



## Enter and View Visit



<b>Place of Visit:</b>	Austhorpe House Nursing Home
<b>Service Provided:</b>	Nursing Home
<b>Number of residents:</b>	21
<b>Service Address:</b>	Norwich Road, Forncett St Peter Norwich NR16 1LG
<b>Service Provider:</b>	Austhorpe Care Home Limited
<b>Date and time:</b>	2-4pm 3 <sup>rd</sup> July 2018
<b>Authorised Representatives:</b>	Joy Stanley and Judith Bell
<b>Report Published on:</b>	



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## 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 3<sup>rd</sup> July 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.



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## 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 Austhorpe 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.



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## Summary of findings

This is what we found as a result of observing and speaking with the staff, residents and relatives at Austhorpe House:

- The building is in need of some refurbishment.
- Staff were observed in the main as very caring about the residents although we had some concern about the manner in which one resident was moved with the use of a hoist.
- Relatives spoke about staff being kind but not always being able to provide what was requested (e.g. change of room, or visits out due to practical difficulties or lack of appropriate, affordable transport)
- The residents we saw appeared clean.
- We were impressed with the many varied activities that take place and the efforts of staff to bring in new ideas and different people from the community.



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## Purpose of the visit

We are carrying out a number of visits to care homes to look at how the well-being of the residents is being catered for.

We are 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 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 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 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.



# Observations

## Physical Environment

The home is situated in a large plot with an extensive lawned area in the garden to the side. We were told that a volunteer gardener helps with the gardening. No residents were outside at the time of our visit. We were told it was too hot on that day.

Some of the plants surrounding the front of the building were overgrown and in need of pruning/cutting back as they were starting to cover the windows.





The entrance hall (photo below) was clean. It had a fish tank and noticeboards displaying information. We were, however, a little unsure of the appropriateness of a sweets dispenser in the entrance hall.



The home is an old building with some lovely original features but is in need of redecoration (painting and general maintenance) throughout. We were told that the home does have two maintenance staff. The small lounge we were directed to was very homely.

Small lounge







This photo shows an outside courtyard area which we were told is used by staff.

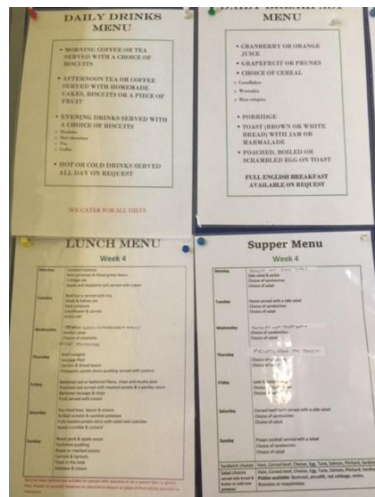


Staff told us that the large conservatory is well used for activities for residents but could only really be used when the sun was not on it and that it would benefit enormously from air conditioning.

## Meals and Nutrition

We were shown the menus on the board and it was explained that there is a choice of meals each day. The board also shows what drinks are available. We did not see any pictorial menus or menus available in residents' rooms.

Staff explained that meals are mashed or liquidised as required and showed us the card system used by kitchen staff to identify which residents need this.





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We were told that relatives can stay and eat with family if they wish to.

### **Dignity and Privacy**

We observed a resident being moved from her chair in the small lounge that we were taken to. Staff did explain to the resident that they were about to move her, but she seemed to be handled in a rather rushed manner and did groan a couple of times as if experiencing some discomfort which was not acknowledged by the staff. Her cup of tea was left behind and not taken with her.

We were able to see that residents had been able to bring their own personal furniture and belongings to their rooms in the home.

One relative told us that they had requested a change of room if one became available but hadn't heard further from manager and they felt they did not want to "keep nagging". The relative said they were not aware of any relatives meetings or ideas/suggestions boxes.

A relative said "there's much kindness here even if it's not all beautiful".

### **Activities**

We met the activities coordinator who told us of the many and varied activities at the home. These included bingo, quizzes, "Extend" chair exercise, sing-a-long sessions, visiting musical entertainers, card games, floor games, horse racing game, manicure afternoon, making of cakes (all residents made their own individual Christmas cake), food taster days (Chinese and a Burns Night), themed days such as a Royal Ascot Ladies Day when they were able to decorate their own hats, flower arranging, visit from mini donkeys, and a summer fundraising fete including a dog show.

A hairdresser visits every Tuesday and a chiropodist every 6 weeks.



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The activities coordinator organises a shopping trolley round where-by she visits residents in their rooms with the trolley stocked with toiletries and other small items that residents may wish to purchase. She said the residents really seem to look forward to her shopping trolley round each week.

We were told of outside trips to football matches, to Lowestoft and Wymondham Garden Centre but that trips out were difficult to arrange as provision of specialist taxis to take the wheelchairs of many residents was very costly and there was not adequate budget for frequent trips. We were told that one resident would love to go fishing but that the nature of his condition means he cannot be transferred to the wheel chair that is available for him to make this possible.

We were told that the local primary school had visited and sung Carols for the residents at Christmas time and that there is a church service at the home every 1<sup>st</sup> Thursday of the month.

One member of staff showed us that she has started to compile life history folders for residents by speaking to them and their relatives and gathering relevant facts and photos about them, their family, hobbies, work, pets etc. These books are intended to be used regularly in 1-2-1 discussion sessions with residents who are bed bound to assist reminiscence activities.

### **Staff/Resourcing**

We were advised that during the day there is usually 1 team leader, 1 senior carer and 2 other carers and at night time 2 staff one of which is a nurse.

There has been use of agency staff due to staff shortages but they were trying to resource more from their existing staff base.

We were told about initial mandatory staff training and carers working towards NVQ levels 4 and 5. The Deputy Manager spoke of awaiting available places for Tissue Viability Training.



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## Ideas to take forward

- Set up a book case and ask relatives and local residents to donate unwanted books (maybe appeal for donations of books in the local parish magazine or church?).
- Installation of air conditioning in the conservatory or blinds (if not already in place).
- General refurbishment - painting and decorating.
- Establish a bi-monthly relatives meeting or have a suggestions or comments box.
- Look to purchase a gazebo to enable better use of the garden area.
- Explore whether the charity Nancy Oldfield Trust <https://www.nancyoldfield.org.uk/> could help with the resident who would like to go fishing.
- Turn small lounge into reminiscing room (perhaps ask a local school if it could help with the project).
- Consider having pictorial menus available for residents.

## Response from Austhorpe House

No comments were received from the home.



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## Contact us

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