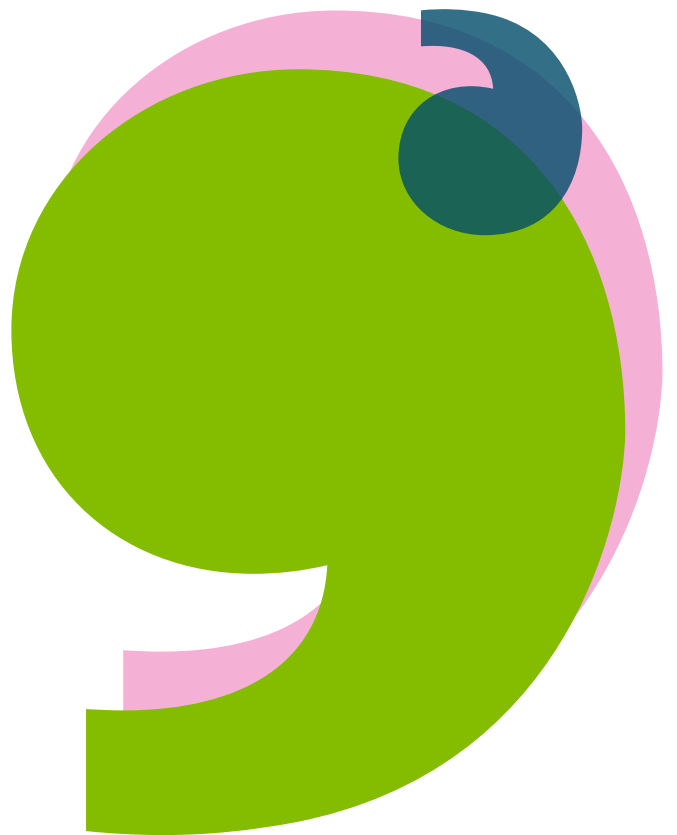




**Healthwatch Doncaster
Enter and View
The Old Rectory**

25th June 2019





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1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	The Old Rectory Nursing Home, Church Street, Armthorpe, Doncaster, DN3 3AD
Service Provider	Mr D Mitchell
Date and Time	Tuesday 25 th June 10:45am
Authorised Representatives	Sandra Hodson, Sharon Faulkner, Deirdre Coward
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 The Old Rectory Nursing Home 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 it was decided that the 4 members of the group attend. It was agreed that the group would split into 2 pairs so as not to overwhelm the residents. Unfortunately on the day of the visit only 3 of the original visit team were available

Summary of findings

Everyone was welcoming and the manager and staff were friendly and open with us.



2.4 Results of visit

Environment

- On arrival at the home we were greeted by the friendly and helpful receptionist/administrator.
- The reception area was clean and well furnished with an information and support corner (with leaflets about services) and folders containing thank you messages and photographs of activities.
- Notice boards throughout the home were organised well, so that people could easily see the “theme” of the board. Minutes of the weekly Managers meetings are on display for anyone to access.
- The fire exits and zones were clearly marked and each resident has a personal evacuation plan in place in case of fire.
- A programme of refurbishment of residents rooms is currently underway, the rooms on the ground floor have already been completed to a good standard with laminate flooring, matching curtains and duvet covers, where appropriate, rooms have tea and coffee making facilities and all newly refurbished rooms have wall mounted televisions.
- Handrails in corridors are painted the same colour as the walls and therefore are difficult to distinguish.
- Toilets for residents use did not have alarm cords but when we spoke to the Manager we were assured that residents do not use the toilets unassisted.
- Toilet and bathroom signage was dementia friendly.
- The toilets that we saw did not have contrasting coloured seats.
- In the Observation Lounge there is a carefully chosen array of memorabilia to assist with reminiscence.
- The home has designated champions for a range of things and there is a notice, with pictures, clearly identifying champions.
- As part of the end of life care that the home provides there is a lantern on the stairs that is lit to signify when someone in the home is in their final hours of life.
- The home has many inspirational and spiritual areas including a small memorial area.
- The home is currently raising funds to build a dementia friendly memorial garden. The outside space will provide an area of quiet reflection for people to go to remember residents who have passed away.

Promotion of Privacy, Dignity and Respect

- At lunchtime it was observed that people were discreetly asked if they would like to use a clothes protector (made of soft fabric).
- We observed one resident’s door that had a notice requesting that people knock before entering.
- All resident’s looked clean and well presented.



- At lunchtime we observed resident's being asked where they would like to sit.

Food

- It was apparent from our observations that the staff knew of the likes and dislikes of the resident's. A folder in the dining room had dietary information relating to the resident's needs.
- Resident's and relatives told us that the food was good and all food is homemade and plentiful. There is a choice at mealtimes and an alternative available if people do not like what is on offer. The main meal of the day is served around 5pm with a light lunch at 12 and supper. There is a drinks trolley mid-morning and mid-afternoon but drinks are available at any time.

Promotion of Independence

- Resident's rooms had a button outside which when asked we were told that they activate the motion sensors in the resident's room when needed.

Interaction between residents and staff

- The interaction that we observed between resident's and staff was good.

Residents


- "The food here is lovely and I do like my food!"
- "I have no complaints I am well looked after"
- "I am happy"
- "I give it a 9 out of 9!"

Recreational Activities, Social Inclusion and Pastoral Needs

We spoke to the Activities Co-ordinator who told us about activities that take place and also a newly established initiative in partnership with a local primary school where children will visit the home weekly to join the resident's in craft and reading activities. The activities include:

- A monthly show, the content of which is decided by the resident's so for example it could be a singer(s) or a magician.
- Memory games/quizzes
- Motivation and Co sessions
- Therapy dogs
- Some residents like to get involved in chores
- When doing activities like jigsaw attention is paid to the fact that some residents have dementia and the jigsaws are done using the box lid on a plain paper base.
- There is a piano in the lounge.
- There are regular residents meetings.





A lot of the activity takes place one-to-one, the Activity Co-ordinator recognises the link between physical and mental health and is hoping in the future to undertake a counselling course.

Involvement in key decisions

One of the notice boards contained information about advocacy.

Concerns and Complaint Procedure

The complaints procedure was clearly on display in the home.

Staff

The home has a permanent dedicated nursing team and does not use agency nurses, this creates a more consistent care environment for residents. Staff retention is also good.

Visitors and Relatives

- “The staff are really helpful, the home is well run.”
- “The staff can’t do enough, we can visit anytime there are always drinks available. They are also very good at keeping in touch with us.”
- “I have no problem raising any issues or concerns.”
- “My relative has just got a new (*specialist seating*) chair which is very comfortable, the home just sorted it out for her”
- “There is a good variety of food, which my relative likes.”

2.5 Recommendations

We would make some small recommendations to further enhance the residents’ experience:

- Introduction of contrasting colour toilet seats.
- Painting the handrails in corridors a contrasting colour .
- If there is any likelihood of residents wandering in to toilets unaided to introduce alarm cords.

Service provider response

Thank you for the visit you carried out at The Old Rectory Nursing Home on 25th June 2019.

We have read your report and are happy with what is written.

With regards to the Recommendations made:

The home will look into the contrasting of toilet seats and painting the handrails in the corridors when we next look at decorating the home. We currently do have the bathroom/toilet doors painted in a different colour to help the few who can go to the toilet themselves.

