

# CARE HOME REPORT

*DEC 2021*



# INTRODUCTION:

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The Covid-19 pandemic has disproportionately affected people living in care homes in the UK. This can be seen in the form of excess deaths that have occurred in UK care homes during the first 23 weeks of the pandemic. This susceptibility can be attributed to a variety of factors such as the frailty of the residents, the safety of the structures, staffing policies, level of care provided and the perceived quality of life led by the residents.

## Method:

The project aimed to gather the experience of nine residents of the Rosewood Care Home in Tower Hamlets.

## Our main aims are:

- To identify the efforts made to provide the residents with a mode of communication with family and/or friends.
- To explore and understand the quality of care provided at the care home
- To illustrate the efficacy of the staffing and safety policies at the Care Home
- To highlight the Care Home's response to the pandemic.

The project involved community insight researchers and Healthwatch Tower Hamlets' staff conducting interviews over the phone with the relatives of nine Rosewood Care Home residents.

Five out of nine participants were between the ages of 60-70, two were between the ages of 70-80 and two were below the age of 50, three out of nine identified as male, and the remaining six as female.

Participants were informed that their responses would be confidential and anonymous. The interview questions covered a range of topics including the provisions made to connect with family, protective equipment and Covid-19 testing, personal care, and access to the care home during the lockdown. Community insights researchers asked participants for permission to record the interviews which were later transcribed. For those that refused respondents answers were noted down during the interview and immediately after to ensure they were recorded accurately. The data collected was sorted and grouped into themes.



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# *Communication with family member/friend:*

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Many family members are keen to be involved in the care of and maintain a relationship with the cared-for person. The quality of care provided to a resident at the care home along with their mental/emotional health depends on how involved the family member of the resident has been.

The covid-19 pandemic has negatively affected this relative-resident relationship in a variety of ways.

For most families at the Rosewood care home communication was made accessible despite the challenges.

Well not okay really because I'm able to get into the home which is great and I can sit next to her wearing my gloves hold her hand and give her a cuddle. No problem what so ever. Her hearing isn't that good so when we had the screen partitioning it was hard. You can't explain to someone with dementia why you can't hold their hand and she can't open her eyes and she's wheelchair bound. So, in terms of communication and holding her hand and so fourth, perfect no problem at all. Obviously, I'm still able to get into the home and if there's a spike in covid they might get more restrictions.

Female/60-70/British white

Well my sister had stroke so I've been in touch with the home. She caught covid first time round and the hospital was really good at ringing us and the home. Well it's been a bit patchy but I caught covid myself and I'm double vaccinated and everything. She can't talk there was a period where I was ill and sent to hospital but they would let you know if anything was wrong.

Female/70-80/British white

Some relatives found it difficult to get through to their loved ones since the care home was overwhelmed with tasks to do during the pandemic to keep its residents safe. This hampered the relative-resident communication.

Yeah yeah when you get through to them. I mean they answer the first time but when you get through to the part you want after that they won't even answer the phones. Yeah it's hard to get through.

Female/40-50/British white

It was difficult to get an appointment and then I had difficulties we had to, I don't know what to say really I had to go through the process where we were tested for covid I mean everyone had to do that. I had the same problems as everybody.

Male/70-80/British white



## Care provided:

### Care Provided:

Most relatives felt like the quality of care their loved-one received was very good and thought that the staff were diligent and friendly.

The service has been excellent. It was the ongoing care I don't I don't think there's been any particular need other than the ongoing cares she's receiving. So don't think there was any additional care needed but everything was satisfactory. Yes they have done (cultural and religious activities), my mum has done I would just say yes with that yeah. I mean she's been yeah they do, it's all-inclusive yeah she's included in everything.

Female/60-70/British white

She is getting a new hoist to have a shower and getting her out of bed. She's paralysed so it's hard. They also have an occupational therapist on the floor now, which is good. I'm quite proactive I see her once a week sometimes twice. My other sister goes and my sister-in-law visits too and her long-term partner goes every week.

