

Wynyard Woods Care Home



Enter & View Report

Location: Wynyard Woods Care Home, Billingham, TS22 5GJ

Date of Visit: 1st April 2019

Contact name: Kath Sargent

Healthwatch Team Members: Carol Sherwood, Ruby Marshall, Liz Fletcher & Margaret Wrenn

What is Enter & View?

Part of the local Healthwatch programme is to carry out Enter & View visits. Enter & View visits are conducted by a small team of trained Healthwatch volunteers, who are prepared as 'Authorised Representatives' to conduct visits to health and social care premises.

Enter & View is the opportunity for Healthwatch Hartlepool to:

- Enter publicly funded health and social care premises to see and hear first-hand experiences about the service.
- Observe how the service is delivered, often by using a themed approach.
- Collect the views of service users (patients and residents) at the point of service delivery.
- Collect the views of carers and relatives through evidence based feedback by observing the nature and quality of services.
- Report to providers, the Care Quality Commission (CQC), Local Authorities, Commissioners, Healthwatch England and other relevant partners.

Enter & View visits are carried out as 'announced visits' within a given timescale.

Enter & 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 a service does well.

Acknowledgements

Healthwatch Hartlepool would like to thank the staff and residents of Wynyard Woods for their warm welcome and hospitality.

Disclaimer

Please note that this report relates to findings observed during our visit made on 1st April 2019

THE VISIT

The visit took place following the publication of the CQC report published in May 2018. Which stated the Home Requires Improvement.

On arrival the team were greeted by Kath Sargent the Manager who was leaving her office which was next to the main doors and asked us to sign the visitor's book. She took us to the office to deposit our belongings and gave us a table in her room.

She then confirmed that the home has 44 residents with the capacity for 50.

Staffing levels during the day include Manager, Deputy Manager, 2 Team Leaders and 5 Health Care Assistants. Night time 2 Team Leaders and 2 Health Care Assistants.

Staff qualification when recruited – NVQ level 2 then Level 3

On going staff Training, Areas covered, courses, frequency & refreshers

Safeguarding, Handling & Lifting

- Food Hygiene
- Fire Safety
- COSHH
- Food Safety
- Infection Control
- First Aid
- Care Plans
- Dementia
- "My future" Bradford course in Birmingham

They have joined Wynyard Residents Association and are going to make a sensory garden. There are lots of investigations going on for plants etc. and have had money donated for this purpose. Residents are very enthusiastic about this venture

DURING THE VISIT WE OBSERVED THAT THE HOME PROVIDES THE FOLLOWING:

- A virtual train journey
- Imaginary post office area with seating outside
- Aquarium in the main hall
- Keep fit classes which are well attended with a Private instructor.
- "Bereavement Tree" containing order of service cards to remember past residents.
- Own front doors, window boxes on Daisy Drive. Photographs and information about resident's past.
- Comprehensive menu – not a picture version, good snacks, Jacket potatoes, Soup Omelettes, Cakes & sandwiches for example.
- A Wheelchair is available for use in the Rose Garden.
- Second dining room being used for staff record keeping and relaxation for residents. One lady was colouring in from a sketch book. Left over meal not cleared away, left on side whilst the above activity was taking place at 2.25pm.

- Toilets were clean but no sanitation cleaner as it had not been refilled.
- Sometimes loose clothes have a button service, family usually mark clothes this way though can be expensive

RESPONSES TO QUESTIONS TO RESIDENTS-

Over the course of the visit we spoke to 13 residents

INDEPENDENCE

Activities/Things to do

Yes x 6

Not responsive?

1 resident said "I go mad" (I say that kindly)

Entertainment – Gameshows etc

Walking

Knitting, quiz, keep fit and cooking

2 not completed

Choice in daily routine (getting up/going to bed)

Yes x 5

Not sure x 2

With help

Make changes

Do as I like

After tea I do as I please

2 not completed

Support with doing things, moving about and getting out and about if required (outside of nursing home ie shopping, visit to park etc)

Yes x 5

With help

Very independent

Ok at present

Uses walker – they provide wheelchair for outings

4 not completed

Personal things & Choice of decoration in your room

Yes

3 N/A

2 photographs etc

Pictures etc

Own chair and Photographs

Photographs, coffee maker & DVD's

No x 2

2 not completed

Friends and relatives can visit at any time.

