

Healthwatch Cheshire West Enter and View Report

Enter and View Visit to	Rivacre House 47A, Seymour Drive Ellesmere Port CH66 1LG
Date	11 th April 2017
Authorised Representatives	Christine Banfi and Elizabeth Bott
Staff Present	Mrs Dreena Davies - Registered Manager Paul Gilmore - Deputy Manager Lisa Blease - Senior Support Worker
Background	Rivacre House is a purpose-built care home for people who have needs with their mental health. The home is a two storey building located near Ellesmere Port town centre, close to shops and local facilities. The home has twelve single bedrooms. At the time of our visit there were twelve residents. There is a large lounge and dining area and a separate conservatory on the ground floor and a smaller kitchen and lounge on the first floor. The home is run by Making Space.
Overall Impression	We found the staff to be welcoming and friendly. The manager joined us as soon as she had tied up her meeting. Representatives felt that there is a real feeling of teamwork which creates a positive atmosphere. The home was clean and tidy with a bright and spacious hall, with good signage.
Any ideas or suggestions for improving service?	A minor point would be to tidy up the frontage. We noticed some litter and the lawn was rather overgrown. This did not reflect the well organised interior of the home. Also the private garden areas would also benefit from further attention and this could be linked to encouraging any interested residents to partake with the encouragement of volunteers. We understand that this is something that has happened in the past.

Environment

Outside the lawn was ready for a tidy but we were told the gardeners were due. The hallway was large and bright and was welcoming in appearance. The wooden floor was clean and uncluttered.
A mattress had been delivered and was waiting to be moved to the sleep-in staff

quarters. This was done during our visit.

We saw a suggestion box and relevant information in the foyer e.g. a monthly residents' meeting advertised. We also saw a list of monthly activities.

Since her appointment in March 2013, Dreena Davies the registered manager, told us that she has prioritised which areas in the home have needed updating. She formulated action plans in order to make Rivacre House, "***Their own,***" - referring to the residents. The lounge areas have been decorated and all the bedrooms have been done, encouraging each resident to choose their own colour scheme.

Dreena told us that actual building or maintenance work is the responsibility of Riverside Housing - who own the building.

Individual bedrooms were not shown to E&V visitors as most residents were not on hand to ask. However, we were told that none of the rooms are en-suite but they do have basins, and that all the residents were happy with their rooms and the facilities on offer.

The impression gained during the visit was that Rivacre is a pleasant, attractively decorated place to live, and that sufficient comfortable spaces and rooms for quiet time and group activity were available.

Residents use the laundry, kitchen and "baking" areas. 1:1 cooking is also available in the upstairs lounge.

The atmosphere is homely and comfortable.

A cleaner is employed 16 hours a week over a four day period but also residents are encouraged to be responsible for their own environment. A cook is employed for 20 hours, but again residents are encouraged to become involved by choosing a meal for the weekly menu and by preparing some of their own meals.

Health and Wellbeing

Rivacre offers personal care and individual help for a maximum of twelve residents with mental health conditions. The youngest resident is 34 and the oldest 70+. There are no DoLs at the present time. Since her appointment in 2013 Dreena told us that her aim is to maximise the potential of each resident and that of the staff.

Some have been enabled to become more involved in the community and some have been able to move into their own accommodation with an appropriate care package. We were told of one resident who originally never went out. She was encouraged to travel into the local area and then to travel by bus to a wider area. She can now go shopping by herself and travel on public transport. Other residents have been supported to visit the local barber shops or to the cinema - activities that used to be beyond them.

Dreena Davies told us the importance of establishing a pathway before residents arrive so that the appropriate support can be provided. "***Our aim is to create as much independence as is possible.***"

Rivacre can be an acutely important transition or "step down" phase and staff are enabled through training to respond to 'where each resident is at' so that future

development always takes place with the resident at the core and is person centred. We saw staff interacting with residents and could see that the residents were treated with dignity and respect and they had a friendly relationship. Dreena said that she always suggests to staff that they ***“Treat everyone as an individual.”***

Instead of a care plan, residents have ‘MY PLAN’ to which they contribute by saying what goals they have and what they would like to achieve. Staff then try to facilitate these goals.

We were told that Staff will also encourage residents to try new things which is something supported by the most recent CQC report, a resident said, “I know my support plan - The staff are always helpful in the support I need.”

Staffing - Dreena told us that she felt that her team were, ***“A close knit staff team,”*** and that they would go to great lengths to help their residents.

Senior staff - four including the manager - work 35 hours per week. Part time staff work a three week rota, 20 hours a week over three days. This means that if necessary they can cover for each other so they don’t use agency staff. The manager works late one day a week to ensure continuity and can do weekends or night duty if they are short on staff. However, there appears to be little staff turnover. As well as a senior and support staff there is now a 1:1 support worker working 18 hours a week.