Female/70-80/British white

Yes I mean mostly that just about you know when its time for vaccination whether it's for covid or flu, and there was one time they found she had a bruise on her leg I think it was and they did inform me to say they are investigating to see what caused it so I felt confident they would inform me even if it's not that serious. The bruise was not that big so I felt confident they would inform me.

Female/60-70/British white

Some relatives were not satisfied with the level of care provided and found that there were gaps in the services provided to their loved ones.

I could go on forever about the things he didn't get. He wanted desperately a physio therapy and he has had none what so ever so that's a big issue. He is bed bound because he has no physiotherapy. Yes, it's a bit, quite hard to get him to see a GP they will get a GP. Access to a GP is difficult sometimes. But they do get one eventually, but it does take time. The big problem with him is he has panic attacks and he needs someone to help him when he has a panic attack.

Male/70-80/British white

I wouldn't say she needed addition care, but she needs 24 hour care and nursing for her disabilities so there hadn't been any additional you know. The only thing I can think of is we are waiting for a chair an upgraded wheelchair. The home aren't providing it, its being funded by NHS but I've mentioned that to the previous physio. I guess you can call that addition care for giving her a more suitable wheelchair and still waiting for it.

Female/60-70/British white



## Staffing and safety:

Some relatives felt that the staff at the care home were very well equipped with personal protective equipment and that tests were made readily available to the residents.

Very good you, have to have a rapid flow test when you go all the staff wear masks and the home is very clean. Yeah yeah they were very strict as I say. They did a good job considering what happened to other care homes.

Female/70-80/British white

I think it's safe I don't think there's any calls for concern really. In terms of safety, more staff would make things safer for more residents. Its adequate I'd say the staff are excellent but adequate in the sense there aren't enough staff as great as it could be. The more staff the more safer things become the less staff the less safe things become.

Female/60-70/British white

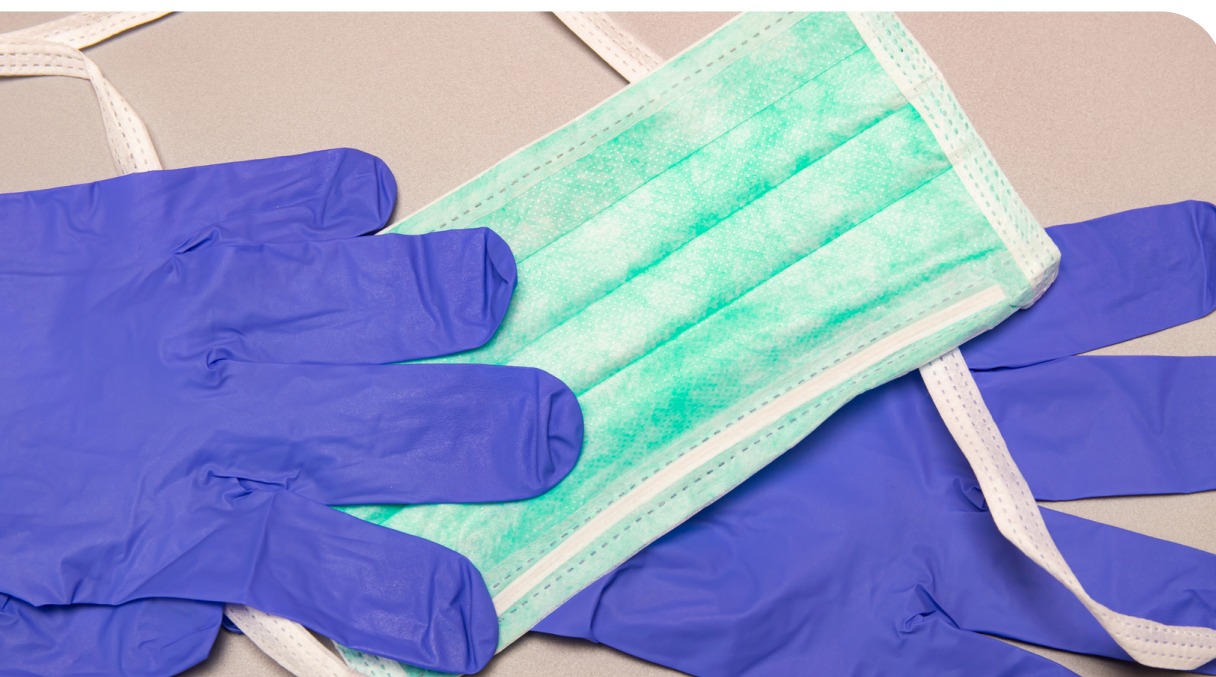
While other relatives who were interviewed felt like that staff did not do enough to keep the residents safe, such as taking regular tests amongst the staff personnel and other hygiene problems.

