



Details of visit

Service address:	Village Green Care Home, Bedford Road, Marston Moretaine, MK43 0ND
Service Provider:	Woodgate Healthcare
Date and Time:	24th May 2017 10:00 – 12:00
Authorised Representatives:	Dave Simpson, Den Fensome, Linda Harrison
Contact details:	Healthwatch Central Bedfordshire Capability House, Wrest Park, Silsoe, Bedfordshire, MK45 4HR Tel: 0300 303 8554

Acknowledgements

Healthwatch Central Bedfordshire (HWCB) would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View visit.

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.



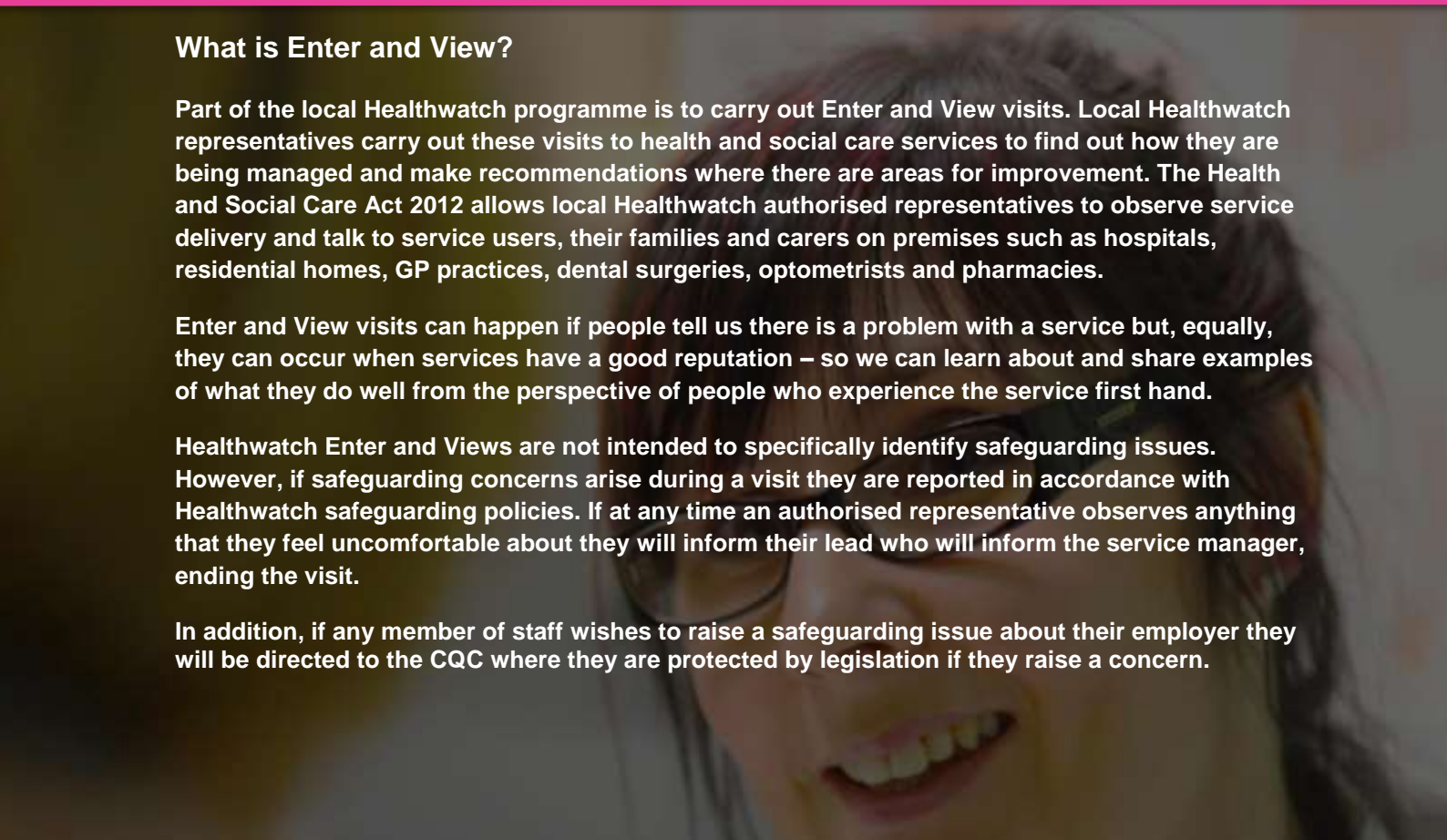
What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being managed and make recommendations where there are areas for improvement. The Health and Social Care Act 2012 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 – 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 Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they will inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.





Purpose of the visit

- To engage with service users of care homes and understand how dignity is being respected in a care home environment;
- Identify examples of good working practice;
- Observe residents and relatives engaging with the staff and their surroundings;
- Consult with residents, relatives and staff about their experiences of the environment within the home and how care is delivered.