Residents themselves are part of the Rivacre House team. Dreena was pleased to tell us that one resident fetches the papers each day, while another mans the office when a meeting is taking place. A resident also takes the minutes of residents’ meetings and is now able to type them up. One resident works with staff involved with health and safety in the home and attends area meetings. All these are important elements of a full life for the residents and are encouraging for the staff.

Residents are encouraged to treat Rivacre as their home, and this means they keep their own rooms tidy and they are enabled to launder their clothes, sheets etc on an allocated day. A strong impression was gained by Representatives that at Rivacre, things were kept in good order without being overly tidy, creating a homely, quite colourful yet restful atmosphere.

Medicines and medical records are kept in a locked room which appeared in good order. Dreena Davies emphasised that each staff member was seen to be a valuable member of the team, and most have specific roles and responsibilities. For instance Lisa Blease takes responsibility for activities, quality assurance and dignity. She has recently presented work on the Quality Assessment which was very well received. Paul Gilmore looks after health and safety and infection control. By presenting to the other staff, the lead person can explain the importance and relevance of the legal requirements. Also the lead staff member can attend relevant area meetings and report back.

Training - Dreena told Representatives that she insists on thorough training as, ***“Things are always changing,”*** and said that she keeps meticulous records to ensure it is up to date.

She and Paul, deputy manager, are level five NVQ and Lisa has nearly finished her level five. Most staff are at NVQ level two or three in health and social care.

We were told that staff have also completed training in dementia, transgender,

Macmillan end of life and autism. Training takes place with CWAC or in house during monthly staff meetings with presentations from staff to emphasise why recording and reporting are so important. The resulting action plan is also discussed and carried out. Dreena told us her mantra was, ***“If you haven’t recorded it then it hasn’t happened.”***

This meant we were able to cross check every element of life at Rivacre, including all the outings, activities and visits.

E&V visitors were shown as much paperwork and computer records as we wanted to see and we noted that incidents and complaints had been well documented and followed through so that lessons were learnt to inform future practices. Dreena told us that she was very happy with the support she was receiving from Making Space.

Representatives understand that the staff will soon be wearing a new uniform - a tee shirt with a logo - which they were able to help design.

Dreena told us that the system of having a key worker for each resident has really helped to build confidence and improve communication for the residents. ***“The staff are always helpful in the support I need. I have grown more confident in residents meetings and talk and suggest more within the meeting.”*** Dreena was confident that each user would be able to complain because of the key worker scheme and also the system of advocates that are available to the residents. There is a ‘HAVE YOUR SAY’ system which can be accessed with 1:1 help if necessary so that procedure is understood.

Activities and Community Links

There was plenty of evidence that many events are available for residents who wish to take part.

Within the home there were quizzes and bingo sessions and a monthly theme, such as ‘Thailand,’ that involved music, film, food and activities. There were also posters displaying local events in the lounge showing that residents are encouraged to become involved in their local community.

Residents go out for meals, do shopping, and go on coach trips. They had recently been to Llandudno. About a quarter of the residents go out on a regular basis. We were informed that the intention is always to aim towards each resident becoming more independent but also bearing in mind their personal wants and preferences. Creative activities include painting, sewing, car maintenance and woodwork.

The local church runs events which are also attended by some residents, and the local police support officer visits the home and talks with the residents. A staff member, produces a newsletter - there were examples on file - while Julie, senior carer, is hoping to bring in more volunteers to help. The soap manufacturer, Lush, has been in to make soaps with the residents.

The home has a link with Chester University and from May 1st they will be receiving another input of (usually) first year Mental Health student nurses.

There are monthly residents’ meetings and residents are encouraged to help produce the newsletter - they are helped to write about activities and excursions and also to write poems which have been included. The hope is that eventually they will be able to produce the newsletter independently.

Dreena told us that it is also important to respect when a resident doesn't want to join in group activities. However, they will still help them to extend themselves and often will like to play a game such as scrabble. Dreena ensures that there are enough staff to enable this, usually between 6 p.m. and 7 p.m. after the evening meal. This further shows person centred caring.

Dreena Davies continues to provide a well-led, empathetic model of care at Rivacre House. As one relative put it on the QA survey: ***“Always very welcoming, run like a real home not an institution, residents always treated with respect and involved in the running of their own home.”***

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.

Feedback from Provider of Service

I find it really useful as a manager of a service to receive reports and comments from independent organisations / as they come into the service with fresh eyes, and often see things or pick up on things that on a day to day basis we could possibly overlook, and any feedback will always contribute to improving the service provided to residents. DREENA DAVIES - MANAGER 09/05/2017