Well there was a huge issue with Rosewood with mice. I'm only saying that's the only thing I noticed last time they called.

Male/70-80/British white

Actually testing, maybe maybe not so much I think in my head I made the assumption so I'm aware of testing for visitors but actually now you said that I haven't thought about it really. I was aware of the vaccination, covid vaccination because I was asked but I'm not aware of the testing procedures for staff and residents. There was a point a couple of months ago I should add there was a point where you couldn't visit because they had some positive tests amongst staff and you couldn't visit until all the tests went negative so that reminds me. So that probably stressed me that they weren't testing staff properly.

Female/60-70/British white



## Response to the Pandemic:

The majority of the relatives felt positively about the changes made by the care home as a response to the pandemic.

I think they are maintaining the rules carefully. Right, so at the moment I'm tested and I'm tested on each visit and maintain mask wearing. So I'd like them to carry on testing and wearing masks yeah. Personally, I am very satisfied. I'm satisfied with the care my mum receives.

Female/60-70/British white

I don't think there is really. All the things I think need changing in terms of care homes is you know things like salaries and the you know respect for the work that people do in care homes and you know that's probably at a different level but I think people are now more conscious what is done and the need to work and more conscious people really aren't paid enough or respected enough for the work that they do. How you change that I don't know.

Female/60-70/British white

I suppose the fact that they are always well stocked up with PPE and you know the people I've dealt with face to face like the reception staff people like that they seem pretty good at making sure people comply with the safety requirement and all the visitors are tested and wear the PPE. So in terms of being impressed I'm impressed with the fact they are on the ball.

Female/60-70/British white

Some respondents thought that the care home could have done better.

Not really, the only thing I'm concerned about is they could use more staff but not really can't think of anything again I'm not the point of contact and there may be things I'm not aware of. There's maybe things I can't comment on because I'm not part of that process.

Female/60-70/British white

I think just trying to think just a general overall management of the safety and security of residents and safeguarding them from unwanted health risks.

Male/30-40/British Bangladeshi





# Conclusion:

This report has brought to light the various areas where the Care Home has performed really well while also highlighting the areas that need improvement. As we come out the strict Covid-19 regulations there are some changes we could carry with us in the future and amend others.

We have come up with the following suggestions to make the experience of the residents better so as to provide a high quality of health services.

## **Monthly Updates from the Care Home**

1

Relatives have found that they were not informed of incidents that took place at the care home during the pandemic. They felt as though they should have been told about every health incident that has occurred with their loved one.

## **More movement for bed-bound residents**

2

Some of the relatives complained that their bed-bound relative was not receiving enough movement during the lockdown and the relative had to visit the resident themselves to provide essential movement.

## **More cultural activities**

3

Some relatives felt that the resident was not receiving enough activity and the Care home needed to create a better sense of community at the Home.

## **Handling residents with care**

4

Some residents complained that their loved one was not taken care of in a gentle way and that the quality of care was lacking. The relatives pointed out that certain essential care services were not being provided on time and this needs to be addressed at the earliest.