



Enter and View Visit



Place of Visit:	Wyndham House Care Ltd
Service Provided:	Residential/Dementia Care
Number of residents:	40
Service Address:	Manor Road, North Wootton, King's Lynn, PE30 3PZ
Service Provider:	Castlemeadow Care Ltd
Date and time:	9 th January 2018 2 - 4 p.m.
Authorised Representatives:	Sonia Miller & Joy Stanley
Report Published on:	XXX



Contents

About us	3
What is Enter and View?	4
Acknowledgement	4
Summary of findings	5
Purpose of visit	6
What we did	6
Findings: Observations	7-9
Ideas to take forward	10
Response from Wyndham House	10
Contact us	11



About Us

We are the independent champion for people who use health and social care services. We exist to ensure that people are at the heart of care. We listen to what people like about services, and what could be improved and we share their views with those with the power to make change happen. We also help people find the information they need about services in their area.

We have the power to ensure that people's voices are heard by the government and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.

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.

This report relates to the visit on **9th January 2018**

The visit also takes into consideration the fact that some of the residents spoken to may have a long-term illness or disability, including dementia, which will have an impact on the information that is provided.



What is Enter and View?

Part of Healthwatch Norfolk's work programme is to carry out Enter and View visits to health and social care services, to see and hear how people experience care. The visits are carried out by our authorised representatives. We can make recommendations or suggest ideas where we see areas for improvement.

The Health and Social Care Act 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. 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.

Acknowledgement

Healthwatch Norfolk would like to thank the staff at **Wyndham House** who spent time talking to us. Thank you also to the Manager of the home for helping us to arrange the visit.

We recognise that providers are often able to respond to us about any issues raised and we include their responses in the final report.



Summary of findings

This is what we found as a result of speaking with the staff at **Wyndham House**

- The two story building is currently undergoing extensive refurbishment and is welcoming, warm and friendly
- All rooms are large single occupancy with en-suite facilities, some overlooking the large garden
- All residents appeared well presented, comfortable and happy
- A good range of activities is offered by the Activities Co-ordinator and it is hoped to expand this in the coming months
- Monthly meetings are held with residents' families



Purpose of the visit

We are carrying out a number of visits to care homes over the coming months to look at how the wellbeing of the residents is being catered for.

We will be looking at the environment and surroundings in the care home, the relationship between residents and staff and how residents are involved in decision-making about their activities and food choices.

We will speak to staff and residents about the meals they are served, the care they receive from the staff and the activities which are arranged for them both in the home and within the community.

We will also talk to family members and visitors if they are at the home when we visit.

What we did

These visits are being carried out using our power to Enter and View. This is Healthwatch's legal right to visit places that provide publicly funded health or adult social care services, to see and hear how people experience those services. Each visit is carried out by a team of trained volunteer and staff Authorised Representatives.

Our focus is on the wellbeing of residents and to obtain an overview of the care they are receiving.

We selected the care homes to visit in liaison with the Care Quality Commission and Norfolk County Council and notified them of the visits.



Findings: Observations

We entered through the main entrance into an entrance hall, with visitor information displayed, where we signed in and pressed a buzzer. We were let in by the Deputy Manager and shown to the main office.

The Manager was meeting with two gentlemen from Castlemeadow Care Ltd, the provider who had bought the home in May 2017, for a routine visit. The Manager and one of the gentlemen accompanied us around the home where we met and talked to some of the staff and residents.

Physical Environment

This is a two story building and provides residential care for residents with dementia.

All rooms seen were of a good size, some with a separate sitting area, and some have doors (which are kept locked) which open onto the garden. All rooms have a toilet and basin en-suite. There are two fully equipped bathrooms. Most rooms have been refurbished with new carpets/curtains and furniture - there is an ongoing programme to complete the refurbishment at the home this year. Residents can have their own furniture and keepsakes in their room if they wish.

There is a lift for residents and a well-equipped hairdressing salon.



The entrance hall was warm and friendly and music was playing.



Each bedroom door has a different colour surround and a number and decoration on the door. There is a picture of each resident on the wall beside the door with their name and what they prefer to be called.



There is a large garden where residents can sit in the summer on chairs and under gazebos. There is another paved area with a fountain. The garden area as a whole is due to undergo a “makeover” and we advised that large garden games will be purchased.

