



# An Enter and View Report

Endeavour Residential Home, Exeter / 6<sup>th</sup> April 2016

# Contents

Details of visit .....	1
Acknowledgements .....	1
Disclaimer .....	1
What is Enter and View? .....	2
Purpose of Visit .....	2
Strategic drivers .....	2
Methodology .....	2
Summary of findings.....	3
Results of visit.....	3
Environment.....	3
Getting out and about .....	4
Activities.....	4
Consumers said... ..	4
Recommendations .....	4
Service Provider response: .....	5

## Details of visit

Service address:	Chudleigh Road, Alphington, Exeter, EX2 8TS
Website:	See more at <a href="http://endeavourresidentialhome.co.uk">endeavourresidentialhome.co.uk</a>
Accountable persons:	Julie Smith, Registered Manager Hardevinder Singh Gorae, Responsible Individual
Date of visit:	6 <sup>th</sup> April 2016
Authorised Representatives:	Caroline Lee and Sarah Dunn
Contact Details:	Healthwatch Devon First Floor, 3 & 4 Cranmere Court Lustleigh Close, Matford Business Park Exeter EX2 8PW Tel 01392 248919 ext *115

## Acknowledgements

Healthwatch Devon 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.

To view the Care Quality Commission report for this home please visit <http://www.cqc.org.uk/location/1-1115980097/registration-info>

## What is Enter and View?

Part of the Healthwatch Devon 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 Devon safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they will 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 Care Quality Commission where they are protected by legislation if they raise a concern.

## Purpose of Visit

- To explore with people who use services, what good care means to them
- Identify examples of good working practice
- To contribute to a short consumer guide for people seeking help with residential care in Devon
- Capture the experience of residents and relatives and any ideas they may have for change

## Strategic drivers

- Aging population
- Care homes are a Local Healthwatch priority

## Methodology

This was an announced Enter and View visit to support our “Good Care Means to Me” project.

We were met by the lead care staff for the day. We took her advice on whether any residents should not be approached due to their inability to give informed consent, or due to a safety or medical need. She told us that most of the residents were under “best interest”

decisions. We also found out there were operational issues which meant we could not look at all parts of the home. Nevertheless we were able to view the main sitting rooms and one of the dining areas. We were able to talk to people in these areas. People in the home were extremely frail and we needed to give them time to help them structure their sentences.

There is provision for up to 20 elderly people with physical or mental difficulties, including dementia. We also talked to the duty Manager, after we spoke to people in the care home.

A 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 actually works and how the residents engaged with staff members and the facilities. There was a checklist prepared which was used for each interview.

## Summary of findings

*“The most important thing is that the people in here have shown love, in the way things are done. I have seen it being done, I can see for myself that the girls in here care so much in this place, it’s true. People can laugh and feel happy.” (A Resident of the Endeavour Care home)*

On the day that we made our visit, the evidence we saw shows that the home was operating to a good standard of care.

- The home has a busy happy atmosphere
- Staff are caring and kind
- Lots of places to visit close by
- Good access to city centre

We could not see all around the home due to operational reasons. We spoke to the Senior Member of staff, Polly, she seemed very caring and kind and knew the residents well.

The home was very clean and all rooms smelled fresh. We also spoke to the home manager Julie who told us that she expected her staff to always act in a professional manner. She also told us that feedback from relatives is something hard to get.

We also spoke to 4 residents and a family member - they gave high praise for the home.

## Results of visit

### Environment

The home is set just off the main road, a few miles from Exeter city centre. There is a small car park. The home looks like a large house, rather than an institutional building.

The home is located in a quiet area of Alphington near to a regular bus service to Exeter City Centre. As you drive in to the home the building is well maintained and there is a small pretty front garden. We got a friendly welcome by all staff who were on duty. The hallway is small and compact. On one side of the hallway as you enter there is a lounge.

The other side there is a small dining room where more independent residents can sit and eat. When you pass through the lounge you come to another dining room. This room is where the residents that need more help are able to sit and eat, as well being the activities room.

### Getting out and about

Residents who were able to get out and about were sometimes accompanied into town on the local bus for a shopping outing, or to local farm shops for example. As mentioned before, everyone went out for a Christmas lunch and the home hired minibuses for outings of that nature. Members of staff have also taken residents to the nearby Sainsbury's café for coffee.

### Activities

An activities co-ordinator is employed Monday - Friday 9-4pm but at the time of the visit she was not available to talk to us. The home manager also said that there were always plenty of activities going on in the home. There are musical afternoons with a husband and wife team playing the keyboard. On the alternative week they have another gentleman playing the guitar. They also have someone come in with birds of prey, including an owl which the residents can hold and also other visitors with other animals. The manager told us that a person who had communication difficulties "absolutely beamed" when she saw the animals. "It brought a lot of joy" we were told. A "Music for Health" project visits and does armchair exercise and a quiz. Another resident told us she really liked the animals.

There is also a barbecue in September to which they invite everybody - including District Nurses. They had a clarinettist which everyone enjoyed. The manager said it was hard work and a long day - but very enjoyable. All staff and residents went to Otter Nursery for Christmas Dinner.

### Consumers said...

*"It's terribly good for everyone here, everyone's needs are facilitated for. They care about us as souls."*

*"The staff are very helpful and if she asks for a certain food they try to accommodate her"*

*"I get everything here, advice and help"*

*"Company of other people [is a great help] before I came here I was on my own for a long time"*

## Recommendations

We would like to commend the Endeavour home for their dedication to the residents, who spoke highly of the care and attention they were given. Also to the imaginative activities which were provided, that clearly made a difference to people's days. It was a very busy day at the time we visited but the staff found time to chat to residents and make sure they were happy.



For copies of this report please visit the Healthwatch Devon website or contact:

**Healthwatch Devon**  
FREEPOST RTEK-TZZT-RXAL  
First Floor, 3 & 4 Cranmere Court  
Lustleigh Close  
Matford Business Park  
Exeter EX2 8PW  
Tel 0800 520 0640  
[info@healthwatchdevon.co.uk](mailto:info@healthwatchdevon.co.uk)  
[healthwatchdevon.co.uk](http://healthwatchdevon.co.uk)  
Registered Charity No 1155202

