



Enter & View Report

Lutterworth Country House Care Home

23 November 2017



Report Details

Address	Lutterworth Country House Care Home 2 Ashby Lane Bitteswell Lutterworth LE17 4LS
Service Provider	Prime Life Ltd (Formerly The My Care Group)
Date and time of visit	Thursday 23 November 2017 9.00am - 11.00am
Type of visit	Announced Re-visit with limited notice
Authorised representatives undertaking the visit	2 - Authorised Representatives

Acknowledgements

Healthwatch Leicestershire would like to thank the service provider, residents, visitors and staff for their contribution to the Enter & View Programme.

Disclaimer

Please note that this report relates to findings observed on Thursday 23rd November 2017. Our report relates to this specific visit to this service and is not representative of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

This report is written by volunteer Enter and View Authorised Representatives who carried out the visit on behalf of Healthwatch Leicestershire.



What is Healthwatch?

Healthwatch is the independent consumer champion to gather and represent the views of the public. We have significant statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services. Part of the local Healthwatch Programme is to carry out Enter & View visits.

What is Enter & View?

Part of the local Healthwatch Programme is to carry out Enter & View visits.

Enter & View visits are conducted by a small team of trained volunteers, who are prepared as 'Authorised Representatives' to conduct visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvements.

Enter & View is the opportunity for Healthwatch Leicestershire to:

- Enter publicly funded health and social care premises to see and hear consumer experiences about the service
- Observe how the service is delivered, often by using a themed approach
- Collect the views of service users (patients and residents) at the point of service delivery
- Collect the views of carers and relatives
- Observe the nature and quality of services
- Collect evidence-based feedback
- Report to providers, the Care Quality Commission (CQC), Local Authorities, Commissioners, Healthwatch England and other relevant partners.

Enter & View visits are carried out as 'announced visits' where arrangements are made between the Healthwatch team and the service provider, or if certain circumstances dictate as 'unannounced' visits.

Enter & 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.



Purpose of the visit

The planned two hour visit took place between 9am and 11am on 23rd November 2017 was a follow up to observe the care provided, to see if our earlier recommendations (see below) had been carried out and was also prompted by:-

- Local intelligence gathering from members of the public re dignity issues.
- Concerns raised about dietary and food choices.
- Concerns raised regarding Staffing levels, staff support and staff training.



8

We spoke to 8 residents



4

We spoke to 4 staff members

Methodology

This was an announced Enter and View for a re-visit with a 9 day short notice period given to the provider (Letter sent first class dated 13 November 2017).

We were met at the reception and given a cordial welcome by the Manager , the Regional Operations Director and had an introductory meeting with them.

At this time, we were informed that approximately 4 weeks earlier the home had been acquired by the 'Prime Life Group', hence the presence of the Regional Director who was overseeing the transition and future change.

It should be noted that this home is now registered as a care home and no longer provides nursing care. We were advised that we had access to speak to all the residents, staff and relatives during our visit.

Our representatives spoke to 8 residents and asked about their experiences of the home and 2 family members about the care provided. The representatives spoke to 4 staff members regarding their experiences working within the home. They explained as to why they were there and took minimal notes.

A large proportion of the visit was also observational, involving the representatives walking around the home, noting the surroundings to gain an understanding of how residents engaged with staff members and the facilities.

Summary of the Findings

We learnt that Prime Life Ltd had recently acquired ownership of the home on the day of the visit.

During our introductory meeting with the Manager and the Regional Operations Director we were appraised of the transitional arrangements and the improvement plans to bring the Country house in line with the standards and quality of other homes within the group. The majority of these plans will take place in 2018 so as to minimise initial disturbance. We are pleased to note that the majority of these plans reflected the recommendations made at our previous visit.

Dignity

- Overall, the Residents were cheerful and all we saw were well dressed and the environment of the home was clean and free from odours.

Dietary and food choice

- The food choices, individual specialist needs and flexibility of meal times was praised by the residents and family members .

Staffing and Training

- Staffing shortages have been recognized by the new owners and a recruitment drive is taking place.
- Staff rostering shortages are now supported using staff if needed from other Prime Life homes.
- The need for more appropriate staff training has been recognised and will move 'in house.'
- The need for more staff support was recognized and support systems are being implemented.

