



Enter and View Report Devonshire House Care Home

Friday 13th December 2019
(2pm-4pm)



Authorised Representatives: Paul Stokes and Anne Glynn
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.

Enter and View are not intended to specifically identify safeguarding issues. However, if they arise they are reported in accordance with Healthwatch safeguarding policies. If an Authorised Representative observes anything 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.

Devonshire House Care Home approached us 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 Kathryn Cooper (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 Kathryn Cooper (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 12 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.

4 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

“It’s very homely”

“It’s dog friendly-I wouldn’t have come here if they hadn’t allowed my dog too”

“It’s the right size so everyone knows each other and staff know the residents really well”

“Decoration is a bit dull and tired-hard as it is an old building”

Service and Positive social interaction

“It’s a really enjoyable place to work, it’s like a big family”

“The girls are really friendly-I have never seen any of them in a bad mood in all the time I’ve been here!”

“Unexpected support that staff gave me, during a hard time in my life meant an awful lot to me”

“Someone on hand gives me security and confidence, having someone with Me, or at least close by”

Activities/Refreshments

“For meals we always have two choices of something hot cooked and something lighter, as an alternative”

“Sometimes it can be a little quiet during the day-maybe some more upbeat activities would be good”

“The home put on a lovely party with entertainment and refreshments for a residents 99th birthday”

“Provide more activities that involve outings”

What we observed

The residents we observed in Devonshire House 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

As it was Christmas time, there was a lovely large Christmas tree and decorations with a Tombola stall being run in the entrance hallway.

We were asked to sign in at the reception area, where there were also scrapbooks showing activities and other things that went on in the home.

Clearly an old building, on entering the home there seemed to be an ambience in line with that, but it still clearly retained a homely feel.

Although the décor and furniture may be considered dated and tired, the home was warm and comfortable with plenty of chairs and seating.

There seemed to be a clear layout with obvious lounge spaces and dining area. The dining room had a displayed menu board, effectively made with pictures and images.

There was a small outside garden with sitting area available, we noted that some of the outside garden items/furniture needed attention.

There was a lift installed to all three floors for access.

One resident had his dog living with him in the home and another dog was on site when we arrived, asleep on the main lounge floor.

Service and Positive social interaction

Staff seemed to have positive relationships with the residents. At the Christmas party residents and staff were singing and dancing together. We witnessed staff actively trying to involve people. We noted that a carer gave a lady a welcome hug, after they had danced together.

We observed one man sat in a separate lounge alone, but a carer tended to him from time to time.

Overall there seemed really positive social interaction between staff and residents, getting involved together.

We noted that people call each other by first names.

We witnessed staff asking people to join in and residents talking to other residents and mingling where they were able, and mobile.

We only saw one family members/visitor coming and going during the visit.

Birthday and Christmas cards were read out on the day.

Activities/Refreshments

The tables were set and ready for a Christmas party- there was a drinks trolley and alcohol available for after the Christmas lunch. We observed where residents made individual requests, they were given what they asked for, extra sugar, smaller cup, for example.

A musical duo had set up with a PA system in the lounge, where workers were enjoying the live music with the residents.

We were made aware by residents that there are other parties planned during the next coming months (there were always 'Special' birthday parties).

The home caterer informed us that she wants to try out different things for breakfast, possibly sandwiches instead of full cooked breakfast.

We were aware that there was a dog (Yorkshire terrier) that all residents seemed fond of, that was free to interact with residents, although he belonged to a particular gentleman. Residents clearly got a lot of pleasure in him being around, and were often seen petting him.

We also witnessed a second dog (visitor) asleep in the lounge when we arrived.

One resident sat alone in one lounge, but was regularly checked up on and supported with refreshments.



Recommendations for Devonshire House 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 good they feel that the staff are. Residents clearly very much appreciated the good relationships and service they either received themselves, or acknowledge happens, at the home. People feeling that “staff are very friendly-some going the extra mile for them”. People told us that staff are understanding, take time to get to know them and their families and are highly skilled to care for people. Staff themselves remarked about the family feel and that the home is very enjoyable to work in. Residents talked about how staff were very responsive, yet created a relaxed and caring atmosphere. Clearly residents have confidence in the staff. This way of working, staff behaviours and culture is to be celebrated and retained here for the future.
2. People felt that they were free to do what they wanted at the home, including watching TV at their will. Parties and celebrations seem to be a big part of the social aspect at the home and lots of the residents mentioned that this was nice. Several residents suggested that they would like to have more opportunity to go out and for the home to organise more outings. Some mentioned that it could be a little quiet through the day so something more upbeat might be well received. Some people told us that they themselves had tried to encourage reps from Avon (for example) to come into the home but had not succeeded. Residents said that they really enjoyed services coming in to the home (Ringtons Tea- for example) especially at Christmas time so they could buy things that they couldn't manage because they could not go out shopping. It seems that residents really enjoy the social parties and celebrations organised but would very much like more activities/services brought into the home, as well as residents being taken out to activities/shopping. Maybe the home could explore these suggestions, in order to further the scope of activities already on offer. This clearly demonstrated that residents feel they have free choice in the home and really enjoy the activities but it seems they would really appreciate where this could be developed especially around outings.
3. Within the home, residents told us of the “homely feel” being important to them and that they really enjoyed, and especially appreciated where dogs were allowed in and around the home, and were allowed to visit. Potentially linked to the many comments regarding this about the home environment and feeling. This is clearly adding to the importance of residents having what they

