



## Enter and View Visit



<b>Place of Visit:</b>	The Warren
<b>Service Provided:</b>	Elderly Residential
<b>Number of residents:</b>	42
<b>Service Address:</b>	157a Wroxham Road, Sprowston, Norwich, NR7 8AF
<b>Service Provider:</b>	Barchester Healthcare Homes Limited
<b>Date and time:</b>	2 - 4 p.m. 30 <sup>th</sup> July 2018
<b>Authorised Representatives:</b>	Sonia Miller and Mary Ledgard
<b>Report Published on:</b>	September 2018



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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 **30<sup>th</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 **The Warren** 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 **The Warren**

- We observed a well maintained, bright, clean and fresh building
- Friendly and homely atmosphere
- Staff were caring and respectful towards residents
- There appears to be a good range of activities offered to residents



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## Purpose of the visit

We are carrying out a number of visits to care homes to look at how the wellbeing 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 volunteer and staff 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

We met with the Deputy Manager who told us that a new Manager had been appointed and would be starting soon.

The home is a single storey building situated on a large plot with ample parking for staff and visitors. Hanging baskets decorate the front of the home. There is a key and push button entry on the front door and we were welcomed into the building by the receptionist and we signed in.

All rooms are en-suite with showers and there is also a bathroom. We were told that residents are able to furnish the rooms with their own possessions and furniture. Many of the doors were open but we observed that staff always called before entering the rooms.

The Activities Co-ordinator showed us around the home.

### Physical Environment



The reception area is pleasant with chairs, flowers and a table and reception desk. Information is posted on the walls, including the latest CQC rating. There was also a loose leaf book with letters of thanks from the families of residents.

There was a board on the wall near the entrance with pictures and names of the staff.



The walls of the corridors had lots of pictures on the walls - many of how Norfolk used to look and stories about former and current residents and how they were involved in Norfolk life.



There are one or two areas where residents can sit quietly.

There are two large lounges which are pleasantly furnished, one has a conservatory leading off it with access to the garden and also an activity area where residents can do crafts/colouring, play board games etc. There is also a television in each of the two larger lounges.







A smaller lounge has a fish tank and a 'library' of books and a small kitchen area. Leading off this is a room used for hairdressing and visiting chiropodist etc. where residents can be seen.



A small number of residents live with dementia and their doors have pictures of something meaningful to them, such as knitting wool, so they can easily be identified.

## Gardens

The gardens wrap round three sides of the building and there is plenty of space for residents to walk round safely and sit in different areas and enjoy the surroundings.



The gardens are well laid out with tables, chairs and umbrellas and the Deputy Manager told us that they had recently held a garden fete for residents and relatives, with music, games, food etc.



The Activities Co-ordinator told us that residents also enjoy growing vegetables in the greenhouse and planting flowers in the raised beds.



A Memorial Garden has been created and plaques are placed beneath the tree to remember residents who have passed on and for residents and relatives to reflect.

## Meals and Nutrition

The home has a spacious dining room with round tables with fabric cloths and napkins and plenty of room for wheelchair access.



Dining room

Menus are displayed on the tables with a choice of food, with light options available. Residents are asked what they would like to eat at the tables. We were told that the food is freshly cooked on site in the kitchen which leads off the dining room.



A tea trolley comes round at about 3/3.30pm and we saw residents being offered tea and cake whilst we were visiting.



## Dignity and Privacy

All residents appeared happy and were tidy and well presented and were encouraged to move freely around the home. We were told that some residents often spend time walking outside and sitting in a quiet area of the garden.

A visitor to the home told us that they had looked at several homes in the area before deciding that The Warren offered the best facilities and that they are very happy with the care given.

We observed staff being caring and respectful towards residents and whilst in the lounge we observed a member of staff asking a couple of residents if they were “ok” whilst sitting looking at the photographs from the fete on the television.

## Activities

The home has two Activity Co-ordinators who provide a programme of activities 7 days a week for residents, including crafts, gardening, colouring, singing, films, exercises, outings to the local pub and surrounding area, royal wedding celebrations, garden fete.





Whilst we were visiting the Activity Co-ordinator was showing residents some pictures on the television of the annual fete which had recently been held.

The home has its own mini bus and the Activity Co-ordinator told us that she had recently taken one of the residents to Whitby for the day as they had said they would like to visit there again, which brought back many happy memories.

Map showing places where residents have visited around the world



Memory clock



Also, whilst we were visiting, the Activity Co-ordinator was explaining to the residents that they would be asked to write on a card, which they would be given, something which they would like to do or a place they would like to visit (a “wish”) and hang it on the “Wish Tree” and staff would endeavour to fulfil these wishes.

We were told that Daniel O’Donnell had recently visited the home and sung to relatives, which they very much enjoyed.

Holy communion is held monthly at the home.

### Staff/Resourcing

The home is currently being run by the Deputy Manager but a Manager has been appointed and will start at the home in the near future.



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There are 6 staff on shift in the morning and 5 in the afternoon. There are 3 staff at night and the Deputy Manager told us that they do not currently use agency staff.

The Deputy Manager told us that she holds monthly meetings with the residents and every 3 months with relatives. Meetings regarding nutritional needs are held monthly with the chef.

We were told that a GP visits every Tuesday and a District Nurse also supports the staff regularly. A chiropodist and hairdresser also visit the home regularly.

## Ideas to take forward

- Books/magazines to be made available on the tables in the lounges for residents to browse through whilst sitting
- Continue with encouraging residents to add a “wish” to the tree to explore a new activity for residents

## Response from The Warren

No comments were received from the home



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## Contact us

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