



Enter & View Report

Details of visit

Service Address:	The Manor House
Service Provider:	John Street, Barnard Castle DL12 8ET
Date and Time:	Wednesday 30 th March 2016 at 2.00pm – 4.00pm
Authorised:	Julia Catherall (Lead)
Representatives:	Jean Ross, Anne Glynn, Norman Meyer
Contact details:	Healthwatch County Durham 01325 375960

Acknowledgments

Healthwatch County Durham would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. 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.

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 View 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.





Purpose of the visit

- To gather the views of residents, relatives to their experiences and views of the services being provided to them.
 - Understand how dignity is being respected in a care home environment.
-

Strategic drivers

The visits will contribute to our programme of gathering evidence on our priorities:

- The elderly and those with dementia
 - Integrated health and social care
-

Methodology

This was an announced Enter and View visit.

Prior to the visit, a poster was sent to the care home to be displayed in the entrance. This was to advertise the date and time we would be there, to give any visitors or family members the opportunity to speak to us.

On arriving at the Care Home we were greeted by the care home Manager and were asked to take a seat while the service users finished their lunch. We were advised that there were communal areas on the ground and first floor where service users would be.

Three Authorised Representatives spoke to a total of ten service users and conducted short interviews about their experiences of the home. Discussions took place around visiting times for family, activities that the service users were involved in and dignity.

A small proportion of the visit was also observational, involving the authorised representatives walking around the public/communal areas and observing the surroundings to gain an understanding of how the home works.

At the end of the visit we spoke to the manager and explained 'what happens next' following the visit and that a draft report would be sent to respond to some of our findings.

Summary of findings

- The Manor House is a purpose built 76 bedded care home located in Barnard Castle, near a range of local facilities. The home has two floors providing residential care.
- We saw evidence of staff interacting with service users, family members/visitors were chatting to the service users in their rooms and in the seating areas on the corridors.
- All areas that were observed were well presented, clean and tidy. Fresh fruit and cupcakes were available around the home should service users like any.

- The sitting room areas were light and airy with comfortable arm chairs.
 - On the upstairs corridor there was shelves with books and games. We observed a service user playing dominoes with their visitors.
 - Staff took the time to speak to the service users in a courteous and friendly manner.
-

Results of Visit

The results below are of the ten services users that were spoken too

Visiting times

We had the opportunity to speak to the service users which nine out of ten said that visitors were welcome anytime. One lady said that she does not get visitors as her daughter works.

Recreational activities/social inclusion

The service users commented that they were involved in a variety of activities such as singing, bingo and dominoes. There was a timetable of activities, however we are not aware that there is a designated person that coordinates the activities.

Staff

Four of the ten services users mentioned that they are short staffed sometimes and may sometimes have a short wait to be seen too. One service user said that 'the staff are very obliging and helpful'.

Food

All ten service users commented on the good choice of food at meal times. One commented by saying that his wife tends to be asked if she wants to join her husband at meal times.

Personal Hygiene

When we asked the service users if they could ask for a bath/shower when they wanted, three out of the ten mentioned that they can have a bath/shower 3-4 times a week if wanted. However, one service user told us that she had a shower at 5am each morning but that was her choice to do so.

Dignity

All 10 of the services users said that they are very happy in the home, they are treated with respect and all staff are kind and cheerful.

Additional findings

On arrival we were not asked to sign in the visitors' book, although we recall one displayed in the entrance.

Recommendations

- Consider ensuring that all visitors sign in for health and safety purposes.
-

Service Providers response

Going forward, all visitors will be directed to the visitors book to sign in.