Yes x 10

As far as I know

2 not completed

Able to vote at elections

Yes x 3

N/A x 2

Don't want to x 3

Not bothered not sure if I can x 2

3 not completed

Choice in Handling own money

Yes x 3

Family x 4

Fund is in office

Fund in office, but purse in room

Not completed x 4

DIGNITY & PRIVACY

Staff always knock before entering your room

Yes x 5

Yes, always x 2

Yes, but have to get up early at 7.30am

Yes, I feel I have lost privacy, they knock but I feel its an intrusion, they open doors and I object

Usually open – they would knock at night

1 x N/A

1 don't know

1 not completed

Assistance with dressing & bathing always provided discreetly

Yes x 4

2 x N/A

Not required manage myself x 3

Dress myself, Bath and showers assisted every other night

1 No has a problem with hands

2 not completed

Able to bath & shower as often as you wish

Yes x 5

Within reason, needs support, body wash daily

Usually a body wash

Daily x 3

Every other day

Think so

1 not completed

Staff always call me by my preferred name

Yes x 11

2 not completed

Able to practice own religion

Yes

8 N/A

1 no

Don't go but I'm a Christian

2 don't do anything

Needs of resident living with dementia are recognised and supported

Yes, but relatives don't understand the illness

6 N/A

6 not completed

FOOD AND NUTRITION

Choice, quality and quantity of food

Yes x 3

Good x 1

All edible

Excellent x 2 very good choice and good snacks

Plenty

Very good diabetic always salads

4 not completed

Enjoyability of meals

Yes x 5

Good

Small eater – lovely

Ok

Just anything back to normal

4 x not completed

Choice of where to eat

Yes x 4

In the dining room x 3

In my room

5 x not completed

All have refrigerators in their rooms

Yes x 5

Gets water from fridge

Juice in fridge, kept supplied x 2

5 x not completed

Access to snacks

Yes x 4

Scrambled eggs etc

Salad, Cakes etc

Doesn't snack, has diabetic biscuits

Crisps, drinks & biscuits

5 x not completed

Assistance with feeding and drinking (if required)

Yes

N/A x 4

Not needed

Special cutlery

No

Not requested

3 not completed

Know how to make complaint

Yes x 6

Go to office. Haven't needed to complain

Go to the Boss

Yes, I'd come straight out and tell them in the office, expect they have forms, mild complaints will be dealt with ourselves.

Not necessary

Not sure, daughter would see to it.

Family would sort it out

1 not completed

SAFETY & SECURITY

Do you know the sound of the fire alarm and what to do if it goes off?

Yes x 6

Don't know x 2

Not sure. Collection points. I would get out

Yes, the door shuts itself, point is outside

Yes, dummy run regularly, doors close automatically, we meet in one place. The fire service checked one day and they were impressed.

2 not completed

Feel safe when using equipment such as hoists and walking frames.

Yes x 3

N/A x 3

Hoist no. Walking frames yes.

Not at the moment

Ok

Difficulty
3 x not completed

Always staff there to help and support me if I need them.

Yes, x 10
Yes, I haven't had occasion to ask
2 not completed

My personal possessions and money kept safe?

Yes x 3
Yes, Daughter x 2
Yes, keep it in my room
Yes, kept in the office
Yes, family x 2
Kept in the office, My niece looks after it
3 not completed

Any hazards observed during the course of the visit

No x 8
1 couldn't reach the bell, wasn't told where it was, left cold in the chair near window which was left open. Cover was on the bed she was shivering.
Lounge area no
Tables in lounge need to be re-negotiated as it was difficult for walking frames
2 not completed

HEALTH & WELLBEING

Staff ask how you are feeling and if you are happy with your daily care.

Yes x 7
Yes, always they ask day & night
Now and again, been here several years and I'm happy
4 x not completed

If your needs change are you are involved in making decisions about your care.

Yes x 4
Family
With Daughter x 2
Yes, not required yet
No
Don't know
4 x Not completed

Are you are encouraged / assisted to exercise?

Yes x 6
Yes, do classes according to own physical fitness

Walk a lot
Don't fancy it
4 x not completed

Do you have regular access to a G.P, optician, dentist etc as needed

Yes x 3
Went Friday, hospital often. Very caring staff
Yes, when necessary
Yes, I've been to optician just changed prescription. GP from Sedgefield is very good, have other regular checks from other services
6 x not completed

GENERAL COMMENTS & OBSERVATIONS

Dementia conversation – Feel home “does what it has to do “but no conversation
Attitude – lack of information around Dementia
Fluid intake monitored if they feel its needed
Beautiful Home, well appointed, nice and quiet.
Resident think the staff are lovely, always very helpful and kind
“everyone who I spoke to at this visit is happy with their home”
Bathroom (assisted) clean, and light
Snooker room, jigsaw puzzles, music.
Chess, darts, books.

