



Enter and View Report Rose Lodge Care Home

Wednesday 10th April 2019
(10am-12noon)



Authorised Representatives: Paul Stokes and Mervyn Hockin

Volunteer Support Officer: Claire Cowell

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Acknowledgements, disclaimer and context

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

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.

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 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 View 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. 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.

Purpose of the visit

We ran a successful pilot with GP surgeries in 2017 and 2018, where we used ‘appreciative questions’ to explore what was working well in surgeries as well as areas for improvement. Key themes that were important to patients were shared with all practices and Enter and View visits were identified by the Clinical Commissioning Groups as a positive way to gather independent patient feedback.

‘Your visit has certainly helped us focus our minds not only on what we are doing well, but also on areas where we knew we needed to improve, in addition it has also highlighted further areas where we need to develop and improve our service to patients.

The whole experience, from the initial approach by Marianne through to our involvement with Claire and then the volunteers on the day has been extremely pleasurable and informative; the staff here on the day have all been extremely complimentary of your approach and methods.

In our opinion the Enter and View visits are a great way to break down barriers, give practices an independent view on the success of their service and help them highlight areas for improvement. We would recommend an Enter and View visit to any practice.’

Brian Woodhouse, Practice Manager

We recognise that Care Home providers are an important area to include in the programme of ‘Positive Enter & View’ activity so we wanted to offer the same opportunity to those who would like our support in gathering the views of service users and family members. This is supported by Durham County Council who asked HWCD to make the programme available to care homes in a work plan request to the HWCD board, which was welcomed and approved. Care Home providers may have already attended a provider forum where this idea was presented and all were sent a letter inviting them to take part in this activity from Healthwatch, via Durham County Council in April 2018.

After approaching Rose Lodge Care Home to discuss the programme further they agreed to host a visit as they were keen to listen to their residents, families and carers and learn from their feedback.

Planning and preparation

Authorised Representatives who had taken part in the pilot were keen to be involved, as were new volunteers. The survey was carefully put together beforehand to reflect the 'positive approach' to be taken. This was circulated to staff, Authorised Representatives and the home manager for comment.

However, we also recognised that service users may struggle to answer questions via a verbal survey and would potentially respond more effectively via observations and involvement in social activity, therefore a specific observation sheet was used to record what we heard and saw, on the day.

We realised that there might be people who would like to make a comment about the services who were not going to be around on the day of the visit so extra surveys were left one week before the visit in the waiting area, on a HWCD display table, with a box for completed surveys to be left in.

Claire Cowell (Volunteer Support) met with Nichola Wheatley (Manager) (Appendix A), to gain some further background information about the home, including issues such as capacity, communal and other space/layout, potential for residents to have conversations, age ranges, access to family, friends and visitors, staff and resources, type of care offered, and the programme for the visit.

We advertised the visit in advance (Appendix C) and Nichola Wheatley (Home Manager) briefed the staff, before the day.

We carried out a preparation visit one week before the Enter and View to do a risk assessment which considered areas such as layout, introductions, venue space and safety procedures, the process for taking photographs and we agreed use of a private space for conversations if needed.

Information and data

At this Care Home we used two authorised representatives and spoke to 11 individual residents, carers, family members and staff, using a set of appreciative questions to prompt people to describe good practice they had experienced or seen. 3 observation sheets were completed by authorised reps during the visit.

0 surveys were completed prior to the visit.

Representatives observed activity and spoke to people during our two hour visit, to collect their own independent impressions of the home and its services, which they recorded during and after the visit.

A private space was available if residents felt the need to talk in confidence to us.

What people told us

People shared their experience and opinions of the care home, all are noted in Appendix E. Some are unique to individuals but there were several trends that we heard numerous times, which include:

Effectiveness of the physical space, service and layout

“Improvement to the laundry service-more staff required”

“A relative was having difficulty with meals-it was brought to the homes attention and changes were made to make meal times more pleasant for everyone”

Service and Positive social interaction

“Everyone is known by their Christian name here-no pet names are used”

“We are one big family-all have one thing in common-the interests and wellbeing of the residents here”

“They include the family and let them have a say so they know how best to support mam”

Activities

“Continuous support by the activities coordinator makes big difference”

“The activities are organised and timely”

“Family members are encouraged to join in activities”

What we observed

The residents we observed in Rose Lodge Care Home appeared to be very happy with the services overall

Observations considered the physical space and how it was managed, as well as communication with staff and users

Key areas of observation were:

Effectiveness of the physical space and layout

Friendly atmosphere on entry, comfortable, pleasant and welcoming. Cakes and scones were ready to be served.

