. Resident's needs are not being met. Home and deputy*

*managers don't follow up on complaints or seem to care about the residents.*

### 1.2.5 Meals

**The staff's view:** The manager told us that residents had shared feedback in the resident's meeting that they were dissatisfied with the meals. The staff has taken action by providing more diversity and choice of meals.

**The resident's view:** Several residents commented on the food provided by Amberley Court. One thought the food was good, but most residents we spoke with had issues regarding the quality and timing of meals and availability of drinks.

- *The poor food has been raised with the staff for years, but until recently, nothing has been done about it.*
- *The food is often late.*
- *The food isn't up to much ... Sometimes cold. Sometimes I do not get my breakfast until 10.30.*
- *They need to improve the food it's a bit bland and no flavour.*
- *Food is horrible.*
- *The food standards went down, but the lunch is ok now as the head chef for Bupa is here. Not sure what will happen when he goes.*
- *Most staff are all helpful making tea, but not all.*
- *The food level needs to improve.*
- *They have set times for tea. Sometimes you get a drink and sometimes you don't.*

## Healthwatch Birmingham observations

There was an empty meal plate on the resident's over-bed table, beside a urine bottle. A carer came and took the plate away. The carer did not offer a cup of tea or a pudding. Later, the resident told a different carer that they had not received a pudding or a cup of tea at the mealtime. This second carer offered these.

### 1.2.6 Quality of life

**The staff's view:** The manager told us that one of the main issues is the residents not understanding what their funding covers. For example, if residents want a one-to-one/individual trip out then they may have to pay extra for the care support on that trip if it is not related to an activity<sup>3</sup>. When they do not understand about the funding, the manager says she shows them the contract and discusses the issue with them.

**The resident's view:** There was a call for more activities.

- *More recreational activities*
- *There is not much to do, it's boring.*
- *More activities would be good.*
- *They need more activities and trips.*
- *I would like to be able to walk to the bus stop. Don't do that as much now.*
- *I go shopping as an activity rarely; when a carer is available.*
- *I am stuck in this bloody room 24/7.*
- *If other disabled residents have a smoke I help to take them out, staff do not.*
- *Don't do as much now - not getting as much money it seemed to stop.*

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<sup>3</sup> See manager's suggested correction in the 'Response from Manager' section below.

- *Don't see any money, not supported to manage... they take money out of my account when they want to.*
- *Used to do more but can't afford the pub lunch.*
- *There are no newspapers.*

One resident said that they like to go into the garden but finds it awkward getting into and out of the door. They said that trying to pull it while in a wheelchair is unsafe and that an electric door is needed.

We had a mixed response from residents when we asked them if they would recommend this service to friends and family.

- *If they were old.*
- *It depends on their needs.*
- *No, because you lose your independence and can't do what you want... But it is adequate for the service it provides.*
- *No ... my experience has not been good.*
- *I would recommend Amberley Court to family and friends because I have been treated really well since I've been here.*

### 1.3 Acknowledgements

Healthwatch Birmingham would like to thank Amberley Court residents, staff and management for their contribution and support with this Enter and View.

### 1.4 Disclaimer

Please note that this report relates to the findings found on 15<sup>th</sup> May 2017. Our report is a representative portrayal of our experiences of this visit.



## 1.5 Response from the manager

The manager's response to this report was that she wished us to insert the following in Section 1.2.6.

*We carry out a variety of activities including outings to pub lunches, cinema etc.*

*During the resident/relative meetings, the residents requested a trip to the sea side. One resident asked if she went on this trip if she would be paying for a staff assistant. The manager replied 'no'.*

*The resident said she heard she would have to pay if she required an outing with staff assistance. The manager replied again that residents are not required to pay for staff support for activities. The activity budget covers those expenses as Amberley Court arranges fund raising activities to raise money for such activities.*

*Residents have not been told that they need to pay for an escort to attend activity days out. However, "staff escorts may be re-charged dependent on the reason for the request and the funding arrangements" i.e. they are not activity day related.*

The manager's response did not address any other of the feedback provided by residents of Amberley Court.