



Enter and View report

Penhurst Gardens

September 2018

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1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	New Street, Chipping Norton, OX7 5LN
Service Provider	Porthaven Care Homes
Date and Time	Friday, 27 th July 12:30 – 16:00
Authorised Representatives	Jeanne Humber, Rosalind Pearce, Brian Allan
Contact details	01865 520520

1.2 Acknowledgements

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

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

2 What is Enter and View?

Part of the local Healthwatch Oxfordshire programme is to carry out Enter and View visits. Local Healthwatch Oxfordshire 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 Oxfordshire 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 Oxfordshire Enter and Views 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.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

2.1 Purpose of Visit

- To observe how the facility operates and provides its services.
- To collect views from residents, staff and visitors on how services provided may affect the quality of life of residents.
- To identify 'Best Practice' and highlight any areas of concern.

2.2 Strategic drivers

In early 2018 Healthwatch Oxfordshire commenced a programme of planned visits to Care Homes in Oxfordshire to look at the quality of life of residents from a resident, care and relative point of view. The visit to Penhurst Gardens was part of this programme as a planned visit at their request.



2.3 Methodology

We held a pre-visit meeting 20th July with the Training Co-Ordinator and discussed the purpose of the visit.

We collected information by talking with residents, relatives and staff by using prompt sheets to act as an aide memoire to promote free-flowing conversation. We met with five residents, six staff, three relatives and the care home manager.

We checked with the provider if there were individuals that should not be approached or were unable to give informed consent.

We were transparent about why we were there ensuring we obtained consent from everyone we spoke to.

We discussed our initial findings with the care home manager.

2.4 Summary of findings

- Penhurst Gardens is very open and welcoming care home in excellent condition
- The space is well laid out and everything is of good quality
- Residents appear very happy living here
- Staff receive regular high-quality support, training and supervision
- Penhurst Gardens engages well with the local community and has many varied and interesting activities to offer its residents

2.5 Results of visit

Penhurst Gardens is a nursing home for 58 residents which is currently home to 21 people. There are currently 6 care staff plus 1 nurse per shift, 4 domestics plus more than enough staff working within the kitchen and restaurant. We were asked to sign in upon arrival and made to feel very welcome.

Medical Support

The home has a nominated GP who visits from Chipping Norton Health Centre every Wednesday with whom they have a great relationship. The pharmacy associated with it is open until 11pm which is great. Dental care is the next of kin's responsibility. Residents are supported to attend hospital appointments as required.

Activities

The activity provision at Penhurst Gardens is outstanding with two full time Leisure and Wellness Coordinators being employed to arrange up to 5 activities each and every day, They look at the histories of the residents and meet with them to ascertain which activities they would like to engage with. Penhurst Gardens has a minibus for day trips which has taken residents out to places such as Cotswold Wildlife Park and Blenheim Palace. They believe animal therapy to be a very important part of the care they offer therefore have regular visits from animal friends from the nearby Fairytale Farm. They have also had visits from reindeer and alpacas with the alpacas travelling in the lifts to visit residents in their rooms. Penhurst Gardens would like to have therapy dogs come to visit. This is yet to happen, so in the meantime they have signed up to 'Borrow My Doggy'.

The Leisure and Wellbeing Coordinators also engage on a 1:1 basis with residents. They arrange activities for the whole home and families such as a recent BBQ where they managed to get a spitfire from RAF Fairford to fly over! The police come to visit every 3 weeks as one resident is a retired Police Officer. Penhurst Gardens has a great relationship with its local community and engages well with it. It provides a space for a Parkinson's cafe to run as well as a monthly Community Memory Cafe run by Age UK. Penhurst Gardens also sponsors the local golf course, lido and rugby club. The local Fire and Rescue service come to visit with their fire engine for residents to sit in and St David's school children visit once a quarter. They worked closely with Co-op in Chipping Norton where residents went to work for a day!

Mealtimes

Meals are served in restaurants by hostesses, there is a menu and a wine list as well as a private family dining room. The menu which has a choice of light bites served daily between 8.30am and 6.30pm in addition to the main menu offerings. Residents have the choice to eat in the restaurants or in their room. Each floor has a servery (mini kitchen) where residents can help themselves to hot drinks and snacks such as homemade soups, sandwiches, crisps, fruit and chocolate. This is available to residents 24 hours a day. Families can book in and dine with their relatives with 48 hours' notice.

Food looked good and hot on plate without being overheated. Portions looked adequate. Assistance was given in a timely manner. Staff sat with residents who required support. Seemed to be a good number of staff available over lunch. They appeared to talk with residents and take their time. There was a choice of drink available including alcohol.



Resident Movement

Chemical areas are locked. Keypad access from certain areas and floors to monitor safety. Many of the rooms back on to the garden where residents have unrestricted access. There is a real freedom of movement for residents. They have passive infra-red sensors to detect movement and falls.

