

Riverside Care Centre

Sawley

Enter and View Return Visit Report

Tuesday 20th March 2018

10.30am - 12.00pm



DISCLAIMER

This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.

Contact Details:

Riverside Care Centre

Sawley

Clitheroe

BB7 4LF

Staff met during our visit:

Alina Maier - Manager

Date and time of our visit:

Tuesday 20th March 2018

10.30am-12.00pm

Healthwatch Lancashire Authorised**Representatives:**

Michele Chapman (Project Officer Lead)

Beth Tildesley (Project Officer)

Gill Green (Volunteer)

Carolyn Stuart (Volunteer)

**Introduction**

This was an unannounced Enter and View return visit undertaken by authorised representatives from Healthwatch Lancashire. At our original visit on 29th August 2017 the facility was rated an Amber/Red.

The unannounced follow up visit on Tuesday 20th March 2018 was intended as a review of the original rating and response from the provider on Tuesday 17th October 2017

This follow up visit was arranged as part of Healthwatch Lancashire's Enter and View schedule.

The original visit was made on Tuesday 29th August 2017 and the original Enter and View publication is available on our website www.healthwatchlancashire.co.uk.

Acknowledgements

Healthwatch Lancashire would like to thank Alina Maier, together with staff and residents, for making us feel welcome and taking part in the visit.

General Information

Riverside Care Centre is privately owned by Canterbury Care Ltd with places for forty residents. There were twelve vacancies at the time of our visit. The person in charge is Alina Maier.

The facility consists of two adjacent buildings Riverside House and Riverside Court. Information obtained from carehome.co.uk states that the home provides care for people from the ages of sixty plus who are affected by Dementia, Old Age and Alzheimer's.

Methodology

Enter and View representatives conducted an unannounced Enter and View visit on Tuesday 20th March 2018. The visit lasted one and a half hours and was based on the environmental assessment of four Healthwatch Lancashire representatives.

At the time of our original visit the home was rated on a Red, Amber, Green scale as follows;

Amber/ Red

Observations made on our revisit on the Tuesday 20th March 2018 were also rated on Red, Amber, Green scale as follows;

Green/ Amber

Green = We would choose this home for a loved one.

Amber = We may choose this home if some improvements were made

Red = We would not choose this home for a loved one unless significant improvements were made.

Summary:

At our previous visit on Tuesday 29th August 2017 representatives raised concerns in respect of staffing levels, cleanliness and in particular the smell throughout the facility which appeared to have originated from unwashed laundry.

Similar concerns were raised in respect of general maintenance and a lack of meaningful activity for residents to engage in.

At the time of our original visit the manager, deputy manager, and the activity coordinator were on leave. The laundry operative was absent from work.

Representatives observed residents' dignity being compromised.

Staff told us there had been a high turnover of management personnel.

Representatives considered that Riverside House had less environmental and care issues than Riverside Court which at the time of our original visit was described as the dementia unit

On the occasion of our unannounced return visit on 20th March 2018 the manager told us that she had been in place for five months.

We did not find any discernible malodour and the facility appeared clean.

There appeared to be a full staff complement and we noted positive interaction between staff and residents. The atmosphere was calm and relaxed, and we did not see or hear anyone requesting help that was not responded to in an appropriate manner.

However, a sensory room intended to be used as a tea-room had not materialised. Staff told us that this was in the process of developing into an activity room. Similarly, the provider appeared to have decided against the provision of a minibus for trips out.

Representatives did not see any residents taking part in activity during our revisit.

The manager advised us that neither unit was designated as dementia specific.

Observations made on our revisit on the Tuesday 20th March 2018 were rated on a Red, Amber, Green scale as follows;

Green/ Amber

Enter and View observations

Pre-visit and location

At our original visit on Tuesday 29th August 2017 representatives felt that the car park space was limited and observed that there was no dedicated disabled parking space.

The response from the provider on 17th October 2017 was:

“There is ample off-road parking to which is sufficient to accommodate the parking needs of the home.”

At the time of our revisit on Tuesday 20th March 2018 representatives observed that the parking area remained without a dedicated disabled space and that one space had been taken by a skip. Off road parking was limited and the driveway had fallen plasterwork from an adjacent wall on the surface of the drive.

