



Details of visit

Service address:

The Oaks Residential Care Home
Oak Avenue, Hindley, Wigan WN2 4LZ
Mr Kevin Hall

Service Provider:

5th December 2018 at 10 am

Date and Time:

Authorised

Elaine Clayton and Eileen Melling (supported by Karen Wilson, Senior Engagement Officer)

Representatives:

Contact details:

info@healthwatchwiganandleigh.co.uk 01942 834666

Acknowledgements

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

Disclaimer

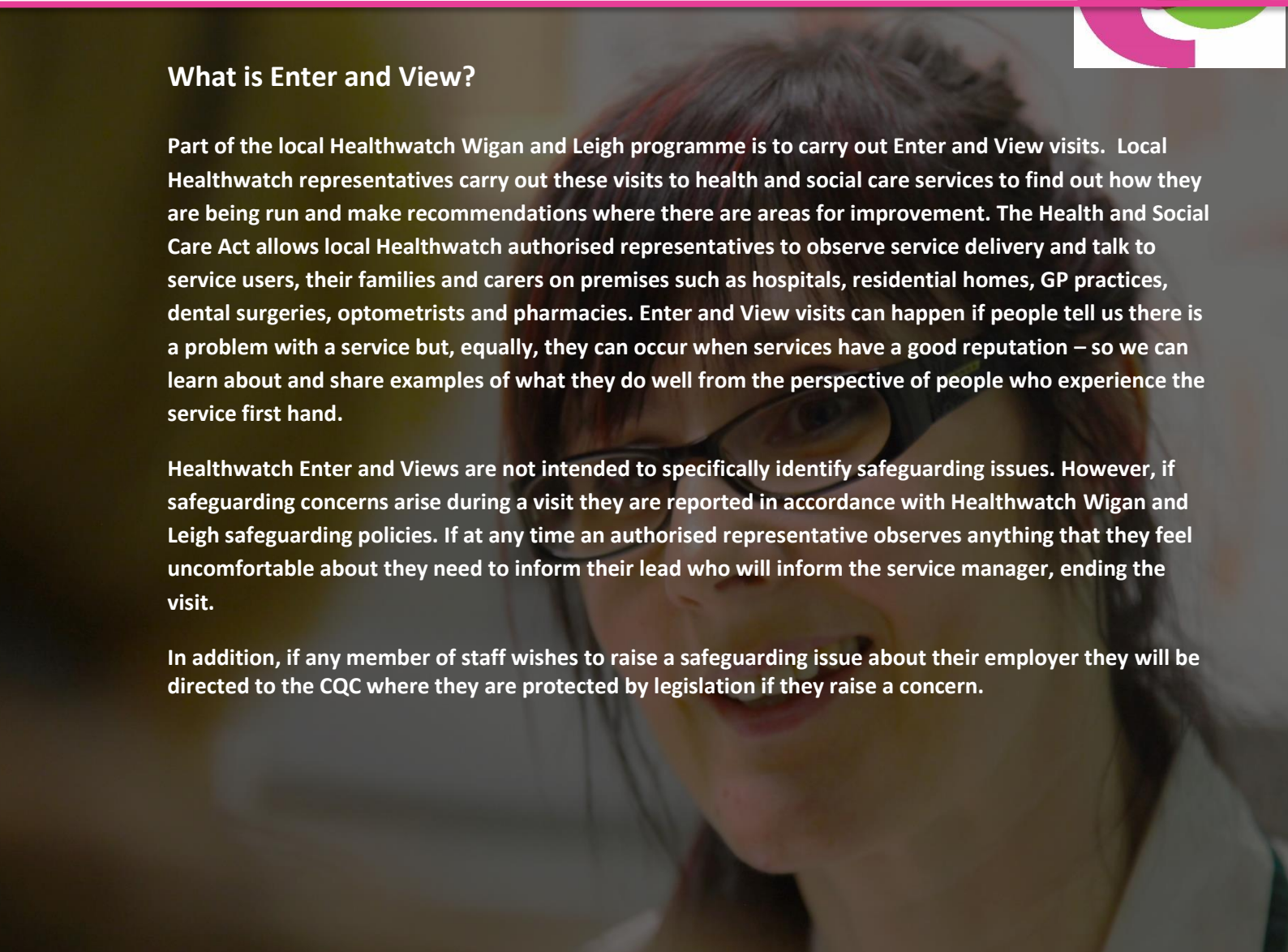
Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

What is Enter and View?

Part of the local Healthwatch Wigan and Leigh 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 Wigan and Leigh 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.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.