like, and are used to, around them in their own space- which cannot be underestimated in creating a happy and familiar atmosphere. This policy should be encouraged and developed, if possible.

4. People we spoke to suggested that the home makes an effort with the food and refreshments served. The food is deemed as good by the residents on site, with two cooks. People told us there was always a choice of a hot cooked meal as well as something lighter, if preferred. The home clearly offers refreshments as part of its celebrations and marks special birthdays for residents with a party and sometimes a personalised cake, which residents very much appreciated. Maybe as an improvement, it was mentioned that if food was served in a residents own room- it might not be as hot as it could be. However, clearly where individual residents made specific requests around food and refreshments, we observed the home meet those requests. Encouraging that the dining area is considering how best to communicate with residents and had displayed menus that included pictures and images. This should be monitored so that this standard can continue to develop and can pick up where improvements can be made, especially so this reflects when there are new residents to cater for.

Service provider response

We would like to thank Healthwatch for visiting Devonshire House. We were very pleased to hear that both of the representatives said that they would definitely recommend the home to others in the initial feedback.

We were disappointed to hear the home described as dated and tired. We are a small, independent family run home which is based in an old building, we charge lower rates for residents as we appreciate that due to the age and layout of the building we cannot provide a close comparison to new, purpose built homes often built by national organisations. However, we are pleased that you found the building to be homely.

We do have a decoration plan in place and have arranged for a decorator to attend the home on a monthly basis to help us to keep the homes décor looking fresh. Since the enter and view we have redecorated the main lounge.

We understand that you had noted that a gentleman was sat on his own in the small lounge and was not taking part in the party. This gentleman does not like loud noises and music can often make him cry. He prefers happy watching television in the quieter lounge and was seen by staff as required. We recognise that we should have explained this to you on the day to increase your understanding.

We have a number of activities going on in the home with members of the community visiting the home, including local nursery children who visit us fortnightly, the residents really look forward to that. Some residents enjoy attending the local tea dance, or going to a local café for a cup of tea and a cake. We do appreciate that some residents may wish to travel further afield and we are currently looking into suitable outings.

We are very proud of the standard and choice of meals that residents receive and in a recent audit by the nutrition team, we were very successful, they were very impressed with the choice of food on offer and the lengths we go to in order to meet resident requests. If a resident does not like a meal on offer that day, the kitchen team will make them something else.

I was so pleased to hear that residents find the home to be friendly and homely and that the culture is one to be maintained. I think that your positive comments relating to our person centred service are a great reflection of our small, local staff team who know our residents extremely well.

Thank you again for your visit and such lovely feedback.

Appendices

Appendix A: Letter



Tuesday 19th November 2019

Kathryn Cooper
Devonshire House Care Home
The Green
West Auckland
Bishop Auckland
DL14 9HW

Dear Kathryn

Positive Enter and View Visit -Devonshire House Care Home

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 Friday 13th December between 2pm and 4pm. There will be two authorised Representatives (Paul Stokes and Anne Glynn) 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)

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

13.12.19

Devonshire House Care Home

Enter and View Programme

1.45pm	Photographs/Brief/Programme
2.00-2.55pm	Observation/Survey where possible (Claire/Paul/Anne)
2.55-3.05pm	Break/thoughts
3.05-4.00pm	Observation/Survey where possible (Claire/Paul/Anne)
4.00pm	Debrief

Appendix D: Poster



Tell us about Devonshire House Care Home!