The seat I was in was a little rickety-past its best. Access seemed good and security adequate as had push button to gain or leave building. Homely feel and bright, no unpleasant smell and clean. Chairs a little bit past their best.

Toilet did not come across as disabled friendly for an older visitor.

Décor and layout of the front foyer was set for the coffee morning just starting as we entered. Smelt fresh. Dementia friendly.

Some chairs may need a little attention. Generally the entry security was good with lots of staff about to support and check on visitors

Service and Positive social interaction

Wonderful interactions-staff to staff-staff to residents, visitors to residents etc., all very warm. Staff were flexible around roles and went over and above this. They clearly knew people individually (not just residents)

Long standing staff brought in children and grandchildren who got involved with residents (Easter egg decorating next week with residents)

We were welcomed at the door and it was nice to see young people involved

Staff were excellent to communicate with, the manager seemed to know her stuff! People knew each other-residents, visitors and supporters.

The support group-community invited in etc. were a powerful addition to the already well trained and motivated staff.

There was a lovely situation where a visitor was consoling a lady who was upset and crying, that interaction was particularly lovely.

Activities

They have coffee mornings, hairdressing, nail bar etc. on site.

It was great that there was an activity happening when we visited as this enabled us to speak to people we wouldn't have, otherwise.

Activities coordinator made a big difference and bring people to the memory café at PCP (they walk around to this), people also sometimes go to the singing for the brain sessions.

All enjoyed the coffee morning. The chef came out to talk to people about the day's menu and there was a birthday cake for a particular lady.

Seemed to accommodate out of unit activities as well as their own 2 activity coordinators

Issues that arose

At one point a lady began to choke and had difficulty swallowing but this was dealt with very quickly. This showed that staff were prompt to respond to residents immediate needs.

Recommendations for Rose Lodge Care Home

We have listed the recommendations below based on what we were told and what we saw and heard, during the visit.

1. One of the most conveyed messages from the people we spoke to on the day, was how they valued the staff. They clearly very much appreciated the good relationships and service they either received themselves or acknowledge happens, at the home. People feeling that “we have the best staff we’ve ever had”. People told us that staff create a ‘one big family’ feel. We were told that staff were approachable, kind, flexible and caring and always willing to listen to you. Staff would often go the extra mile. Staff themselves indicated they are encouraged to raise issues and given this opportunity on a regular basis. This way of working and staff behaviours and culture is to be celebrated and retained here for the future.
2. People felt that there is a positive environment in the home and this is created partly by the emphasis on the social aspect, which encourages visitors, past carers and others to continue visiting the home, and clearly the home also has social involvement in the local community. This creates a happy and family orientated atmosphere (evidenced through there being children and grandchildren involved on the day). There were some comments about the possible consideration of more personal showers, improvement to laundry service (recognition that this was maybe due to needing more staff in this area) and upgrading of tired lounge chairs- but this did not seem to deflect from the welcoming bright space that was pleasant and safe for people to use. Perhaps these could be considered by managers.
3. The benefit of having dedicated Activity coordinators at the home was very apparent. Craft work, hair dressing, nail bar, involvement in meals cooked generally or for special events/occasions, made such a difference. Activities and involvement in Memory cafes and singing for the brain were also mentioned, out in the local community. Almost everyone we spoke to raised this as one of the most important aspects to retain and felt this set apart the home from others. This clearly should be retained.
4. People told us they were very happy with the service at the Care Home. Residents were encouraged to do more and the staff took time to work with families around personal preferences of individual residents. Staff also included family members, where appropriate, in their own relatives care but made sure this was done in a sensitive way in order to meet their needs. People gave us examples of where the service was very prepared and proactive, with regard to care, which avoided embarrassment in particular instances. This meant a lot to family members and carers. We witnessed an

incident where a lady needed prompt attention and this was dealt with quickly and calmly. Retaining the systems and resources that allow for the services to remain at a high standard seems very important, and is clearly recognised as one of the most important aspects when it comes to confidence in the care home.