Strategic drivers

- Care Quality Commission dignity and wellbeing strategy
- Care homes are a Local Healthwatch priority

Methodology

This was an announced Enter and View Visit.

Prior to the re-opening of the Home in early 2016, BKR Care Consultancy Ltd (BKRCC) was appointed by the new owner of the home under a management agreement to provide professional management services at the Home. This arrangement continues today.

On arrival at the Home, Healthwatch Central Bedfordshire representatives were asked to 'sign in' and were met by the Manager, who gave a verbal introduction regarding the home, its history, the number of beds and residents, staff etc. Representatives were also introduced to several members of staff.

Two HWCB representatives interviewed residents and staff members whilst the lead representative was given a tour of the whole building, including the second floor which has not yet been refurbished so is not accessed by any residents, but is home to the laundry and staff meeting room.

Authorised representatives approached residents at the care home to informally ask them about their experience of the home. Unfortunately, no family members were in attendance during HWCB's visit, but several members of staff were spoken to.

HWCB's authorised representatives explained to everyone spoken to why they were there and took notes. After speaking with residents and members of staff, Healthwatch Central Bedfordshire (HWCB) leaflets were given to the Manager to be displayed in the home to enable residents, family members, friends and staff to contact HWCB at any time.



Summary of findings

At the time of the visit, the evidence is that the home was operating to a good standard of care with regard to cleanliness, dignity and respect.

- On entry, representatives were asked to sign in and were pleased to see the Healthwatch Central Bedfordshire posters displayed.
- The home is a registered Residential Care Home, scheduled to operate in three units:
 - **Oak Avenue** – the dedicated Dementia unit, due for completion by Christmas 2017
 - **Beech Street** – the upper floor, currently awaiting refurbishment, which contains private restaurant and snug for residents' use, the laundry and staff/training room, and a hairdressing salon which is currently being renovated.
 - **Elm Drive** – The main area currently occupied by residents.
- All residents seen looked tidy, clean and well cared for, HWCB representatives saw no evidence of dignity not being respected.
- One resident spoken to was generally happy with the meals; the menu appeared to be balanced and nutritious and mealtimes were suitable for the residents. Residents could also choose where to take their meals.
- HWCB representatives saw clear evidence of social activities, with photographs of previous activities displayed in the home. The residents spoken to were given the option of taking part in organised activities along with their relatives.

The Manager advised representatives that the current status of the home is as follows:

- 16 residents, 12 of whom have varying degrees of dementia.
- All rooms are single occupancy with all but one being en-suite.
- A total of 30 members of staff are employed, including nurses, carers, activities coordinator, administrators, cleaners and maintenance staff.
- The home is currently recruiting a permanent Manager and an additional Activities Coordinator.
- Catering is entirely 'in house' with a chef who has 15 years' experience plus an assistant.
- The Activities Coordinator is currently on Maternity Leave but had scheduled activities to the end of the year and does 'pop in' from time to time.
- GP coverage of the home is described as 'patchy' at best, and the assumption is that this is due to local surgeries being overstretched.

Results of Visit

Environment

On entry, representatives found the environment to be clean, warm, light and airy. The atmosphere was 'neutral' in that there were no apparent smells, good or bad.

A large garden area is attached to the Home with a patio, a 'secret garden', a fishpond, birdfeeders, raised flower beds and plenty of seating. This is also used for garden parties in



the warmer weather. There is also a chicken 'coop' with two chickens, although no longer a cockerel due to noise complaints from near neighbours.

The Home also has a large communal bathroom with a 'sensory' bath for residents to use.

Promotion of Privacy, Dignity and Respect

All residents seen at the time of the visit appeared to be well dressed and cared for. Each resident's name is displayed on a notice on the door to their room. Representatives were advised that each resident has a key worker who also works with the family.

HWCB representatives were advised that all bed linen is changed regularly or as necessary. Residents' individual Care Plans are kept in the nurses stations and are available for residents and/or their family to view on request.

Representatives were advised that the home facilitates the following visiting services:

- Hairdresser – one of the carers roles includes hairdressing whilst the Hairdressing Salon is being renovated.
- Chiropodist – six-weekly.
- Mobile Dentist – six weekly or as required.
- Optician – as required.
- A private aromatherapist also visits the home by arrangement.

Promotion of Independence

Residents are encouraged to bring their personal possessions, photographs, pictures, ornaments and small pieces of furniture, including televisions, to create familiar surroundings. Visits by pets are also welcomed.

Interaction between Residents and Staff

HWCB representatives observed and spoke with residents in the communal areas. Representatives noted cheerful interactions between staff and residents even while passing by each other in the corridors. The residents spoken to stated they were comfortable in the home and quite happy.

Representatives observed staff members engaging with residents and calling them by their first names and, at the time of the visit, were assured that staff respected and cared for the residents.