Activities

- There was evidence of activities involving residents and families, and the manger was enthusiastic to be able to run smaller and more frequent activities in the future.
- The group property manager will visit next year to advise on décor that is more dementia friendly.

The findings from 2014 did indicate a review of the bathroom and toilet facilities so that all parts of the home are easily accessible. The finding from 2017 are that:-

- A new wet room has been provided and the inadequate shower room closed.
- The group property manager will visit next year to advise on décor that is more dementia friendly.

The findings from 2014 was that the home to consider how to make it easier for residents to know who the staff are so that residents and relatives know who the management are and the staff delivering care. The finding from 2017 are that :-

- There are now notice Boards displaying staff that are on duty and one showing the management team.
- Staff Uniforms were clearly identifiable by colour and their names and title clearly embroidered on top pockets.
- Mangers and Staff were interacting well with the residents.

The findings from 2014 was that access to medication, obtaining prescriptions and treatment was not consistent. We recommend a review of the administration process and procedures and inform us of the actions taken in this regard. The finding from 2017 is that :-

- The system and supplier of medicines is being changed and the home will shortly be using the safer administration 'Bio Dose' system used across the group.

The findings from 2014 were that recommended the complaints procedure with contact details is clearly visible in the communal areas for residents, relatives and friends. The finding from 2017 is that we recommend the service provider to:-

- Improve awareness of how to make a compliment, complaint or concern easier and more obvious. Increase the size, and font on some of the notices to assist readability.

We would like to thank the Manger and Staff at Lutterworth Country House for allowing this short notice visit to go ahead so soon after the home being acquired by Prime Life.

Result of Visit

Environment

This is a purpose built two-storey care home with a central area. It is located in a rural setting surrounded by fields and a farm. There are gardens to the front and back; the residents use the back garden. The Reception area was welcoming and secure with a signing in book for visitors. There was a board displaying staff names on duty clearly visible. A comment book was available for those visiting to use and the comments were on the whole very positive. A comprehensive forthcoming activity programme was displayed along with other pictures, cards and information.

Unlike at the previous visit, there was now a clear notice of how to complain although we did find it difficult to read because of the size and colours, however we were informed that the colours were in line with those advised by Dementia UK. The notices were all up to date and headed 'PRIME LIFE'

The home appeared very clean and free from any unpleasant smells and some areas showed signs of recent redecoration. The residents' rooms are situated off corridors on the ground and first floor. Those with a more severe form of dementia for safety reasons occupy the ground floor. The corridors were a little dark but this was offset by the many interestingly themed pictures displayed on the walls and the brightly coloured front doors to the rooms. Outside their doors Residents were able to display a picture of their choosing. There was a highly decorated 'positivity tree' painted on the landing and similar near the lift. We were informed that early redecoration was planned for the corridor walls.

The central communal areas on the ground & first floor are open plan and are used as a dining room and recreational/ lounge areas. To the rear there is a light and bright conservatory/ garden room with plenty of seating and good views of the garden and open countryside. The activity programmes take place on both floors to ensure they are available to all.

The Garden remains attractive even at this time of the year with an aviary and the Garden summer house has been converted into a combined café and a bar. A facility we were told by the manager was extremely well received.

Diet and Drinks

The Residents that we talked with spoke highly of the food and that there was plenty of choice available. Specialist catering needs are respected for residents and meal times quite flexible. We observed an obvious lack of regimentation around breakfast time as we noted at least three residents eating their preferred breakfast at 10.45 one eating porridge and one egg & beans on toast. At least 3 residents told us how highly they regarded this flexibility.

We observed a selection of mid-morning drinks being served. Residents also had access to the kitchenette to get drinks. On the corridor was a small mock up fruit shop. We were advised that this area would be refurbished making the facility more user friendly for all but especially for those with dementia as an aid to help with memory loss.

Staffing, Staff Support, Safeguarding, Concerns and Complaints'

The Care Staff all wore purple coloured uniforms and the domestic staff we saw were wearing blue, Team Leaders, Senior Care Assistants, Care Assistants had their names and titles embroidered on their tunics making them easily identifiable to residents and relatives. The staff have now been supplied with individual pagers which has replaced the old call bell system to good effect.

A central notice board was clearly visible near the lift showing the Senior Management team. We were advised that the lift was working properly unlike at our previous visit, noting this we were told that as a health & Safety issue it had been immediately rectified after Prime Life took over.

