



Enter and View

Chestnut Court Care Home
Dagenham
13th May 2019

healthwatch
Barking and
Dagenham
Delivered by LifeLine Projects

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1 Introduction

1.1 Details of visit

Details of visit:	
Service address	Chestnut Court Care Home Frizlands Lane, Dagenham, Essex, RM10 7YD
Service provider	Acer Healthcare Operations Limited
Service area	Residential Nursing Care - Dementia
Date and time	Monday 13 th May 2019 - 2pm to 4.30pm
Authorised Representatives	Richard Vann (Lead Officer) Samuel Jacob Lmaiko (Authorised Representative) Olubumni Mobolaji Da Silva (Authorised Representative)
Author of report	Sam Lmaiko and Bumni Da silva (Supported by Richard Vann)
Announced/Unannounced	Unannounced
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1.2 Acknowledgements

Healthwatch Barking and Dagenham would like to thank the care home manager Claire May, service users and staff for their contribution during the visit.

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 service users and staff, only an account of what was observed and contributed at the time of the visit.



2 What is Enter and View?

- The Health and Social Care Act 2012 allows local Healthwatch to carry out Enter and View visits.
- Healthwatch representatives are recruited and trained to carry out visits to observe specific settings and give feedback.
- During a visit information is gathered through the experiences of service users, their relatives, friends and staff to collect evidence of the quality and standard of the services being provided.
- 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.
- The visits enable us to share examples of best practice and make recommendations where improvements are needed from the perspective of people who experience the service first-hand.
- An opportunity to give authoritative, evidenced-based feedback to organisations responsible for delivering and commissioning services.
- The visits assist local Healthwatch to alert Healthwatch England or the Care Quality Commission to concerns about specific service providers of health and social care.

If you are interested in finding out more about Enter and View visits or Healthwatch Barking and Dagenham, then please visit:

www.healthwatchbarkinganddagenham.co.uk

2.1 Purpose of Visit

Our purpose was to observe and engage with residents and staff. The visit is part of a programme of engagement Healthwatch is reviewing concerning adult health and social care. The main areas being looked at were:

- Building and the surrounding area
- Nutrition and personal hygiene
- Respect and dignity of people
- Security of the residents
- Social well-being
- How residents are cared for
- Health and medical needs
- Staff, Residents and relatives' interactions

2.2 Strategic drivers

This visit was undertaken as a consequence of feedback received from the local community concerning social care in Barking and Dagenham.

In response to the voice of local people, Healthwatch is carrying out a programme of engagement relating to health and social care services in the borough, to find out how well services are working in the locality.



2.3 Methodology

Before the visit

This was an unannounced visit carried out by Healthwatch Barking and Dagenham representatives to observe the provision of services available to residents and to find out how well residents are cared for.

Feedback received from residents, the staff and carers is used to inform service providers and commissioners about residents' experiences in the care home.

Day of the visit

- The Healthwatch team arrived at 14.15pm. We were given access to the main building by a receptionist using a secure access button on the door. We were politely welcomed and the manager was informed of our arrival. The environment from the entrance to the reception is well designed and the car park is marked for appropriate parking provision.
- When she became available, representatives were welcomed by the manager. She spoke about the history of the care home and offered to show us around.

3 Summary of findings

Healthwatch representatives found this nursing home to be a good place for its residents. From the observations and interactions with people working and living there, there was a pleasant relaxed atmosphere and during our visit there was an adequate number of nurses and care workers.



Healthwatch was informed that there is good collaboration with health and social care professionals from both statutory and non-statutory agencies.

The staff were observed supporting residents in a variety of ways, for example: coordinated activities were going on in the dining and lounge areas.

Overall, Healthwatch representatives agreed that this was a positive visit and from observation and feedback, residents are happy with the care they are provided.

4 Service Provision

Chestnut Nursing Care Home is situated in Dagenham. It provides nursing and care services for older adults (65+) many of whom have been diagnosed with Dementia.

The home manager Claire May, was very accommodating, she explained the values and principles that the home works to.

The property is two story building with good access facilities including a good sized lift that can accommodate individuals using mobility vehicles. The building is light and airy with nicely decorated and furnished areas for residents to use. There are 62 single occupant rooms spread across three floors.

At the time of the visit all the rooms were occupied. The rooms have their own ensembles; facilities for visitors are located on the ground floor near the reception.

The manager described the variety of activities and local organisations that the home provides and is involved with. At the time of the visit there was a fund-raising campaign for a new mini bus to be able to take residents out on trips for example. She also talked about their good links with social work teams, GP services and partnerships with other professionals and local businesses.

Healthwatch was informed that the home is run over three daily shift patterns;

- 8am to 2pm,
- 2pm to 8am,
- 8am to 8pm,

Most of the staff work 12 hour shifts.

