

Enter & View

Report

The Old Post Office
Residential Home

21st February 2018



<http://healthwatchstaffordshire.co.uk/>
email: enquiries@healthwatchstaffordshire.co.uk
[Freephone 0800 051 8371](tel:08000518371)



Part of the Healthwatch Staffordshire remit is to carry out Enter and View Visits. Healthwatch Staffordshire Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows 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 Staffordshire Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Staffordshire safeguarding policy, the service manager will be informed and the visit will end. The Local Authority Safeguarding Team will also be informed.

Provider Details

Name: The Old Post Office Residential Home
The Old Posting Office (Haughton) Limited

Address: Newport Road, Haughton, Staffordshire ST18 9JH

Service Type: Residential Home

Date of Visit: 21st February 2018

Authorised Representatives

Name: Chris Ralston

Name: Val Emery

Purpose of Visit

Following the CQC report published in June 2017 Healthwatch Staffordshire would like to visit this home to see the experience of residents living in this home, their involvement in planning their care and to find out what sort of interests and hobbies they are supported with.

The CQC report highlighted good practice in many areas although it mentioned the that improvements were needed in regard to the recording and storage of medicines.

The methodology to be used is to;

- Talk to residents about all aspects of their care and whether this is delivered in a way that promotes their dignity and independence including the ability to make choices about their daily lives.
- Talk to residents about staffing levels and whether they feel safe with the level of the care provided.
- Talk to relatives, if they are available to ask if they are happy with the care provided to their relatives and whether they are aware and feel able to report any concerns/ complaints.
- Speak to staff about training, turnover, support staff levels.
- Observe interaction at all levels between residents, staff manager, and visitors.

Physical Environment

External

The Old Post Office is a large two storey building on a corner plot. The entrance is easily accessible and for security visitors need to ring a bell to be admitted. The building is well maintained. There is a garden at the rear and an outside smoking area. The garden looks as though it could do with a bit of TLC, but February is probably not the best time to see the garden. We were advised that planted pots are put in the garden in the summer.

Internal

The Old Post Office is very homely and the interior is also well maintained. There is a visitors book. There is a large communal lounge, dining room and kitchen. There are 2 individual flats within the building which are fully fitted with washing facilities, microwaves and laid out for independent living. There are five single rooms, all of which are very well laid out. The residents can choose the decoration colours for their own rooms and flats. The home was very clean. The furniture and soft furnishings are in good condition and passage to the bedrooms was clutter free.

Resident Numbers

At the time of our visits there were five residents, although one more may be arriving shortly. The home has a capacity for seven residents.

Staff Numbers

There is a Manager and a Deputy Manager.

There is a Team Leader. There are three carers in the morning, afternoon and evening with two carers at night.

The staff work as a team, covering all aspects of running the home including cooking, cleaning, administration and support.

Agency Usage

We were advised that agency usage is very rare, but should it be needed, only two approved agencies are used.

The home does make use of volunteers and staff from a Learning Difficulties School gain experience from visiting the home.

Resident Experiences and Observations

All the resident's needs are monitored and recorded in their support file so that all staff are aware of individual resident requirements.

From our discussions with residents and staff it was clear that the records were thorough and addressed all issues, the care plans are comprehensive with social, mental and health issues being well monitored.

We spoke with four residents, one was going out to do some shopping and to have some lunch out. Another one told us that they go to the local shop every day and they are also taken to an Art class every week and occasionally to the races at Uttoxeter. Someone else told us about their shopping trip the day before. Another resident was telling us about a family birthday party for their father, which they were very excited about.

Some of the resident's family lived a long way from the home, but they kept in touch with their relatives, who could visit at any time and sometimes the residents were taken to visit their relatives if they wished to.

The home ensures residents see doctors when necessary. Residents have dental check-ups every 6 months and optician appointments as necessary. A chiropodist attends the home on a two-monthly basis. Staff always accompany a resident on a medical appointment.

All Healthcare appointments and treatments are well documented.

All the residents were well dressed and groomed. The residents of the flats have their own keys. Staff always knock on a door before entering to respect the privacy and dignity of the residents.

Residents enjoy plenty of freedom, but do need reassurance and help at times, which is well provided by the home. The residents are encouraged to look after themselves, laundry, cooking and keeping their rooms clean. They have very good personal relationships with the staff.