The staff team on duty comprised of a mix of senior care assistants and care assistants. They appeared happy and were interacting well with residents. Those that we spoke with had been working at the home for some considerable time said they really enjoyed their work but did mention there was at times a shortage of staff and a high staff turnover.

When asked about training they reported that they had been trained in manual handling, lifting and appeared to understand safeguarding.

Enquiring if they felt supported by management in their role they replied that they provided support to each other.

The manager agreed that under the previous owner, staff felt unsupported but the new owners are already showing signs of giving better support.

During the transition the Regional Director will have a daily input at the home and future Training will be provided in house by Prime Life in line with their protocols as soon as is practical

The new owners acknowledged the need to recruit more staff. They are presently carrying out a staffing review using Prime Lifes Rostering systems as there was a need to increase the number of carers at night from 4 to 6 and 7 to 10 in the day.

A Recruitment drive has already started. Meanwhile staffing levels can be boosted if needed by bringing in staff from other Prime Life homes.

Walking around, the Enter and View team noticed the complaints or concerns posters / information displayed in the communal areas and discussed size, colours, and readability with the manager who informed us that they had received guidance on these from experts within the field of dementia.



Promotion of Privacy, Dignity and Respect

We were shown an empty resident's room which was clean, spacious and bright with en suite facilities, simply furnished as personal items of furniture can be brought in. There were privacy/do not enter signs available to put on the outside of the doors which were in use.

The residents we saw or spoke to all appeared clean, well dressed and cheerful. The less able were being offered help and encouragement in activities associated with moving around and daily living.

We observed a resident being moved by hoist in the communal area with dignity and respect.

There was a new hairdressing room which was being used during the visit.
There is a new wet room with an adequate call bell system.

The first floor bathroom that we noted on our previous visit as being unclean and in need of repair plus being difficult to access for those with limited mobility problems was now closed and redesignated as a store room.

Recreational activities

An Activity Co-coordinator runs regular activities and events for the residents. There was a range of activities advertised on the notice boards. We also observed photographs at reception of recent family events and outings.

In the smaller downstairs conservatory there were Board games and Jigsaws available.

The Regional Manager mentioned that comments had been made that major family events had been well run and well received but there was a real need for smaller in-house daily activities and events. This we were told was presently under review.

Medication and treatment

Local GP Practices visit at least once a week and as needed. The visiting GPs also advise on general concerns regarding residents registered at other Practices. We were informed by the manager that the relationship between them and the home had improved and was now very good.

Having heard at our last visit contrasting experiences with access to and supply of medication (with one relative reporting a 48-hour delay in obtaining a prescription) we asked the manager if improvements had been made regarding the supplier. We were informed that improvements had been made with the present supplier however it was explained that the ordering and receipt of medication would soon be changed and brought in line using the safer 'Bio Dose' (enclosed pod) system used by the Prime Life Group.



Residents Relatives and Friends

Three of the residents spoken to told us that the food was good with plenty of choice and that the staff were helpful, caring and friendly. They said the entertainment was good and overall they were very happy with their care.

One gentleman on respite care said it was all very good and that being local he could easily receive visitors or go out.

One relative who has visited daily for the last two years reported that he was extremely happy with the care at the home that his relative received and had always found the staff to be caring and friendly saying that 'nothing was too much trouble'.

Summary

This report highlights the good practice that we observed and reflects the appreciation that residents felt about the care and support provided. We have noted one area for action in the report, as our visit showed that there have been changes made since our visit in 2014 and the manager and her team with the backing of the new owner are enthusiastic to embrace improvements and changes that will be taking place in 2018.

We look forward to the plans being implemented.

Service Provider Response

We received a couple of points relating to the complaints procedure and these observations have been reflected into the report.

Distribution

The report has been distributed to the following:

- Lutterworth Country House Care Home
- Care Quality Commission (CQC)
- Leicestershire County Council
- Leicestershire County Council Health & Wellbeing Board
- Leicester City Council
- Overview & Scrutiny Committee (OSC)
- East Leicestershire & Rutland Clinical Commissioning Group (ELRCCG)
- West Leicestershire Clinical Commissioning Group (WLCCG)
- NHS England (Leicestershire and Lincolnshire Area)
- Healthwatch England and the local Healthwatch Network

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Lutterworth Country House Care Home

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