5 Findings

How residents are cared for

During the visit, we observed that residents were in good spirit. They appeared to be happy with the services provided by the care home. We had the opportunity to speak with two of the residents and a member of staff. The residents were very positive in their comments - they seemed to be satisfied with the way they were being cared for.

Representatives were informed that most of the residents were diagnosed with dementia and some of them have no capacity to communicate effectively with us. However, the two residents we spoke with were willing to open up and expressed their views and observations about the place.

We saw that the carers were supporting residents with their individual needs. In the lounge a nurse was assigned to relate one on one with the residents and it seemed that the service users were happy and free to interact with the nurse.

Healthwatch representatives observed that residents were empowered to make choices by being given the option to speak with us.

Comments from residents include the following:

‘I am okay with their services’

‘This is a good place and I am happy’

‘Yes, it is a good home’

Social Activities available to residents

We saw that residents were listening to music, and according to one of them, their religious group visit once a week. Other residents were visited by their faith group members weekly. Residents go out on trips with their carers or relatives.

Respect and Dignity

We noticed that the residents were treated with respect and dignity. Staff would seek consent from the residents before accessing their rooms. The staff were polite, showed compassion and friendliness towards residents.

Nutrition and Personal Hygiene

Healthwatch representatives saw that residents were being helped with food and drinks. They were given enough food and had the opportunity to choose an alternative.

The residents seemed happy with the food (neither too cool or hot). We visited the kitchen; representatives were impressed with the cleanliness of it. The chef was neatly dressed, friendly and was ready to speak with the team about the kind of food choices he served.

In terms of personal hygiene, residents were neatly dressed, with good clothing; one of the residents invited us to visit his room and it was clean and tidy. Once a week a hair dressing service is available to residents and there was a massive beauty and hair salon on the premises in addition to a good sized laundry room. These facilities are in constant use to support residents to be well looked after.

Comments from residents include the following:

'I am happy with the food and the staff are helping us'

'We have enough food and can ask for more at any time'



Staff/Residents and Relatives Interaction

Two residents told us that they have a good rapport with the staff. They told us that they are treated politely with dignity and respect. They said, “the staff were always willing to help”. They also spoke about how their religious beliefs were respected. Some said they have a church service in the premises every fortnight.

Residents told us that their family members do take them out on trips sometimes. They said good communication exists between their relatives and the home, making it easier for them to be represented by their families.

Health and Medical needs

Two residents said they were happy with the medical attention they receive when needed. They said they have access to their GP and Dentist when needed. The Manager told us about a social worker that works directly with the home. She said the social worker also represents the interests of the residents when and where possible.

Social activities and Well-being

According to the residents we spoke to, there were a number of social activities organised for them on a regular basis. This was confirmed by the display on the notice board. There were various time-tabled activities displayed on the notice board: light exercise, music, relaxation, a visit from local nursery school children to sing nursery rhymes to the residents.

Safety and Security of Residents/Properties

There is a good security system in place. The whole building is served by CCTV to monitor activities and movement of residents in the home.

On arrival, we observed adequate security on the premises. All the doors were coded from the entrance/reception area to all the floors. Access can only be made by using the appropriate codes to enter or exit any area.

Staff Satisfaction

From our interaction with some of the staff, they were happy working at the home. When asked if there was anything they would change to make it better, their response was ‘nothing’. There were staff award schemes in place such as ‘carer of the month award’. There is also a Care Practitioners Scheme for their Senior Healthcare Assistants.



Other Findings from the visit

Residents find the care home a peaceful place to live and staff showed them respect and dignity.

Residents are able to make their feelings known to staff and voice how they wished to be cared for.

The environment is clean with a nice garden that is tidy and secured. The rooms, including toilets, bathrooms and kitchen were clean and tidy.

Relatives, friends and loved ones can visit the home at any time, even during later hours.

6 Recommendations

Healthwatch representatives didn't see any male Health Care Assistants during the visit. We request that the care home clarifies if they employ male care staff and what ratio there is between male and female staff.

We observed throughout our visit that some of the residents were alone on their beds. Healthwatch would like to know how often staff pop in to see how they are doing to find out if they need support.



7 Service provider response

Hi Richard,

Thank you for your report it was a pleasure to read and I am glad that you felt welcomed to the home.

Regarding the position of male carers these are very welcome and we currently have a gentleman starting shortly. We would love to recruit more but unfortunately male care staff are not very forthcoming.

Regarding the question of residents who are mainly cared for in their rooms, as a minimum they are visited every hour by staff and this is documented. However it is usually more frequent than this as not just care staff visit but also the deputy manager, nurse, senior carers, activity staff, domestic staff (who have been trained in dementia) and myself.

As the manager of Chestnut Court Care Home I am very proud of the home and staff to be able to deliver a truly person centred experience for the people who live here.

Kind Regards,

Claire May
Home Manager

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