



Enter and View visit report

Pedmore House

28/03/2018

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Pedmore House, 25 Corngreaves Road, Cradley Heath B64 6BL

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Acknowledgments

Healthwatch Sandwell would like to thank the management of Lisa Hadley, staff, residents and visitors for their contribution to our Enter and View visit.

Disclaimer

Please note that this report relates to findings observed on the specific date of our visit. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

Visiting Team

The team of authorised representatives carrying out this visit were Khush Chahal and Percy Eamus. They were accompanied by our staff support officer Melissa Elders.

Purpose of the visit

- A program to examine the delivery and quality of care provided at Residential and Nursing homes in Sandwell
- To engage with service users of care homes and understand how dignity is being respected in a care home environment
- Identify examples of good working practice.
- Observe residents and relatives engaging with the staff and their surroundings. Capture the experience of residents and relatives and any ideas they may have for change.

Methodology

The visit was announced to the home a day prior to our arrival.

Whilst our team were in possession of the latest Care Quality Commission (CQC) Inspection report, we were not basing our visit on the content of this report.

Pedmore House is a small residential home that caters for people with severe physical and complex learning disabilities. It has a capacity for 11 residents, but currently 9 reside there.

Overview

It is a modern, single level residency in Cradley Heath. This was formally Pedmore Walk, that was in Oldbury and is now under Sandwell Community Caring Trust.

The manager was informed of our arrival and we all signed the visitors book. We then lead to an open lounge space that had on display; a news board, board of activities, complaints procedure, safeguarding poster, Pohwer advocacy leaflet, fire safety documents, photos of residents and assigned link workers and our Healthwatch

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Sandwell visit poster. The manager gave us a tour of the area and introduced us to the residents and staff. This central room lead off to various other rooms; dining room, kitchen, staff room, 2 lounge areas, a toilet, laundry room and the resident's bedrooms. The home was spacious, clean and tidy.

We were shown 4 of the residents' rooms. They were of ample size and kept to a good standard. The residents were able to decorate with their own things. The rooms were adapted according to the residents needs, as different beds might have been required etc.

The residents' doors were well labelled, and pictures were used to help describe communal rooms.

They have 3 staff on in the morning, 3 staff in the afternoon, plus another one that starts at 6pm. They have 2 members of staff that stay awake through the night to assist residents.

Summary of findings

At the time of our visit, the evidence is:

- A clean and safe environment
- Friendly atmosphere
- Staff are well trained and dedicated

Additional findings

Consideration could be given for staff to undergo training in Tactile Signing for Sensory Learning, to enable residents to develop better communication skills.

Recommendations

We have no recommendations at this point.

Service Provider response

I am happy with the report and glad you got a true feeling of what it is like to live at Pedmore House.

Results of Visit

Residents

We were introduced to 4 residents however because of their complex needs we felt only felt 1 was suitable to answer questions.

The resident was content and happy living there and it felt like 'home'. She has a good relationship with the staff and enjoys the shopping trips.

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Staff

All staff complete a Care Certificate, Health & Safety, Safeguarding and Medication training. In preparation for a new resident that needs to be PEG (Percutaneous Endoscopic Gastrostomy) fed, all staff will be going on the appropriate training. Additional training is available as and when required. The manager is proactive about her staff and continuous learning.

Most of the staff came from the original home Pedmore Walk and have been working together for along time. The manager has been there for 16 years. She informed me that staff turnover is very low.

Visitor and Relatives

They have an open visiting time for relatives and the staff keep them informed by giving regular updates.

Prior to our visit we sent out 6 questionnaires for relatives to complete. 4 relatives returned the questionnaires. Relatives are generally happy with the way their family members are treated:

- Fantastic all-around good service
- Very friendly. Always have time to talk

One relative mentioned about concerns with the lack of activities her family member was able to participate in and felt there needed to be more stimulation.

Another relative would like staff to be trained in Tactile Signing for Sensory Learning, to enable residents to develop better communication skills.

Environment



Pedmore House – Garden area

- Residents can access a large garden for activities with the supervision of the staff.
- Modern, ample sized residence.
- Sensory light room.

Interaction between Residents and Staff

During our visit, we observed residents and staff engaging with one another and one was playing a ball game.

Residents have a lot of photos to remind them of visits and parties and events. Copies of photos are given to the family members of the residents.

Promotion of Privacy, Dignity and Respect

We observed residents were able to move freely and carry out activities, while being supervised by the staff.

Local NHS Services

Dental appointments usually take place at The Lyng, and they can be taken to their GP surgery or have a home visit made, if required. They have regular support from

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Quayside, which involves access to community nursing, behavioural support, speech therapist, physiotherapists and occupational therapists.

Involvement in Key Decisions/ Complaint Procedure

The home has bi-monthly meetings with the residents and an annual meeting for the families. They have an 'open door policy' regarding any issues raised by relatives and try to action them efficiently.

Assessments of Needs, Care Planning and Complaints procedure

There are individual care plans and they are updated according to the need of the resident. Risk assessments are done once a month.

Medication is administered by the care workers, and if any issues they will contact the GP or pharmacist. Staff are aware of what to do if resident has an adverse reaction to medication.

Food

There are given healthier option choices and menu is displayed in the dining room. They use a pictorial system to ask residents what they would like to eat. Currently quite a few of the residents are on pureed foods. A dietician can attend to make changes to diet.

All residents are weighed once a month. They also have a fluid balance chart and they are daily monitored for their fluid intake.

Activities

They offer residents activities like; a singer, painting, massage, cinema, walking, a disco, a pub meal, shopping, day care, days trips and a sensory light activity.

Annually, they hold a summer fundraising event in the garden. They have a barbecue, face-painting and a bouncy castle.

The manager admitted that they would like to do more activities with the residents, but they have limitations as some of the residents have such profound conditions. They

have started using a website Changing Places to help plan days out. They are reviewing the trips to see if needs were met and whether it's possible place to visit in the future.

What is Enter and View

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are 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 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 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. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

To find out more about Healthwatch Sandwell, or to tell us your views on residential and nursing homes in Sandwell, please visit our website.



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