Addressing Previous CQC Report and Plans for the next 12 months

Penhurst Gardens would like to continue to improve and aims for outstanding in its next CQC report; it is currently judged as good overall and rated outstanding in Responsive by CQC.

They would like to achieve the Gold Standard Framework for End of Life and Palliative Care. Getting an acoustic monitoring system to reduce falls. Also have a Mental Health Champion who will be Mental Health First Aid trained to mirror support available for physical health. They are in the process of putting Champions in place i.e. Diversity Champion who will deliver awareness training to other staff, residents and relatives so everyone can feel included and welcome at Penhurst Gardens.

Complaints and Communication

There is a complaints policy which is include in the service user welcome packs as well as there being a copy in reception and the managers door is always open. All family members have his email address and can contact him at any time.

The home holds regular resident and relative meetings and there is a seasonal newsletter which is produced. Family members know who to contact with concerns and complaints and attend the resident/relative meetings where possible.

Staff Feedback

Staff shared how much they enjoyed working at Penhurst Gardens saying it was like a family and how supportive the team was. There were high levels of staff satisfaction in their role with staff saying they felt very well supported. The Employee of the Month scheme is one way of managers showing how much they value staff.

When it came to training, staff told us that if they want training all they have to do is ask and they will receive it. Training is thorough and comprehensive and includes the standard mandatory training as well as individual role focused provision. Staff report having ample opportunity for ongoing professional development. The Training Coordinator attends all the training that is provided for quality assurance



purposes as well as carrying out regular staff supervision to ensure staff training and development needs are being met. Many staff had plans for further training and these included NAPA 3 - Activity Provision in Social Care, shadowing at other care homes, Level 5 NVQ in Health and Social Care, ESOL course to further support staff whose first language is not English.

Person Centred Care

“It’s all about dignity and wellbeing. It speaks for itself”

All staff were able to demonstrate a sound understanding of what person-centred care was explaining that it was about treating each person as an individual and respecting the choices that person made. Being led by the resident and asking them how they prefer to be supported. When it came to establishing resident likes and dislikes, staff were able to explain that beyond simply asking them, they would observe body language, read care plans, spend time with them and be led by the resident.

All staff asked were able to explain what the whistleblowing policy was with 3 of them being able to name the staff member they would need to contact. The information is covered in training, staff induction and handbooks and is on the wall of the staff room. Staff knew to go to the CQC or Police if the in-house contact was not the appropriate person to contact.

We asked the staff if they would change anything, and on the whole they said no, with the exception being they would like to see more residents living there and one staff would like to see more variety in activities and trips out.

Resident Feedback

When asked how they felt about living at Penhurst Gardens residents told us it was a lovely place and they were happy there. One person has been resident since it opened in August 2016 and felt it was ideal for what they needed. Another had moved from a care home where they had not been happy but liked it at Penhurst Gardens. The home also provides respite care and residents report a positive experience from using the care home for short periods of time.

Residents reported feeling safe at Penhurst Gardens, but one resident did comment on the loss of independence saying you don’t feel like the person you were and it takes away the ability to choose what one can do.



The amount that residents took part in activities did vary according to ability and choice. One person told us their whole family got involved in activities and review meetings. One person said how they loved to help in the garden but were limited as to what they could do physically. Others told us how they joined in with most activities such as quizzes. One person told us they didn't mix by choice.

The residents had very positive feedback about the staff explaining how they would quickly come when they rang the bell in their bedroom. They were happy with staff, and found them to be kind and friendly and coped well with the range of support needs that residents at Penhurst Gardens had.

On the whole, residents were happy with the additional medical care they received with some being aware that there was a list to see the GP (who attends weekly) which they could be added to. One resident told us she hadn't seen a Doctor following a fall, however the manager informed us that she had and that medical records backed this up.

When asked what the best thing about Penhurst Gardens was residents told us that it's a wonderful place, not isolated and very relaxed and not regimented

“I wouldn't move if I won the lottery”

The food had a mixed reception by residents with some saying it was very good and some saying it was a bit fancy for their needs. One person told us it was better than school food. Residents did tell us that the chef would always cook them something they did like and that could get a snack anytime they wanted one.

We heard that visitors were free to visit at anytime and it was clear how much this was valued. We were told how welcoming the staff were to visitors which certainly echoed our experience

“Staff make her (granddaughter) feel really welcome and go above duty”

Relative Feedback

Relatives were very happy with the care their loved ones received at Penhurst Gardens saying how welcomed new arrivals were made to feel. They felt their relatives were treated with dignity and respect and were safe. Relatives said that the home was clean with suitable lighting with floors and carpets in good condition. When it came to improvements the only suggestions were more trips out and to mend the fountain that was broken in the garden.

2.6 Recommendations

- Consider expanding on day trip provision
- Involve residents more fully in menu planning
- Fix the fountain in the garden

2.7 Service provider response

- Penhurst Gardens has now recruited a minibus driver to enable more trips out to take place
- Penhurst Gardens has set up a residents 'Menu Committee' to allow residents to discuss and suggest menu ideas