Purpose of the visit

- To engage with residents of care homes and understand how dignity and choice is being respected in a care home environment
- Identify examples of good working practice
- Observe residents and relatives engaging with the staff and their surroundings
- Capture the experience of residents and relatives and any ideas they may have for change



Strategic drivers

- CQC dignity and wellbeing strategy
- Engaging with hard to reach and vulnerable communities
- Exploring experiences of person-centred care

Methodology

This was an announced Enter and View visit.

Prior to the visit Karen Wilson and Elaine Clayton had met with Patricia Stratford, the Registered Manager at The Oaks. This gave us the opportunity to discuss the service provided at The Oaks, the visiting protocol used by Healthwatch Wigan and Leigh (HWWL) and how we would conduct the visit, produce a report and gather feedback from the home. It was agreed that HWWL would leave questionnaires for visitors and staff who may be unable to contribute on the day of the visit.

On the day of the Enter & View visit we met with the Deputy Manager before we spoke to anyone in The Oaks and took her advice on whether any residents should not be approached due to their inability to give informed consent, or due to safety or medical reasons.

Following a discussion with the Deputy Manager, Authorised representatives conducted short interviews with a number of staff members at the home who had worked at The Oaks between one year and 11 years. Topics such as quality of care, safety, dignity, respecting and acknowledging the resident's and families' wishes and staff training were explored. 17 members of staff contributed to our engagement either in person on the day or by completing one of the questionnaires.

Authorised representatives also approached eight residents to informally ask them about their experiences of staying at The Oaks and, where appropriate, other topics such as accessing health care services from the home were also explored, to help with our wider engagement work. Twelve visitors also contributed information about their experience of visiting a family member or friend residing at The Oaks. Authorised Representatives explained to everyone they spoke to why they were there and took notes.

A large 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 and engaged with staff members and the facilities. There was an observation checklist prepared for this purpose.

When they had finished speaking to staff and residents they left them with an information leaflet and explained that a draft report would be sent to the Manager to check factual accuracy and to allow The Oaks to comment on any findings or recommendations.

Summary of findings

At the time of our visit, the evidence is that The Oaks was operating to a very good standard of care with regard to Dignity and Respect.

- Residents looked tidy and clean and we saw no evidence of dignity not being respected
 - We saw evidence of staff interacting with residents positively and regularly
 - Residents told us that they were very happy with the food
 - There are a variety of activities offered and plans to offer more, it may be helpful to share these ideas with residents and families
 - Staff told us that they continually receive training and thoroughly enjoy their work
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Results of Visit

The Oaks is a registered for 31 residents. There are 28 bedrooms, the majority of which are single bedrooms, however some bedrooms are able to accommodate married couples. There are toilets and bathrooms close to all bedrooms.

Environment

There was a homely feel about the place with lots of photographic evidence of activities displayed around the walls. The home was preparing for Christmas and decorations and a tree was being prepared during our visit. Our observations suggest that a good standard of hygiene is being maintained. The home appeared clean and free from any unpleasant smell.

The home has a large communal lounge/dining room leading to a conservatory. The Manager explained that the conservatory is closed during the winter as, even with heating on, it can be quite chilly, but that it is a popular room in the warmer months.

The conservatory leads to a courtyard/garden area with a variety of seating, bedding areas and pots for plants and a water feature.

We observed a list of daily and weekly activities and a pictorial calendar of activities. We spoke to the Activities Co-ordinator who is keen to offer a variety of activities and sought our suggestions for new ideas.

Promotion of Privacy, Dignity and Respect

All the residents we saw appeared dressed, clean and tidy. Those we spoke with were happy with their personal care.

The residents we spoke with felt that The Oaks caters for their individual needs and were happy that they make their own choices, however, some felt that there is not enough going on.

All bedrooms are numbered, have the name of the resident and a sign displaying their personal choice of whether to have the bedroom door open or closed.

Promotion of Independence

Some residents complained of being bored and that there were not enough activities. However, the Manager and Activities co-ordinator had told us of a variety of activities that had taken place both in and out of the home including day trips, animals and petting dogs being brought in, and a recent joined up activity with a number of other homes around the Borough based on the Olympic games. There were photographs of these activities along the corridor. The activities co-ordinator also told us of her plans to link with a local nursery school or mother and toddler group to encourage interaction between the residents and children.

