



**Healthwatch Doncaster
Enter and View
Plantation View
Care Home**

18th October 2018





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1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	Plantation View Care Home 255 Goodison Boulevard Cantley Doncaster DN4 6EJ
Service Provider	Runwood Homes Senior Living
Date and Time	Thursday 18 th October 2018
Authorised Representatives	Sharon Faulkner, Sandra Hodson Kathleen Bowes, John Burke
Contact details	Healthwatch Doncaster 3 Cavendish Court South Parade Doncaster DN1 2DJ

1.2 Acknowledgements

Healthwatch Doncaster would like to thank the service provider, residents, visitors and staff of Plantation View for their contribution to the Enter and View programme.

1.3 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 residents and staff, only an account of what was observed and contributed at the time.



2 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 be undertaken if people tell us there is an issue 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.

2.1 Purpose of Visit

Healthwatch Doncaster is undertaking a series of Enter and View visits in local care homes to build a picture of the quality and range of care provision in Doncaster from a resident's perspective.


2.2 Strategic drivers

Healthwatch Doncaster are undertaking visits to local care homes as part of a wider piece of work to look at the quality of care provision in Doncaster.

2.3 Methodology

- The Healthwatch Doncaster Enter and View Planning Group met to discuss the methodology for the visit. A checklist was devised outlining key observation areas (outlined in results of visits).
- The group decided who would undertake the visit and as it was our second official Enter and View visit it was decided that the four eligible members of the group attend. It was felt that this would help us to evaluate our approach more effectively post visit. It was agreed that the group would split into two pairs so as not to overwhelm the residents.



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- During the visit the team spent a little time in the lounge area observing a large group singing and dancing activity. Interaction between the residents and staff was also observed. The group then split into pairs and had free access to communal areas in the rest of the home. Members of the team briefly observed the start of the lunchtime process.
 - Observation sheets were used throughout the visit and these were collated in a meeting of all four Authorised Representatives immediately after the visit.
 - Before terminating the visit, we spoke with care home Manager.
 - The findings were discussed and agreement reached around items for inclusion in the report. Recommendations were also discussed and agreed.

2.4 Summary of findings

- The Authorised Representatives felt that the home generally had good atmosphere.
- Interactions between staff and residents were positive.
- The environment was clean and tidy.
- Some small improvements could ensure a more dementia friendly environment.

2.5 Results of visit

The home has twenty-five residents, twenty-four of whom have dementia and one who was on respite.

The findings of the visit are summarised below:

Environment

- The home has a large and unusual footprint which can make staffing lounges a challenge.
- There are three lounges including one which is used for large group activities and then cleared to become a dining room and a small café/lounge area. None of the lounges are large enough to accommodate all of the residents at meal times.
- There are two engaging outside spaces with garden furniture and a tiny porch/seating area immediately inside the entrance of the home.
- Beyond the porch is the main lounge/dining area.
- With the exception of one carpet, observed areas were spotlessly clean.
- Bedrooms may be individually decorated to suit a resident's taste.
- Fire Safety - an evacuation procedure is displayed in the foyer with actions for visitors.

- Notice boards were up to date and infection control, safeguarding and whistle blowing information was displayed as were newsletters and activity timetables.
- Policies and procedures were displayed in the main office corridor.
- A comprehensive, and recently updated, Service User Guide was available.
- At the time of the visit, the environment was not totally dementia friendly. Runwood have appointed a member of staff locally to assess individual homes and make necessary recommendations but, at the time of our visit, Plantation View had not been assessed and no plan to make the environment dementia friendly was in place.
- Dementia signage was good in places but not in others.
- No dementia friendly clocks were seen.
- Handrails in those areas not recently decorated were in a contrasting colour and easy to see. In the recently decorated areas, handrails were almost the same colour as the pale wallpaper and white paint making them less dementia friendly.
- Some toilet seats had been changed to a contrasting colour, making them dementia friendly others had not.
- Residents were observed using walking frames, sticks and a wheelchair yet in one toilet, the alarm pull cord was broken and significantly shortened and, in another, the cord was tied up. Although alarm buttons are in place, residents having a fall in these toilets would not easily be able to summon help.
- An assortment of reminiscence art work was displayed on corridor walls.
- Residents' rooms are on one level and each corridor has a street name meaning that each resident has his/her own address.
- For recognition, doors were clearly labelled with residents' names and individually relevant photographs. Most doors had a knocker which gave the impression of a traditional front door.

Promotion of Privacy, Dignity and Respect

- Bedroom doors were closed.
- Residents were asked if they'd like to wear an apron at lunchtime to protect their clothing.
- All staff seemed to know residents' names and we observed a genuine and natural friendly rapport between staff and residents.
- Staff were seen to be accommodating and sensitive to residents' individual needs and wishes.
- The position of the main lounge/dining room led to dignity and privacy being compromised when a casual visitor was allowed access this area during lunchtime whilst a resident was being carefully spoon fed by a member of staff.



Promotion of Independence

- Will be improved when the home is fully dementia friendly (see Environment comments above).
- Residents were encouraged to be mobile.
- Zimmer frames were in use and wheelchairs had foot rests.
- Residents have a choice of lounges spread over a wide area. This is good for those that like a choice but means that, whilst staffing meets accepted ratios, there aren't enough staff to constantly monitor each lounge.
- Whilst this wasn't an issue at the time, door frames are not wide enough to accommodate large wheelchairs.