Service provider response

“Delighted with the report and it is clear that the ethos for Rose Lodge being one big happy family is definitely felt by both the staff and residents. I am a firm believer that happy staff make happy residents and I believe I have the best team around me who always go the extra mile to ensure colleagues, residents and family members are all supported. I started working at Rose Lodge as a carer/nurse in 2008 and became the manager in 2014. This gave me a great understanding of how the home works and what support staff need in order to make the home a happy, positive place to work. I am delighted to hear that this is reflected in the feedback that staff, residents and visitors/family have given to the representatives from Healthwatch.

Our activities coordinators, Diane and Tracy at the home always ensure we have a full calendar of events each month for the residents to enjoy. This can be a singer, craft work, outings to memory café, a fabulous 50’s show musical or bingo in the local bookmakers. Diane has also organised monthly coffee catch up for the families to enjoy away from the home and this is a great support for new families we have welcomed here.

During the year we also organise community events in the form of open days to raise money through raffles and tombola’s to provide a comfort fund to ensure that all residents can be involved in the activities without any cost to the families or resident.

We offer an open door policy at Rose Lodge and would be delighted to show anyone interested around at any time. Or come along to our Fayre’s throughout the year. I know the staff and residents at Rose Lodge would be delighted to see you all.”

Nicki Wheatley
Care Manager

Appendices

Appendix A: Letter



Tuesday 12th March 2019

Nichola Wheatley
Rose Lodge
Carers Way
Cobblers Lane
DL5 4SE

Dear Nichola

Positive Enter and View Visit -Rose Lodge

Healthwatch County Durham is the statutory, independent consumer champion for health and social care. It makes sure the views of patients and service users are heard by those who run, plan and regulate health and social care services.

Healthwatch County Durham may, under certain circumstances, enter and view premises where publicly funded health and social care services are provided. As we discussed at our recent meeting, the purpose of this visit is to observe good practice and hear the patient stories and views about services.

Healthwatch County Durham's Enter & View Authorised Representatives, as agreed, will visit on Wednesday 10th April between 10am and 12.30 noon. There will be two authorised Representatives attending along with myself -Claire Cowell (Volunteer Support Lead)-we will all have ID badges.

During the visit we would like to speak to patients and staff, using a standard set of questions as prompts. We will provide a display stand and information prior to and during the visit. We are happy to provide brief verbal feedback to you on the day if you are available. We will then write a report that will include examples of good practice that we have observed and heard about. You will receive this report 20 days before it is published on our website and shared with CCGs.

I would be grateful if you could display the enclosed poster and promote the visit to staff and patients.

Thank you for agreeing to be part of this pilot. We look forward to working with you.

Yours sincerely

Claire Cowell
(Volunteer Support Lead)

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Durham DH7 8XL
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Appendix B: Questions

Enter and View Questions for Care Homes in County Durham thank you for your time today. Healthwatch are here to speak to people about the service and to hear the stories behind your views. We will share that learning with other service providers, make recommendations about how others could achieve better results.

Please can you tell me about a good experience that you have had at this care home
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What is the best thing about this care home?
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If you could make sure this care home kept one thing, what would it be?

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If this care home could do one thing to make it even better, what would that be?
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Appendix C: Programme

10.4.19

Rose Lodge Care Home - Newton Aycliffe

Enter and View Programme

9.30am	Photographs/Brief/Programme (at PCP)
10.00-10.55am	Observation/Survey where possible (Claire/Mervyn/Paul)
10.55-11.05am	Break/thoughts
11.05-12 noon	Observation/Survey where possible (Claire/Mervyn/Paul)
12.00-12.30pm	Debrief



Tell us about Rose Lodge!

Wednesday 10th April 2019

10.00am - 12.00 noon

Rose Lodge Care Home

Healthwatch County Durham is your local, independent health and social care champion. We are visiting Rose lodge to find out what you think about the services it offers and would like to hear from residents, visitors and staff about your experiences.