It was obvious that all the residents are treated as important individuals and their needs are met accordingly, in all aspects, and their wishes are respected. They have full choice on their food and drink, clothes, personal care and daily routines.

Family and Carer Experiences and Observations

There were no family members at the home at the time of our visits, but we did discuss what mechanisms were in place for residents and relatives to influence what happens in the home.

Some of the residents told us about their family visiting and said that they could visit at any time and were always made to feel welcome at the home. They could also see their relative in their room or flat if that was preferred.

We were advised that the home has a complaints procedure on which information is given to residents and family.

The resident's family is encouraged to give feedback on the care of their relative.

The home operates an open-door policy for any concerns or comments to be made at any time.

The home also makes regular reviews of the residents and keeps the family informed.

In addition, there are regular weekly service user meetings and the management also collect feedback and suggestions through questionnaires.

Activities

Activities are based on input from the residents and all activities are planned around their needs and wishes and are very wide ranging.

We were told about shopping trips, with some residents doing food and clothes shopping at their preferred retailer, as residents can make their own food and snacks during the day. The home has two cars which are used for transport and most activities and outings are on a 1 to 1 basis.

We were also told about trips out and holidays, even a holiday abroad, which was a long-held desire for one of the residents.

The residents were very well supported to be able to plan and take part in activities that were personal to them. One resident goes to church on a regular basis.

Christmas and birthdays are celebrated along with any national celebrations.

Catering Services

The home is managed to help residents to live independently and although the dining room is laid out for meals, residents can opt to eat in their own room if preferred. The evening meal is prepared for the residents, but most residents prepare other meals, breakfast and lunch, for themselves or with staff assistance as required.

The dinner menu reflected the choice and preference of the residents and this was done by the residents writing the menu and the appropriate shopping list. We saw that the menu was available in a pictorial form as well as written. We were also advised that gluten free and vegetarian diets were catered for and that should a resident need special cutlery or crockery to suit them that this would be made available, although currently there is no requirement for this.

We were advised that hydration and nutrition were monitored regularly and recorded in their care support file.

Staff Experiences and Observations

The Manager was not at the home on the day of our visit. The Deputy Manager was very knowledgeable about everything and was able to answer all our queries and questions. All the staff were very welcoming.

Staff were very empathetic to all the needs of the residents and we observed that they were motivated to do all they can to support the residents.

There is a range of mandatory training completed by all staff and they also receive specialist training in mental health issues. The staff felt that they were appropriately trained. There is a training matrix and training is delivered by a range of methods, in house, online and outside agencies. A member of staff said that they were not so keen on doing online training and preferred the group training sessions.

The staff felt that there was usually enough staff cover, and they told us that they enjoy working at the home. They told us that there were occasions when they felt overstretched, if for some reason a member of staff was out, such as at an appointment with a resident.

Generally, staff that we spoke with felt that they were supported by the management and that the management provided good leadership. One member of staff felt that they could get more support in some areas with the suggestion that funding is not always available to do everything that they would like to.

We noted that the Deputy Manager who was in charge on the day of our visit is very “hands on” and is obviously popular with the residents.

Summary, Comments and Further Observations

We did ask about the issues raised by the CQC report and we were advised that these issues had been addressed and that the home have requested a further medication audit.

This was a different type of home to many that we have previously visited. This home is very well run, with caring staff working as a team with contented and happy residents and it gave us a view of a totally different aspect of residential care. There was a relaxed and calm atmosphere throughout the home.

The support given to residents to improve their self-esteem and help them to become more independent was quite inspirational.

Recommendations and Follow-Up Action

We do not need to make any recommendations, but as it was such a lovely visit, we would like to visit again in the future to catch up with life at The Old Post Office.

Provider Feedback

No feedback has been received from the provider.

DISCLAIMER

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.



Healthwatch Staffordshire

Suite 2, Opus House
Priestly Court
Staffordshire Technology Park
Stafford ST18 0LQ

<http://healthwatchstaffordshire.co.uk/>

email: enquiries@healthwatchstaffordshire.co.uk

Freephone 0800 051 837

Part of (ECS) Engaging Communities Staffordshire