Amber

The external environment

At our original visit on Tuesday 29th August 2017 representatives felt that the external appearance of the building required minor maintenance and observed that access to the home was impeded by a faulty door handle. The area manager told representatives that this was due to be repaired later that day.

At the time of our revisit on Tuesday 20th March 2018 representatives did not observe any exterior maintenance requirements. Door mechanisms were observed to be working correctly.

The grounds and external courtyard were very attractive and well maintained. Representatives observed the provision of outside seating and pots and tubs. We also observed preparations for spring planting with compost and seedlings.

Green

The internal environment/reception - first impressions

At our original visit on Tuesday 29th August 2017 representatives remarked that there was a “discernible odour” throughout the home and that the lack of décor made it rather “bland”. Representatives remarked that there was no antibacterial hand gel in the reception area. The team also felt that staff were not readily identifiable by their uniforms stating, “it was confusing to identify them.”

There was no photographic notice board of staff.

The response from the provider on 17th October 2017 indicated

“Additions of pictures, ornaments and soft furniture were planned.”

At the time of our revisit on Tuesday 20th March 2018 representatives did not detect any discernible odour throughout the home other than a smell of fresh polish in the dining area of Riverside House. The team observed a photographic staff noticeboard and that staff were easily identifiable by uniform.

Antibacterial hand gel was available at the reception area.

Representatives considered that the décor was adequate but could be improved.

Green

The observation of corridors public toilets and bathrooms.

At the time of our original visit on Tuesday 29th August 2017 representatives remarked that dementia friendly signage and colour coded adaptations were either inconsistent or not provided. The team found that one of the bathrooms had a “discernible odour”.

At the time of our revisit on Tuesday 20th March 2018 all the bathrooms were observed to be very clean and adequately stocked with soap, towels and toilet rolls. None of the bathrooms we saw were malodorous. One bathroom was not in use.

Dementia friendly signage was noted in some areas and the corridor handrails were colour coded. Adaptations in bathrooms areas were not colour coded.

Green

The lounges, dining and other public areas

At the time of our original visit on Tuesday 29th August 2017 representatives considered that although the communal areas were “generally comfortable and homely” they may have benefitted from more personalisation in terms of ornaments and visual items of interest.”

Representatives commented “a daily menu was not displayed.”

The response from the provider on 17th October 2017 was:

“This was planned and is now complete.” (In respect of personalisation).

“A daily menu is displayed in both units. This has always been in place on both units.”

At the time of our revisit on Tuesday 20th March 2018 representatives noted that dining tables were decorated with table linen and small table decorations. We saw weekly menus displayed indicating a hot lunch such as leek and potato bake and dessert of fruit crumble. The menu each evening indicated soup, sandwiches or jacket potato were available.

We saw a Happy Birthday board and artwork of handprints and cut out glitter art shapes.

In the Riverside House dining area, we saw a radio and bunches of artificial flowers each side of the fireplace. Representatives observed an orientation clock which did not display the correct time or date.

Green

Social Activities

At the time of our original visit on Tuesday 29th August 2017 representatives commented “there was no evidence of activity taking place.”

Representatives did not observe the sensory room or a hairdressing salon. The activity coordinator was on holiday and there was no evidence of activities having taken place recently although there were a few photographs on the notice board.

The provider had indicated that they were considering buying a minibus for days out and that the unused sensory room was to be a tea room.

On the 17th October 2017 the provider responded:

“The Sensory room will be removed from the brochure.”

At the time of our revisit on Tuesday 20th March 2018 representatives were shown a dedicated hairdressing salon and the hairdresser was busy doing a resident’s hair.

The manager showed us a room which had been reallocated from a sensory room to an activities room. The manager told us that the provider was in process of completing the room.

We were also shown a dedicated cinema room. Whilst we were there staff were in the process of organising a day out at the beginning of April 2018.

We saw a limited activity schedule and the manager confirmed that a full-time activity coordinator was employed.

However, there was evidence that activities had taken place such as pictures of a cake and coffee morning and handprint artwork displayed alongside cut out hearts.