**Come and tell us what you think is so good about
Rose Lodge Care Home**

www.healthwatchcountydurham.co.uk

Tel: 0191 3787695, Text: 07756 654218

Healthwatch County Durham
Whitfield House
Meadowfield Industrial estate
Durham, DH7 8XL



Appendix E: Notes

Enter and View Notes (Rose Lodge Care home) - 10.4.19

Preparation/before the day

- Survey used was carefully put together beforehand to reflect the 'positive approach' to be taken. This was circulated to staff, volunteer reps and care home manager for comment.
- Surveys were left one week before the visit in the waiting area with a box for completed surveys to be deposited in. We realised that there might be people who would like to make a comment about the services who were not going to be around on the day of the visit.
- Posters were displayed in the Care home two weeks before the visit
- The manager (Nichola Wheatley) briefed the staff before the day
- Volunteer Support Lead (Claire Cowell) visited the home one week before, to consider areas such as layout, Introductions, venue space and safety procedures (CC carried out Risk Assessment), procedures for taking photographs and agreed use of a private space.

Information gathering

- How we collected information, comments and observed!
- All three jointly collected surveys and observed on the day

Numbers/Data

- 11 written Surveys were completed on the day
- 1 Individual came specifically on the day to give their views
- 0 written surveys were completed prior to us arriving
- Observation notes were taken by all reps.
- Photographs were taken only involving HWCD reps

On the day

Volunteers were briefed on:

- The physical/available space
- How to introduce what we were doing
- How the programme would work
- Refreshments and toilets
- The use of photographs
- Introduced to staff
- Sensitivity on when and when not to approach a person/user

Results/what people said/what we saw

(where there is a / next to a comment, this indicates how many people said this)

Survey

Good Experience:

- Great craft work here /
- Encourages my relative to join in activities and go on outings and generally involves her. Relative was having difficulty with meals, it was brought to the homes attention and changes were made to make meal times a more pleasant experience for residents and staff /
- Good with residents here-flexible about what's needed. Chefs even have a fun competition to lift peoples spirits/
- Lot of change here-decoration good-laundry lady knows us very well/
- No one here has a bad attitude/
- My mum used to be here for 11 years-she was quite independent initially, I liked to do things with mam. She loved Fish & Chips and bubble baths and they made sure she could still have this and was encouraged to do more /
- My Aunty used to be here-they went over and above-they often rang me and would let me help them dress her-even when she died I was invited to help prepare her body before her service. Although I am a member of staff they treated me correctly with regard to this being my aunt, rather than as a resident where I work! /
- Staff are wonderful-they let me go shopping and my room is clean and spotless, they are very friendly /
- One of the carers invited me to the Care Home, just has a great feeling in the home /
- We have been on several occasions to a meal cooked by the chefs at the home. A choice of two menus, three courses plus tea or coffee. Very enjoyable-pleasant staff-good company etc. /
- There are too many good experiences over the past 13 years, mam has been in Rose Lodge. I've seen many managers, care workers and qualified staff over the years but I believe at present we have the best staff we've ever had. We are one big family and all have in common one thing-The interests and well-being for all the residents here! /
- The friendliness, the caring involved and above all the staff. Nikki our manager does what she can with the quota of staff she has. In particular I want to say though is since Diane Tweddle took on the post as 'Activities Coordinator' she has made such a difference. She cares and loves each and every resident like her own family. She goes the extra mile even for us relatives /

What is the best thing about this care home?

- Staff are very helpful, rooms always clean and tidy /
- Staff are very approachable, kind and caring. Management are also approachable and make time to discuss concerns etc. Food is very good and freshly made /
- Activities are good- fundraiser for the home-e.g. had a recent 'Burns' morning-was great! /
- Atmosphere is very friendly, different activities, they are organised and timely /
- People are known by their Christian names and pet names are not used /
- I took my mam out but she had an accident-rang the home and they were ready for us coming back-saved embarrassment. Mam came initially for couple of weeks but wanted to stay as she liked it so much. They made mam feel like she was contributing also (very important to her and myself too) /
- Team work-nothing would work without this. This morning came in to work and early as was asked to-so I've been serving at our coffee event-all staff are flexible, including the manager, so this works well /
- The friendliness of the staff-they spend time and listen to you /
- The cares group who meet even after their own family members have died- Family and staff, mother to daughter, encouraging involvement, professional and friendly /
- Social aspect of the home-retains visitors, past carers etc./
- Another asset recently is our new secretary 'Jessica'-always there to help and even joins in on social events. People I feel who go the extra mile and deserve extra credit are Diane Twedde (activities coordinator), Nikki (manager), Carol (upstairs carer), Jill (upstairs carer), Bev (the jolly one-can't remember surname), Jessica (Secretary)

If you could make sure the Care Home kept one thing, what would it be?

