



**Healthwatch Doncaster
Enter and View
Chapel Garth
Care Home**

14th March 2019





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1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	Chapel Garth EMI Home Central Avenue Bentley Doncaster DN5 0AR
Service Provider	Bondcare
Date and Time	Thursday 14 th March 2019
Authorised Representatives	Sharon Faulkner, Sandra Hodson Susan Flintoff, Georgina Newman
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 Chapel Garth 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, to facilitate the training of a member of the team who was new to Enter and View, it was decided that the 4 members of the group attend. This was a useful exercise that helped us increase capacity. It was agreed that the group would split into 2 pairs so as not to overwhelm the residents.
- During the visit the group split into pairs and had free access to communal areas in the of the home. Two members of the team discreetly observed activities and 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.
- The findings were discussed and agreement reached around items for inclusion in the report. Recommendations were also discussed and agreed.
- Before terminating the visit, the Lead Representative spoke with Elaine, Chapel Garth's manager, and contacted her by telephone during the report writing stage for clarification.

2.4 Summary of findings

- The Authorised Representatives felt that the home had a caring and homely atmosphere.
- Residents looked happy and well cared for.
- Each of the four Authorised Representatives felt that we would be happy for a family member to reside at Chapel Garth.
- Everyone was welcoming and the manager and staff were friendly, honest and open with us.
- Interactions between staff and residents were excellent.
- The environment was clean and tidy.

2.5 Results of visit

The home had 32 residents, all of whom had dementia, capacity is 34.

The findings of the visit are summarised below:

Environment

- There is a homely atmosphere.
- The entrance hall was uncluttered and welcoming with a comfortable reminiscence area set up as a sitting room.
- Notification of the Healthwatch visit was displayed.
- Complaints procedures were clearly displayed.
- The signing in book was available.
- Relevant posters e.g. dehydration, influenza, infection control, delirium and hydration were on display.
- The home's safeguarding notice was clearly visible.
- A 'suggestions' box and 'review us' cards were in prominent positions.
- 'Care Team' photographs with names and job titles are clearly displayed.
- Observed areas were clean and uncluttered.
- Fire guidance for residents and visitors is clearly displayed.
- Radiators have covers.
- Dementia signage is good.
- Hand sanitising dispensers were in communal areas.



- There is a large open plan lounge with comfortable seating and a large TV and CD player. The lounge flows into the dining room.
- An organ in the main lounge is used for entertainment.
- A smaller, quieter lounge is available.
- Sensitive and appropriate poetry is prominent as part of the large lounge's décor.
- The dining room is multi-purpose and used for activities such as crafts and baking.
- A Spring display of flowers crafted by residents adorns a dining room wall.
- At meal times, the tables are set with cloths and place mats etc.
- A second, more traditional, dining room may be used by relatives and visitors who wish to eat with residents.
- A safe, secure and well-tended outside area is freely accessible to residents in good weather.
- The home has seven en-suite rooms.
- Clocks were seen in various places but not all showed the correct time.
- We saw one clock with large clear numerals but no specifically 'dementia friendly' clocks.
- An excellent calendar display board showed was on display in the dining room.
- Handrails are in a contrasting colour and easy to see.
- All toilets have Mowbray seats but none are in a contrasting colour.
- All residents' toilets have alarm cords though none would be accessible by residents in the event of a fall, all of the pull cords had been shortened.
- An assortment of art work, some of it reminiscent, was displayed on walls.
- We saw a variety of attractive photo montages of residents.
- A memory wall displayed photos of activities.
- There is a clear statement on one wall pointing out that staff work in the residents' home.
- Residents' rooms are on one level with doors that are painted in a variety of bright and contrasting colours for ease of recognition.
- Bathroom and toilet windows have security fasteners.
- Stairs leading to upstairs offices were gated with a secure lock.
- Rooms not accessible to residents, including the staff/visitor toilet, have coded locks.
- A recent leak in a shower room has caused damage to a carpet and wall. This is being dealt with.
- Re-decoration work is underway in some areas.
- Carpets are being replaced by laminate flooring on a rolling programme.





Promotion of Privacy, Dignity and Respect

- A 'dignity board' actively promotes residents' dignity and independence e.g. by focusing on choice and control, positive and effective communication, eating and nutritional care.
- Most bedroom doors were closed and locked. Residents prefer this.
- Sensory mats are used by residents who need them (to alert staff when they get out of bed).
- Staff obviously knew the residents well and we observed genuine friendly and natural rapport.
- Staff were observed being sensitive to residents' individual needs e.g. a lady had an 'accident' and the incident was handled with no fuss; in a busy room, very few people even noticed.
- A member of staff whispered a delicate question to a resident.
- A carer discreetly made sure that a lady who did not want to wear slippers was wearing non-slip socks.
- Residents were clean and well dressed.
- We saw clean laundry, which looked pristine, being returned to resident's rooms.

Promotion of Independence

- Residents were encouraged to be mobile.
- Frames and sticks were in use.
- Residents successfully used traditional crockery, cutlery and glassware at lunchtime. Adaptations are made if required.
- Most residents were engaged in activities or conversation.
- None of the residents wore an apron whilst eating lunch.

Interaction between residents and staff

- Interactions we witnessed between residents and staff were excellent.
- The atmosphere was relaxed, friendly, kind and caring.
- Residents smiled at staff and us.
- Staff know the residents well and regard them as family.

Residents

- One resident commented that the food was good and said, 'I wouldn't change a thing about the place, I'm happy here'.
- All residents looked clean and well cared for.
- Many residents were participating in a group quiz and singing session, one lady was colouring independently.