Meals and Nutrition

Two choices of meals are offered at each meal time. A plate of each choice is shown to each resident at meal times as they may not remember what they have chosen earlier in the day. Food is freshly prepared on site in a modern, well equipped kitchen. We were advised that the needs of the residents are assessed prior to arrival and necessary adjustments to diet are adhered to.



Activities

A programme of activities is displayed in the entrance hall and is changed weekly. This showed that there is a variety of exercise, singing, films, reminiscing and visitors to the home.

JANUARY		WYNDHAM HOUSE CARE HOME	
DATE 2018	MORNING	AFTERNOON	
MONDAY 8TH	MORNING EXERCISES 11AM FRONT LOUNGE ONE TO ONE VISITS 12.30PM-1PM	REMINISCING AND KNITTING 2PM DINING ROOM	
TUESDAY 9TH	PAMPER SESSION WITH ANITA IN THE HAIR SALOON OPEN FROM 8.30AM MORNING EXERCISES 11AM FRONT LOUNGE		MOVIE AFTERNOON/REMINISCING 1.45PM DINING ROOM
WEDNESDAY 10TH	MORNING EXERCISES 11AM FRONT LOUNGE		1.45PM DINING ROOM BAKING 2.00PM FRONT LOUNGE
THURSDAY 11TH	MORNING EXERCISES 11AM FRONT LOUNGE		QUIZ GARY LEONARD MUSICIAN TO ENTERTAIN 14.30 DINING ROOM
FRIDAY 12TH	MORNING DOMINOS AND REFRESHMENTS 11.15 TO NOON		PAMPER SESSION 1.45PM CARE STAFF
SATURDAY 13TH	RELAX AND WATCH TV		SUNDAY AFTERNOON FILMS 1.15PM TAKE YOUR PICK OF DVDS SOUND OF MUSIC NORMAN WISDOM JOHN WAYNE DORIS DAY WITH CARE STAFF 2.30PM
SUNDAY 14TH	GAMES AND PUZZLES WITH CARE STAFF		

Outings are undertaken locally, although these are restricted due to the numbers and availability of staff and residents' families to assist. The home now has the use of a bus provided by Castlemeadow Care Ltd which will enhance the activities available.

Staffing and Resourcing

There are 41 beds at the home and there are 7 staff in the morning and 6 - 7 in the afternoon - until 9 p.m. There are 4 staff on duty overnight from 9 p.m. to 7 a.m.

Due to the large number of residents and their needs only a few residents can be taken out at any one time to visit the local area.

The Manager is currently advertising for a Home Trainer (3 days a week)



Ideas to take forward

- Continue with refurbishment programme inside and out
- Consider purchase of portable keyboard for use by Activities Co-ordinator/residents/families
- Create a more comfortable office space for the Manager/Deputy Manager
- Continue with expanding the choice of activities available

Response from Wyndham House

Thank you for your visit and suggestions made.

At Castlemeadow care, we welcome all types of feedback as we use it to improve the services we deliver.

Our refurbishment program is ongoing and it changes and evolves based on feedback from our residents, relatives, staff and outside organisations such as yourselves.

We regularly carry out satisfaction surveys and publish the results alongside our plan of action.

In the coming months attention will be given to Manager's/ Deputy Manager's office.

Our activities lists are under constant review and as such, consideration will be given in regards to purchasing a portable keyboard.

Thank you once again for the report, your feedback is much appreciated.



Contact us

Write to us at: Healthwatch Norfolk
Suite 6 - Elm Farm
Norwich Common
NR18 0SW

Email us on: enquiries@healthwatchnorfolk.co.uk

Call us for free on: 0808 168 9669

Visit our website at: www.healthwatchnorfolk.co.uk



@HWNorfolk



@healthwatch.norfolk

Get in touch if you would like this report in a different format such as easy read, large print or translated into an alternative language

This report is published by Healthwatch Norfolk who retain the copyright. Healthwatch Norfolk is using the Healthwatch mark under license from Healthwatch England. You can read and share this report free of charge. You can get a free copy from our website, or by contacting our office.

© Copyright (Healthwatch Norfolk, 2017)
Registered Company 8366440
Charity Registration 1153506