- Food is good /
- Happy atmosphere, very family orientated Friendly staff who are prepared to listen and act on any problems or concerns /
- Music-people tap their feet, you find you are welcomed here, people always say hello /
- Where it is. Quality of care and different things, listening to what's going on /
- Feels like a family here-I have seen places where there are barriers between staff and clients-not like that here at all, people are all included /
- Working as a team-would not work otherwise, work as a unit. Help each other so works (fantastic manager and office staff, they all pitch in /

- Staff meetings monthly or 6 weekly to raise any issues. Supervisions also allow me to raise my own issues /
- Spiritual care-going to church and meeting other people /
- Memory club linked to PCP /
- To maintain the social involvement in the community /
- They must keep Diane Tweddle-she even manages to get my mam (96 years old) to sign a birthday card for me and it's great to receive this saying 'daughter'. No one has ever done that for me before. All the staff are amazing and do their best-they don't have enough hands on deck to do any more than what they do now /

If this care home could do one thing to make it even better, what would that be?

- Less use of televisions and more relaxing or entertaining use of radio /
- Personal showers? /
- Set up a nail bar and more coffee mornings. Including the family-make sure family have a say. /
- Coffee catch up-residents family, we meet at PCP for support. Keep continuous support via activities coordinator /
- Nothing in particular /
- Happy with what I have-even getting my hair done. /
- Being made bigger /
- The main improvement is the laundry service-more staff require in that area-I know Nikki is trying her best to improve. /

Observations:

- Friendly atmosphere on entry, comfortable, pleasant and welcoming. Cakes and scones were ready to be served.
- The seat I was in was a little rickety-past its best. Access seemed good and security adequate as had push button to gain or leave building. Homely feel and bright, no unpleasant smell and clean. Chairs a little bit past their best.
- Toilet did not come across as disabled friendly for an older visitor.
- Décor and layout of the front foyer was set for the coffee morning just starting as we entered. Smelt fresh. Dementia friendly.
- Some chairs may need a little attention. Generally the entry security was good with lots of staff about to support and check on visitors
- Wonderful interactions-staff to staff-staff to residents, visitors to residents, etc. all very warm. Staff were flexible around roles and went over and above this. They clearly knew people individually (not just residents)
- Long standing staff brought in children and grandchildren who got involved with residents (Easter egg decorating next week with residents)
- We were welcomed at the door and it was nice to see young people involved
- Staff were excellent to communicate with, the manager seemed to know her stuff! People knew each other-residents, visitors and supporters.

- There was a lovely situation where a visitor was consoling a lady who was upset and crying, that interaction was particularly lovely
- They have coffee mornings, hairdressing, nail bar etc. on site.
- It was great that there was an activity happening when we visited as this enabled us to speak to people we wouldn't have, otherwise.
- Activities coordinator made a big difference and bring people to the memory café at PCP (they walk around to this), people also sometimes go to the singing for the brain sessions.
- All enjoyed the coffee morning. The chef came out to talk to people about the day's menu and there was a birthday cake for a particular lady.
- At one point a lady began to choke and had difficulty swallowing but this was dealt with very quickly.
- Staff were quick to respond to residents immediate needs.
- The support group-community invited in etc. were a powerful addition to the already well trained and motivated staff.
- Seemed to accommodate out of unit activities as well as their own 2 activity coordinators

Photographs

- We took photographs (where we obtained consent from individuals)

After the event

- We spoke to home manager (Nichola Wheatley) and gave an informal de-brief around what we'd generally heard and seen.
- Staff were happy to hear that patients had said positive things about the services.