- Most other residents were quietly chatting, very few were watching TV.
- Bi-monthly residents' meetings are held.

Food

- Food is home cooked.
- Excellent picture menus are available.
- A choice is available at each mealtime and residents choose their main meals from photographs.
- Staff are accommodating if someone changes their mind at the last minute. The manager said, 'If we don't have something they fancy, we nip to Tesco round the corner.'
- Residents were observed eating with gusto, they looked well nourished.
- Most residents eat in the dining room but can eat where they wish, we observed people eating in the lounge from tray tables.
- Meals are served at 'set' times but staff will make snacks if residents ask for them at other times.
- If a resident is recovering from an illness and, for example, wakes up hungry during the night, a more substantial meal will be made available as appropriate.
- The main meal is served at lunchtime and a lighter hot meal is also available at tea time.
- Residents have supper.
- A range of snacks are served during the afternoon.
- Special diets are catered for.
- Staff are aware of residents' needs.

Recreational Activities, Social Inclusion and Pastoral Needs

- Chapel Garth's ethos is to create a homely atmosphere and environment.
- Residents are very much treated as members of the family.
- The home employs two passionate job-share activities coordinators, Charlie and Sheralea, who each work three days from Monday to Friday. One of them is qualified to do chair based exercises.
- Both activities coordinators work on Wednesdays and this allows for residents to be taken out to the local shops etc.
- It is not unusual for these coordinators to work additional time voluntarily e.g. on the Saturday of Prince Harry's wedding, the ladies organised a grand wedding party. Sheralea and Charlie wore bridesmaids dresses and staff, and those residents that wanted to, wore hats and fascinators.
- A simple pictorial notice board shows the week's activities. These are flexible if weather dependent e.g. a local walk was swapped with baking due to high winds.



- Activities include: quizzes, arts/crafts, baking, sing-a-longs, chair based exercises, dominoes, afternoon tea, snack making and local walks.
- Independent activities such as books, colouring books, word searches and puzzles are available.
- Entertainers are often booked to visit.
- Respite visitors are also considered to be part of the Chapel Garth family and they, and their families/friends, are invited to events.
- An iPad was recently purchased and this has had a huge positive impact on some of the residents e.g.
 - ❖ being able to connect with a relative who lives overseas by 'Face-time'.
 - ❖ a restless resident is calmed by watching nature programmes.
 - ❖ a significant improvement in the mood of a lady who loves make-up is apparent after she watches make-up tutorials.
 - ❖ enjoying looking at pictures of old Doncaster.
- The iPad has been so successful that more are likely to be bought from funds raised by the activity coordinators.
- Residents who like to do housework enjoy doing tasks such as folding clothes and dusting.
- A bird table has been erected in the outside area in response to residents' interests.
- Residents who enjoy word searches etc. are given puzzle books to keep in their rooms.
- Singers from a local church visit every other Friday
- Officiants from all denominations visit the home if requested by residents.
- A chiropodist visits every six weeks.
- A hairdresser provides a weekly service.
- Nail painting is available.
- The home has good links with the local medical practice.
- Residents may retain their own GP if they wish.
- As far as possible, staff at Chapel Garth like residents at stay at home (Chapel Garth) until end of life.
- As many staff as possible attend the funerals of residents, particularly those without family or friends.
- After funeral tea/spreads are provided as appropriate.
- Fundraising activities generate income to purchase additional resources such as iPads.
- Chapel Garth has a Facebook page to highlight activities and events.

Involvement in key decisions

- Decisions are always discussed with residents, and with relatives/friends as appropriate.



- When a resident has no relatives or friends and does not have the mental capacity to make informed choices, an advocate is appointed if major decisions need to be taken.

Concerns and Complaint Procedure

- The complaints procedure is clearly displayed.
- A relative commented that the management are very receptive and helpful if ever an issue is raised.
- Whilst emphasising how delighted they were with the home, relatives raised what they called a ‘minor’ concern in that, at the end of one weekend visit, there were no staff in the lounge and no-one available to open the door to let them out.

Staff

- Ratios are always met.
- All staff were pleasant, friendly and welcoming.
- Every interaction we observed was friendly and supportive.
- Staffing is stable and many members of the team have worked at Chapel Garth for a number of years.
- Newer staff have been sourced by recommendation from local care homes that have closed.
- Staff are known as the ‘care team’.
- Every member of the care team that we spoke to told us how much they enjoy working at Chapel Garth.
- One lady told us that she always looks forward to going back to work after days off.
- Elaine, the manager, works hard with her staff to look after residents in the way she would want her own parents to be looked after.

Visitors and Relatives

- Visitors are welcomed and offered drinks, they may purchase meals for a nominal fee.
- Relatives told us that the home was ‘brilliant’ and that they ‘couldn’t praise it enough’.
- A relative who was seeking respite care said that she knew the home was right as soon as she entered because she could feel the atmosphere. As she walked around and made the decision for her Mum to stay at Chapel Garth she said she was ‘So happy she was bouncing’.
- We heard someone who was visiting the home with a view to booking respite being invited to bring their relative for a look around.
- Relatives meetings are scheduled every three months.





Additional Information

Chapel Garth has belonged to the Bondcare group since 2000.

2.6 Recommendations

- All alarm pulls in residents' toilets should be extended to just above floor length.
- Ensure that all visitors use the signing in book as a matter of routine.
- Replace residents' white raised Mowbray toilet seats with coloured ones that contrast with the white frames and toilets. These would be dementia friendly.
- Replace white grab rails and bars in toilets and bathrooms with coloured ones to make them more visible.
- Check that clocks and the calendar show the correct time and date.

Service provider response

The service provider did not wish to add anything.