Friday 13th December 2019

2pm - 4pm

Devonshire House Care Home

Healthwatch County Durham is your local, independent health and social care champion. We are visiting Devonshire House 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 Devonshire House 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 (Devonshire House Care home) - 13.12.19

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 (Kathryn Cooper) 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

- 12 written Surveys were completed on the day
- 1 Individual resident requested an interview in her own space, to give her views
- 4 written surveys were completed prior to us arriving
- Observation notes were taken by all reps.
- Photographs were taken where consent was given in writing (GDPR)

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

Survey

Good Experience:

- A Christmas Card from my daughter, was read out aloud by the staff to me
- I Like being at this home
- Lots of choice in activities
- Can watch TV at my will
- Party today
- 2 more parties planned this month
- Been working here for 33 years
- Enjoyable place to work, like a family
- All residents have their own care plans
- Staff understand our needs
- Celebration of 100th birthday and other experiences
- Its ok here, I wouldn't like to be anywhere else
- It's very homely
- Difficult to communicate
- They make an effort with the food
- I like it here
- Girls are very friendly, never seen any of them in a bad mood in all the time I've been here
- They take time to get to know your family background
- Food is good-2 cooks on site
- Meals always have two choice (hot cooked) and something lighter as an alternative
- I have relatives who currently live in the home and also some who have done in the past. They have always been very well cared for
- The support staff provided me during at a hard time in my life (that was unexpected)
- The home put on a lovely party with entertainment and refreshments for Janes 99th birthday
- The staff are very friendly and know everything about caring for my mother

What is the best thing about this care home?

- Comfortable place
- Nice staff
- The atmosphere
- Its Dog Friendly
- Good service provided

- Good routine-everyone knows the daily tasks
- I am happy here, family can bring children and pets
- Has a better atmosphere and quality of care to other homes-I came from another home to work here
- Family oriented home where children can visit
- Likes it here and is comfortable with surroundings
- Can do or get anything I want
- I couldn't think of being anywhere else
- Someone on hand gives me security and confidence
- Whatever you need-you just call them
- They did a buffet tea and birthday party, cook even made an icing figure of a little Yorkshire terrier for on top of my birthday cake- which was special to me
- Explaining how care plans work
- The staff are all so homely and friendly
- Continued support and friendly atmosphere of staff and high standard of care
- The friendly relaxing atmosphere and high standard of care

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

- Outings to local walks, parks and shops
- All activities, variety of hobbies baking, bingo etc.
- As it is , no change needed
- Lift on three floors to cover
- Everything
- Family orientated
- Residents activities are very good
- They don't let any 'scruffs' in here
- Would not have come if they had not allowed me to bring my dog
- Always having someone with me, or at least nearby
- Really liked 'Ringtons' coming into the home as I can buy things as gifts
- Nice atmosphere and happy contented staff
- Its size, everyone knows each other and staff know the residents really well
- Staff knowing each other and residents really well
- Joanne-she goes that step further to help everyone

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

- Keep it the same
- No Changes
- No change at present
- More of the same
- Nothing
- More outings in the summer

- Going out more
- Decent people here-need to keep them
- Staff are noisy at meal times- I do not like my food being announced
- Shopping is difficult-as it is difficult for me to get around
- I have tried to get an Avon rep to come in to the home, but not managed
- I like to have my meals in my room but that means it is not always as hot as it could be
- Could not make it any better
- Provide more outgoing activities
- Sometimes it can be a little quiet during the day, maybe some more upbeat activities
- Decoration but it's really hard in an old building, I think

Observations:

- On entering the home there was an ambience, in line with it being an older property
- The home is clearly an old building but did have a homely feel to it
- Staff seemed to have close relationships with residents
- At the Christmas party residents and staff were singing and dancing
- Christmas party and entertainment was ongoing whilst we were visiting. It was difficult to talk to residents
- There was a drinks trolley and alcohol available after the Christmas lunch
- Each resident, where they made an individual request, were given what they asked for, i.e. Extra sugar, smaller cup etc.
- There was a small outside garden with outside sitting areas available, some of the outside garden items needed attention.
- The home was warm and comfortable
- Plenty of chairs/seating
- Feel and ambience of an older property, when entering the home
- There was a lovely Christmas tree and decorations with a Tombola stall being run
- Resident had his own dog with him in the home and another dog was on site when we arrived, asleep on the main lounge floor.
- Staff were trying to involve residents who seemed to be enjoying themselves and the music that was being played
- A carer gave a lady a hug after they had danced
- One man was alone in a separate lounge but a carer tended to him from time to time
- There was a duo playing live music as part of the Christmas party celebration which involved people singing and dancing
- Birthday and Christmas cards were read out
- Water and alcohol were being served later
- The decoration is a little dull and tired

- The dining room had displayed menu board made up of pictures
- Good interaction between staff and residents, getting involved
- Christmas party made it difficult to have a conversation
- Talked to caterer who said that she wants, tries out different things. Various things available for breakfast, bacon or sausage sandwiches, instead of a full breakfast.

Photographs

- We took photographs (where we obtained consent from individuals in writing under GDPR)

After the event

- Kathryn Cooper was given an idea of the main feedback received on the day and was happy to hear that patients had said positive things