Residents can choose what time to get up in the morning and when they want to go to bed. Mealtimes are set but the kitchen is flexible around the resident, sometimes even preparing something to eat during the night. Residents are given menu choices based on traditional meals, although if someone would prefer something different this will be accommodated. Drinks and snacks are offered throughout the day. There was a pictorial menu board offering the breakfast, midday and evening meal options.

Interaction between Residents and Staff

We saw evidence of staff interacting with residents in a friendly and positive way during our visit and both residents and staff were positive about the relationship.

A group of residents were sitting at a table playing cards with staff joining in with the lively chatter.

Residents

Healthwatch representatives spoke to eight residents. One lady said she had lived at The Oaks for 18 months, others weren't sure but said a long time. Residents said that they were very comfortable and well cared for and that their individual needs are catered for.

"I love it, I'm really happy"

Family and visitors we spoke with were very happy with the service and said that the care is excellent.

"The good thing about the care home is how well each resident is treated. As an individual they are supported well in all aspects of care. The Manager and staff are very supportive of us as a family"

Food

The Manager informed us that choices are offered at each meal with three meals and a light supper being served through the day. Residents and visitors are happy with the food and encouragement from staff.

A drinks trolley is taken round through the day and liquid intake monitored by staff.

Recreational activities/Social Inclusion/Pastoral needs

We observed a pictorial board displaying a calendar of activities and being December it highlighted some Christmas activities and craft sessions.

Staff did say they would like to see more activities on offer and more staff helping the activities co-ordinator. She would like to access more funding for 'out of the home' activities.

The activities co-ordinator is employed full-time but her job is split with half her time spent on care duties, leaving only half time as activities co-ordinator. She has lots of fresh ideas she is aiming to implement in 2019 and was keen to hear ideas from the Healthwatch volunteers, but would also like other staff to get involved in activities.

Involvement in Key Decisions

Residents and families we spoke with felt involved and informed at all stages and were happy with the communication from staff.

Families told us that they are always kept informed and are visible and available at any time.

Concerns/Complaint Procedure

The home confirmed that they have a complaints procedure, although no resident mentioned having used it to us.

Staff

All staff we met were friendly and we saw them interact well with residents and visitors. Residents and visitors were happy with the staff and the staff we spoke with were all happy in their job saying they really enjoy it and feel that they have lots of support.

Staff all highlighted the good teamwork and the number of opportunities for training which are provided over the standard mandatory training.

All staff said they would be comfortable speaking to a senior member of staff if they had any concerns or problems relating to work and felt that the team spirit and good relationships meant that good working relationships had built up. A couple of members of staff were concerned about any personal information they shared with senior staff remaining confidential.

Staff said they have lots of opportunity to build relationships with residents by sitting with them, chatting about their younger years and by reading their care plans.

“I’m the luckiest person, I work closely with residents, learning their likes and dislikes, medication needs, what food they like”

“It’s like family. There are lots of opportunities to building relationships. It would be nice to be able to sit longer if we had more time but we know which residents can get agitated and need more support”

Visitor and Relatives

Families and visitors were extremely positive about the serviced and care at The Oaks.

There was only problem raised that that is the management of resident’s clothes. We were informed that after washing, clothes go missing or are seen worn by other residents.

“All my relative’s clothes are clearly marked and I must say that great effort has been made to improve the situation”

Additional findings

Overall our impression of the home is that it is well run and residents are happy living there. Staff morale is good and staff turnover is low.

Recommendations

This report highlights the good practice that we observed and reflects the appreciation that residents and families felt about the care and support provided.

- Continue to improve access to a variety of activities both in and out of the home
- Monitor the management of the residents’ laundry

Service Provider response

1. Is this a fair report? Yes
2. Is this report factually accurate? No
3. If not, why not?
 - All bedrooms are numbered but do not have residents names or signs displaying their personal choice of whether to have the bedroom door opened or closed. This is to ensure confidentiality and to promote dignity

- The activities co-ordinator is employed part-time working 15 hours per week Monday to Friday. She does however, work one shift per week in the role of Senior Healthcare Assistant and is flexible in her approach to her duties, often covering HCA shifts but not at the expense of her activities role
 - No formal complaints have been received regarding laundry, we do have a laundry assistant who takes pride in her work
4. **What learning has been gained by your organisation as a result of this Enter and View Report?**
- Review of the activities weekly shift pattern, requests from family and friends to become more involved
 - Audits of laundry service to be action
5. **What was your impression of Healthwatch Wigan and Leigh? Is there anything we could have done better?**

A relaxed approach to the visit and consideration was taken to our operational issues.

**Comments received from Patricia Stratford, Registered Manager, The Oaks
14th February 2019**