ACTIVITIES FOR RESIDENTS

Motivation exercise, Balloon Tennis, Gardening club, Knitting club Hand & Eye coordination, Cooking
Dementia support & Staff Awareness
Encouraging independence which reduces the needs for buzzers
Yearly in-house training
Children/ Adults interaction play group
Relatives involved with dementia training which is on going

RECOMMENDATIONS

We recognise that there has been a lot done to promote wellbeing in the home. However. we would recommend the odour upstairs outside the lift and “Daisy Drive” is eradicated

We also recommend the worktops in the dining rooms are cleaned and cleared thoroughly after each meal and used crockery and utensils are removed after each meal to allow for cleaning

Picture menus are made available for residents living with dementia, and that crockery relative to dementia needs is used

Hand sanitation stations are replenished when empty

Care and consideration is given to enable residents clothes to be readily available for their use

We recommend that when a resident is in a closed room, regular checks should be made to be sure they are warm and comfortable and can reach the buzzer.

Appendix 1



Questionnaire For Relatives/Carers – Wynyard Woods – 14 Responses

A. INDEPENDENCE

1. Are you happy with the variety of activities and the amount of exercise offered to your relative?

Yes (9)

“Over the last few months there has been a marked improvement in the activities available”

“Very happy”

“Yes, excellent service in every way – 5 STAR!”

“My father is wheelchair bound and has dementia. Physio was weekly originally but has dried up. There could have been more of that, but the home offers a good variety of pass times and some exercise – not easy in his case.”

“Activities have improved, some residents could do more walking and physical exercise.”

2. Does your relative have a choice of when to go to bed and when to get up?

Yes (12)

“Independently makes own choice”

When to go to bed – yes, when to get up, I don't think so, but I don't know.

3. If your relative has an interest e.g. gardening/art – are they given the opportunity to enjoy this?

Yes (7)

No

Gardening is offered each week

N/a (2)

“Yes, the opportunity is there”

“Not really, they would like to dance”

“Yes, but he was not in a position (gardening) to take part although he would have been able to look on.”

B. FOOD & NUTRITION

1. Is the food varied, plentiful and well presented?

Yes (9)

“Enjoys the food and the variety”

“Yes, always very good”

“Heard no complaints”

“Excellent”

“Yes, although appetite is limited”

2. Has your relative the choice of where to eat his/her meals?

Yes (12)

No

Makes own decisions when to eat

3. Is assistance available if required?

Yes (10)

“Care staff available at all times”

“Yes, at all times”

“I think so”

4. Are there enough drinks available?

Yes (12)

Yes, but sometimes too sweet and nasty (juice in room) and they get left and consequently they don't drink enough.

Hot drinks and soft drinks offered through the day

5. Are any health issues (e.g. diabetes) addressed?

Yes (7)

No

N/a (4)

“Yes, has a water problem”

“The biggest problem in Dad's case is his memory and the staff need to be watchful of him as he forgets to ask for help probably until he is stuck”

C. INVOLVEMENT/ RESPECT

1. When you visit, have you noticed staff talking to your relative?

Yes (12)

Always

“Yes, often sitting with her and hugging her, wonderful to see, making me very happy”

2. Do they treat them with respect?

Yes (8)

“Yes, generally the majority of staff are good”.

Always (2)

Absolutely

Certainly

“With the greatest respect”

3. Try to involve them in activities?

Yes (12)

“Not really”

4. Are they aware of the needs/mood swings of your relative?

Yes (13)

“OK while I am visiting”

5. Do they assist where necessary but encourage where possible?

Yes (14)

6. Do they attempt to explain if a new situation arises?

Yes (13)

Mostly

D. HEALTH & WELLBEING

1. Are you happy with the personal care given to your relative?

Yes (8)

OK

“Generally, yes”

“Over the moon”

“Very happy, could not be better”

“Yes, but my dads’ moods sometimes prevent staff from showering him. He can be difficult, but the staff do try hard.”

“Yes, but varies.”

2. Are they clean (nails, hair, teeth, etc) and offered the chance to bathe often?

Yes (10)

Mostly

“Always looks well and clean”

“when Dad cooperates, he is nice and clean.”

Bathing yes but hair, nails and teeth could be done more often.”

3. Are their clothes their own and clean?

Yes (12)

Always

Mostly

4. Do they have their own spectacles; hearing aids etc?

Yes (12)

N/a

“Yes, although hearing aids have been lost.”

5. Is medication given on time?

Yes (13)

“Team leader administers all medication.”