Residents

Residents' medication is distributed by a fully trained nurse at all times. Representatives were advised that DNRs (Do Not Resuscitate) notices (if appropriate) are kept within each resident Care Plan and the Lead Representative was shown evidence of this.

One resident commented, *'the staff are all wonderful, I have the best room, the food is wonderful – plenty of it, I couldn't have done better in a hotel'*.

Food

Two HWCB representatives visited the kitchen, and were required to wear aprons and a head covering prior to entry. They found the kitchen to be of a good size, very clean and orderly, with all pans and utensils clean.

Photographs are on display in the kitchen showing special dietary requirements of residents, and pictorial menus are also available.

Representatives observed food being prepared with particular care given to presentation.

Recreational Activities/Social Inclusion/Pastoral needs

Representatives observed residents using the lounge and dining areas. Full jugs of squash were available for all residents to access with teas and coffees also available on request. Residents were seen accessing the well-kept and secure garden and enjoying sitting in the sunshine. Members of staff were also observed assisting residents in playing bingo which all appeared to enjoy.

Representatives were shown the library and the cinema, complete with a popcorn machine, and IT access via a computer which residents can use for Skype conversations with distant relatives.

Organised 'outings' outside of the home do not currently take place as the home does not have access to suitable transport which would be needed for the transportation of residents in wheelchairs, however, members of staff do take some residents out to the local church and village at times.

Local school choirs visit and sing to the residents, which is very popular with most residents.

Involvement in Key Decisions

Residents with the capability and relatives too, are regularly consulted regarding their care plans and any alterations required.

Concerns/Complaints Procedure

The manager, residents, relatives and members of staff all confirmed there is a complaints procedure and they are aware of the procedure to follow and their responsibilities. There is a complaints box in the reception area which everyone can contribute to.

Staff

All staff seen and spoken to during the visit was friendly and helpful to the representatives and to the residents they were observed interacting with. All staff, observed speaking to residents, clearly knew them well, using their first names. The staff appeared to be well trained and, at the time of the visit, representatives were confident residents were well cared for.

Several members of staff were interviewed by representatives, all of whom were found to be helpful and accommodating. All staff spoken to stated they felt that there was enough staff for the present level of occupancy, but realised that more would be needed as and when the home took in more residents.

The consensus was that access to a suitable vehicle to enable trips out for the residents was highly desirable.

All staff spoken to appeared happy to be working at the home, one member of staff said, '*I really enjoy coming here to work for the residents - **in their home.***'

Staff coverage in the units is as follows:

- Morning – one to two nurses and four carers
- Afternoon – one nurse and three carers
- Evening – one nurse and two carers
- Overnight – one nurse and two carers

Staff training is delivered on site in the staff training room, disciplines include:

- Moving & Handling
- Adaptation (for overseas staff)

- CRP
- Anaphylaxis
- Medication
- SOVA
- Fire Safety

Visitors and Relatives

Healthwatch Central Bedfordshire's notice to advise of the time and date for the visit was sent to the home two weeks prior to the visit and was on display at the time of the visit however, Healthwatch Central Bedfordshire was not contacted directly by any relative prior to or since the visit to the home.

Additional Findings

Representatives noted that there were fire extinguishers and Fire Blankets well dispersed throughout, and hand sanitizers were in evidence at strategic places in the home.

The management of the home is attentive to any suggestions for improvement and voiced plans and ideas for the future of the home.



Recommendations

This report highlights the good practice that was observed and reflects the resident's and relative's satisfaction with the care and support provided.

- HWCB considers that as the home accepts more residents, the need for further Activities Coordinator coverage is paramount to enable the current level of resident satisfaction and engagement to continue. We therefore recommend that the home engage another suitably qualified Activities Coordinator as soon as possible.
- Several members of staff, and residents spoken to, were all very clear that the home would benefit from access to a suitable vehicle to facilitate group trips outside of the home. HWCB recommends that the home investigates the feasibility of a suitable vehicle as early as possible.
- Healthwatch Central Bedfordshire applauds the progress and development of the home since it's re-opening, and recommends that the redevelopment of the remaining areas continues with the same care and attention to detail that is evidenced so far.
- Healthwatch Central Bedfordshire recommends that this report is shared with the residents of The Village Green Care Home and their family members and to advise that if they should wish to contribute any additional comments about the report, to contact Healthwatch Central Bedfordshire direct on 0300 303 8554.



Service Provider response

Thank you very much for sending this report.

It is a very positive report overall and in response to the recommendations:

- We now have additional hours on the activities team.
- With regards to acquiring a vehicle we will follow this up when funds allow and we will continue in the meantime with bringing outside entertainment to the home.
- The plans for future refurbishment show that the standard will be maintained.
- The report is displayed for residents and visitors to see and we spoke about the Healthwatch visit at a recent resident/relatives meeting.

Kind regards
Carolyn Paterson

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