We also saw a birthday board with “Birthdays of the month” and cut out balloons and photographs of residents.

Riverside House housed a resident cat for the enjoyment of residents and we also observed that residents had been engaged in planting seedlings ready for the warmer months.

Staff told us that in the summer the residents and staff sat out in the gardens listening to music and eating ice cream.

We did not see any organised activity taking place at the time of our visit. The activity room had not been completed and appeared to have remained under utilised from the date of our last visit.

It did not appear that the facility had purchased a minibus.

Green/ Amber

Observations of Person Centred Care and the Physical Environment

At the time of our original visit on Tuesday 29th August 2017 representatives concluded that on Riverside Court there was very little interaction between staff and residents, and that residents seemed to “wander aimlessly”. Representatives were similarly concerned that a resident had been left asleep in what appeared to be an uncomfortable position for several hours. The team recorded “Not all staff knew residents.”

The team noted that there was very little recreational stimulation for residents.

At the time of our last visit on Tuesday 29th August 2017 Riverside House had a far more sociable environment than Riverside Court.

The response from the provider on 17th October 2017 was

“Dignity and Respect Person centred training is provided.”

At the time of our revisit on Tuesday 20th March 2018 we observed that residents were sat in chairs around the room in groups which did not particularly encourage social interaction. We saw some residents asleep in recliner chairs, and one was observed to be asleep the entirety of our visit but did not appear to be in discomfort.

However, we saw positive interaction between staff and residents and an easy familiarity between the two. Residents were observed chatting to each other in both parts of the home with the environment in Riverside House being particularly sociable. The manager told us that neither unit in the home was designated as the dementia facility and that residents were situated according to room availability and preference.

We observed residents watching television and being given tea and biscuits from a tea trolley.

Dignity and care

At the time of our original visit on Tuesday 29th August 2017 representatives were concerned that care was being delivered in a functional manner with “inadequate responses to toileting needs.” Similarly, that residents’ dignity was being compromised in toileting and that staff were not responding to residents’ needs in a timely manner.

The response from the provider on 17th October 2017 was:

“This is clearly documented in the care plan.”

At the time of our revisit on Tuesday 20th March 2018 we did not observe any residents in distress and the environment was very calm. There appeared to be sufficient staff on duty and residents seemed to be happily sat in the areas of the home they preferred.

Representatives noted that when residents were given tea and biscuits, the biscuits were provided with kitchen roll to keep hands clean and that beakers had been provided for those who had more difficulty drinking. We saw that staff constantly supervised those who had more difficulty eating and drinking.

Response Times (to call bells to residents in need)

At the time of our original visit on Tuesday 29th August 2017 it was noted that call bells were not accessible to immobile residents especially in the lounge areas. Representatives saw that residents were told to sit down by staff “without enquiry” as to their needs.

The response from the provider on 17th October 2017 was:

“Risk assessment in place for those who cannot use a call bell.”

At the time of our revisit on Tuesday 20th March 2018 representatives noted that the situation in respect of call bells remained the same. However, residents appeared to be calm and occupied with tea and biscuits. Staff appeared to be

interested and concerned about the welfare of residents. We did not hear any call bells whilst we were at the home.

Atmosphere (is it calm /relaxing/positive)

At the time of our original visit on Tuesday 29th August 2017 it was noted that parts of the home did not feel “homely” or “relaxing.” Representatives did not hear general banter or conversation.

Representatives reported that “the physical environment generally lacked reading material, games and ornaments and there did not appear to be anything for residents to occupy themselves.”

At the time of our next visit on Tuesday 20th March 2018 representatives considered that the atmosphere was calm and homely with residents generally appearing contented. We did not see any resident call out or appear agitated.

However, the physical environment continued to lack books, games, newspapers and mental stimulation. The television was on but there was no general background music anywhere in the home.

Response from Provider

Good morning Michele,

Hope you are well.

Thank you for visiting the Home on the 20th March and the Revisit Report attached.

We are happy to see we have moved forward and improved since the last visit in August 2017.

Regards

Alina Maier
Home Manager

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