6. If your relative requires continence pads, are they changed promptly as required?

Yes (7)

“Most of the time”. (2)

N/a – fully continent (3)

“Yes, at all times”

“I don’t know, they may have a way of doing things and knowing when to change him. I have done it sometimes when necessary.”

E. SAFETY & SECURITY

1. Do you think your relative is safe and secure?

Yes (11)

Yes – definitely

“Very much so”

“Yes, but he would not necessarily alert staff before attempting to go to the toilet on his own.”

2. Does he/she appear to be happy using equipment such as hoists and walking frames?

Yes (8)

Tolerable

“Does not use”

N/a (2)

“Not required yet!”

“He doesn’t use any equipment other than his wheelchair, but he is becoming much weaker and cannot transfer himself onto the toilet easily now.”

3. Are there always staff available to help and support?

Yes (11)

“Not always”

“Yes, if he is in the social areas.”

Mostly

4. With regard to personal articles are you happy that your relatives’ belongings are safe?

Yes (11)

Mostly

“Occasionally stuff disappears”

“I wouldn’t leave anything of great value with my relative due to the open nature of the home, but I am generally happy with everyday things etc.”

F. IF THEIR NEEDS CHANGE

1. Are you told about this?

Yes (11)

Yes always (2)

2. If able, is your relative involved in decisions?

Yes (11)

“Not really”

“Yes, where possible.”

3. Are you involved in any decisions about their care?

Yes (10)

Yes – care plan available on request

Yes, mostly (2)

“Yes, via Mandy, when informed of any trouble.”

G. COMPLAINTS

1. If you are not happy or have an issue of concern, do you know to whom, how and where to pass on your complaints?

Yes (12)

ANY OTHER COMMENTS

“All staff go above and beyond in their care, no complaints whatsoever.”

“I have not been advised of a recent fall my aunt had. I found out from another resident, but mostly I have been kept in the loop”.

“We are extremely happy with the level of care offered to mam and dad. All the staff are pleasant and most helpful. We couldn’t ask for more”.

“Great staff and a lovely place!”

“A wonderful home in all respects, it is great to see how happy xxxxx is”

“We are at a turning point in my father’s care where his needs may well be outstripping that which is on offer here although we have been very happy most of the time.

This is a good residential home, where Dad has been very happy but now his needs may well be increasing beyond what should be expected of a residential home due to natural deterioration of an aging gentleman. All staff are good, kind and obliging.”

“Overall yes, although complacency can be an issue. Appreciate it isn’t easy.”

“Over the last year or so, much has improved. Activities and care and social skills are so much better. I am very grateful to all staff, they are so caring. Once the garden is finished this home will be perfect.”

Response from Kath Sargent

Hi Carol

Thank you very much for the draft report following your enter and view visit on April 1st 2019. We very much enjoyed your visit and our residents found you all very pleasant to chat to. We appreciate your feedback from the visit and are pleased to inform you that we have taken on board your recommendations as follows:

Healthwatch Hartlepool Draft Report.

Accuracy

Contact name Sargeant - Should read Sargent
page 3 Sanctuary garden - Should read sensory garden
page 3 Keep fit classes - Instructor is private not HBC
page 9 Activates - Should possibly read activities

General comments and observations

Attitude – “lack of information around Dementia.”

All staff are required to undertake training to Dementia level 2 standard. In addition Anchor provides comprehensive and ongoing training and support. The home holds an “Anchor Inspires” accreditation and several of the staff are designated Dementia Champions or Dementia friends.

Recommendations

“Odour outside the lift and “Daisy Drive” is eradicated.” - This related to a recent incident with one lady. The situation was dealt with and all chairs and carpets in the area have been deep cleaned. This recommendation has been implemented.

“Worktops in the dining room are cleared after each meal to allow for cleaning” - Worktops are cleared after each meal and crockery and cutlery taken to the kitchen to be washed, however, although most of our residents eat at the regular meal times there are times when a meal will be taken later and this may result in a small amount of crockery being present in the dining room before being returned to the kitchen. This recommendation has been implemented.

“Picture menus are made available and that crockery relative to Dementia needs is used” - Picture menus can be made available if required, however, staff use “Show Plates” to offer choice where a resident has difficulty choosing. Specialised crockery

and cutlery are available or purchased if the resident's assessments show any needs.

“Hand sanitation stations are replenished when empty” - at the time of the visit the home was in the process of changing supplier. This recommendation has been implemented.

“We recommend that when a resident is in a closed room regular checks should be made” - Regular checks are made on all residents. Frequency is determined by the needs and wishes of the individual.

Thank you once again for your ongoing interest and support

Kind Regards



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