Interaction between residents and staff

- The interactions we witnessed between residents and staff were very good.
- All observed interactions were friendly, kind and caring. A gentleman wishing to sit in the office and chat was encouraged to do so.
- The newly appointed Activities Co-ordinator (Shelly) created a positive and stimulating atmosphere whilst interacting with residents in the lounge.
- Residents were heard addressing staff by their names.
- We observed a resident being fed by a member of staff and the interaction was very patient and caring.

Residents

Because most residents were in a group activity and then preparing for lunch, we had limited opportunities to chat with them.

- One resident commented that, "The staff are lovely and I like it here".
- All residents looked clean and well dressed.
- A resident referred to the manager as 'that wonderful woman'.
- A resident of the home has her husband visit every day and he is made welcome by staff and other residents.
- Monthly residents' meetings are held.
- Friends and family meetings are held every three months.

Food

- Meal times were displayed.
- The layout of the home prevents all residents eating together.
- Pictorial menus were available in a folder in the main lounge/dining area.
- Drinks and biscuits are provided throughout the day.
- One resident likes tonic water and a supply is kept in the fridge for her.



- To meet the needs of the vast majority of residents who have dementia, menus are not widely displayed but residents are shown plated food options to choose from almost immediately before a meal is served.
- Special diets are catered for.
- Runwood's Principles Around Mealtimes document is displayed and this outlines information including nutrition, individual needs and involvement.

Recreational Activities, Social Inclusion and Pastoral Needs

- We observed the beginning of a large group singing and dancing activity, almost all residents were actively engaged and enjoying themselves.
- Shelly, the newly appointed activities co-ordinator will be employed for 25 hours a week to prepare and deliver a varied programme of group and individual activities.
- All residents have life history information which identifies hobbies.
- Interests and activities are recorded in individual logs with photographic evidence.
- CD players are available and two of the lounges have a TV.
- There is a reading area.
- Residents choose how they'd like to celebrate their birthdays e.g. go to Whitby's for fish and chips or have a party.
- Birthday activities are publicised in the home's newsletter.
- The activities notice boards displayed the following:
 - ❖ Multi - denominational services as required
 - ❖ Diwali celebration
 - ❖ A weekly walking group
 - ❖ Card games
 - ❖ Afternoon tea
 - ❖ Pet therapy
 - ❖ Movie nights
 - ❖ Crafts
 - ❖ Chair exercise
 - ❖ Music
 - ❖ Hair dressing
 - ❖ Dancing
 - ❖ Food tasting
 - ❖ Baking
 - ❖ News
 - ❖ Reminiscing
- The home's dementia champion will work alongside the activity co-ordinator to ensure that activities are dementia friendly.



Involvement in key decisions

- Residents are allowed to choose the décor for their rooms.
- When a new resident with no family or friends to support them arrives at the home, wheels are set in motion to engage an advocate.

Concerns and Complaint Procedure

- The complaints procedure is clearly displayed.
- This procedure was followed to address a relative's complaint outlined below.

Staff

- All staff were pleasant, friendly and polite, we were made welcome.
- The Activity Coordinator and other staff were dynamic and interacting well with residents during their activity session.
- Staff were friendly and engaging with residents. Residents were addressed by their names.
- A board with photos of most staff is in the main corridor.
- To increase staff presence in key areas, adjustments have been made to shift handover procedures.

Visitors and Relatives

We spoke to one visitor who stressed that whilst the staff are wonderful, in his opinion, staffing is inadequate. He has expressed his concerns both verbally and in writing and has received a written response.

His main concern is that the lounge closest to his wife's room, and where she chooses to sit, is not consistently monitored by a member of staff. It is a considerable distance from the main lounge area and incidents, not observed by staff, have occurred. Staffing is at an acceptable level (a ratio of 1:6) but the large and unusual footprint of the building means that this residents' lounge is, at times, unsupervised.

2.6 Recommendations

To facilitate health and safety, we strongly recommend that urgent consideration be given to ensuring that all lounges are staffed when in use by residents. We appreciate that there is no simple solution to this issue but, based on what we saw and heard and given the residents' complex dementia needs, we feel that their health and safety could be compromised if this is not addressed.



In addition, we feel that the following suggestions for minor changes would further enhance the experience for residents:

- That dementia friendly clocks be provided in lounges and communal areas.
- All toilet seats should be coloured and contrast with the white toilets. This would be dementia friendly and facilitate dignity and independence.
- The dementia friendly signage in parts of the home should be replicated throughout the home.
- Fully functioning alarm cords, accessible from the floor in case of falls, should be present in all residents' toilets.
- That all handrails be painted in a contrasting colour to make them clearly visible.
- The activity timetables would be easier for residents to access if they were in a larger print and displayed towards the bottom of notice boards. To reduce potential confusion perhaps a daily timetable could be considered.
- Free choice crafts, games and activities could be visibly available.
- That the badly stained corridor carpet be replaced if it can't be effectively cleaned.

Service provider response

The provider submitted the following response:

Thank you for visiting Plantation View. Firstly I would like to thank you for all the positive feedback within your report. I have forwarded the report to our regional care director so that they are aware of the recommendations you have made regarding the environment. All recommendations have been added to the home's development plan. In addition:

- A request has been made to our maintenance for handrails to be painted a contrasting colour where this is not already apparent.
- An order has been placed for the remaining toilet seats to be replaced with those of a contrasting colour.
- An order has been placed for two dementia friendly clocks.
- I have spoken to the activities co-ordinator to ensure that some appropriate activities are made readily available.
- Maintenance has replaced pull cords where required so that they are all fully functioning.

