

Care Home Visit Report

Gretton Court, Heather Grove, Hartlepool TS24 8QZ

An unannounced visit took place on Thursday 5th April 2018 from 10.45 – 4pm

Healthwatch members who conducted the visit were:-

Ruby Marshall, Elizabeth Fletcher, Carol Sherwood, Zoe Sherry

The Aim of the visit was to look at the quality of life and standard of care of all residents.

Prior to our visit to Gretton Court, which is an establishment specifically for those living with complex needs especially Dementia; a questionnaire which was anonymous was sent to relatives. Half were completed and returned, the number was higher than expected and the response was much appreciated.

Effective

Gretton Court has 37 residents with 58 members of staff in total.

We were welcomed by the Secretary – Jackie who informed the Manager Andrea that we were on site; she took us to her office and spent time answering our questions.

There are 2 qualified nurses and 7 care staff on duty during the day, 1 nurse and 3 care staff at night. There is continued staff training which entails attending courses. We met Lee, a nurse Associate, who has been with Gretton Court Day Centre for eight years; he is being “trained up”.

A staff nurse on his first day at Gretton Court appeared to be very aware of the remit of his job.

We noticed that the corridors were wide, clean and decorated with stimulating pictures. All individual rooms had photographs of the resident and each room was furnished and decorated to reflect their choice.

An enclosed, secure garden allowed a sense of freedom, independence and normality as did the decision to have no locked doors throughout the building.

Safe

A high number of staff ensures that residents have support when needed. One articulate lady informed us that she felt safe because “There is always someone around”. We observed the relationship between staff and residents it was warm and caring. At one time, a member of staff quietly and effectively interceded to defuse a noisy situation in one of the lounges.

There was a fire drill whilst we were on site, staff were aware of various needs of residents and any assistance which may have been required. A member of staff advised us just prior to the alarm.

We observed speedy response to buzzers – the room was checked and alarm silenced.

Every response to the question of safety on the questionnaire, confirmed that relatives were safe and that staff were aware. "Very safe and well looked after"

Caring

On the questionnaire, under the heading of care; we incorporated questions about personal cleanliness.

Overall, relatives felt that showers/baths were given regularly the only issue raised was of hand cleanliness.

- a) "Nails often dirty and hands smell"
- b) "Would prefer if there were better hand hygiene among the residents, especially as many use their hands to eat their food. May reduce infection and illness"

We observed one resident who continually put her hands into her underclothes then scratched her back. We were told that this is part of her condition and has become a habit.

During lunch, it was noted that a resident who prefers to feed herself, was wearing a blue apron to protect her clothing. We thought this a good example of care allowing her independence whilst preserving her dignity.

It was noticed that several residents required assistance whilst eating. The majority managed without incident; however, one carer seemed to rush the resident who was attempting to eat, it caused a dismissive response and consequently the resident did not eat much food.

A carer was observed leaving the dining room as she needed to cough; again, good practice, but she returned without using gel or soap and water to clean her hands.

Faces were wiped after the meal but not hands, table mats were disinfected after use.

Both incidents were brought to the attention of the Manager who agreed to deal with the concern.

There are special wipes available for use in the dining room.

Throughout the Home, there is an overall atmosphere of compassion and awareness; residents appear to be confident approaching visitors without any fear of rejection.

Person centred care was evident throughout. A hairdresser was on site when we visited and she remarked that she was looking for respite care for a relative but "None of the Homes are as good as this" When we asked if staff were available to help and support, the responses from the relatives were: -

"Yes, always very helpful"

"Yes, always happy to oblige"

"Yes, they are very friendly and always ask how I am as well"

"Lovely friendly home all staff are brilliant"

Relatives and residents appeared to be happy with the choice and standards of food given. Apart from meal times, there are snacks taken round on trolleys mid-morning and afternoon.

"The food always looks and smells lovely"

"Menus well documented on wall"

Responsive

There are a variety of activities which take place in Gretton Court, ranging from Community singing to Board Games. There is an Activities Co-ordinator who presents a four weeks activity plan which is on display in the corridors.

Transport from the Day Centre, is driven by Kevin, the "handyman" (who also runs the Bingo Sessions and the singing!) Residents enjoy trips to Preston Park and Seaton Carew in fine weather. Ice creams are popular. A trader from Bradford visits every four months and presents a clothes stall from which residents and relatives may purchase articles needed.

One resident to whom we spoke, remarked that her sight prevented her from joining in some activities; we suggested "Talking Books", she seemed to be interested so it was mentioned to the Manager. It appears there is already something on site which may be suitable.

One relative who was visiting remarked that their relative "Was not as active as he used to be, but he enjoys the music and a singsong".

Animals, in the form of pets, are encouraged to be brought in by relatives and we saw several dogs being petted by the residents.

All residents were aware of the complaints procedures and declared they would either talk to a member of staff or the manager.

"Yes, I know how to complain but I have never needed to"!

All were positive when asked about communication. Any "need changes" were discussed and all felt involved in their relative's care.

"I am informed at all times", "We are always told if changes are to be taken"

"Yes, I get phone calls", "always get a call or they come and see you at visiting".

Well-led

The Manager always gives acknowledgement to the support she receives from the Director of Hospital of God. "If I can show that it will benefit the residents I can have just about anything"

She takes an active part in the everyday running of Gretton Court. Residents relatives and staff all speak of her with affection.

There is a good retention of staff resulting from ensuring that staff are considered and well trained.

The Home from Hospital system is still working well; she has instigated hand over sheets which give a brief outline of events, together with care plans ensuring that all staff coming on duty are aware of the needs of each resident.

At the request of the manager, a "cooled water" system has been installed in each lounge, which encourages residents to drink.

Her innovative thought is represented by an addition to the main building it is called the "Lee Way". It incorporates an area of variable light and sound as well as four purpose built en-suite rooms which have electric hoists to facilitate ease of movement for very sick residents.

Staff are recruited with a 3 month probationary period, this can be extended to 6 months if either side is unsure. The Manager remarked that staff can be trained and put through exams, but the most important aspect was the personality and care shown towards the residents:-

One elderly Gentleman remarked "My wife can be grumpy at times but they always make her smile"

We would like to take this opportunity to thank Andrea and her staff for their consideration, hospitality and tolerance.

It is a pleasure to visit a Care Home where the overall impression is one of care!

“All the staff are very kind. They always talk to me. One big happy home”
“and it smells nice “

“The care my relative is given is second to none” “I am pleased to say I could not manage to look after my sister as well as she is at Gretton Court”

Response from Manager

Thank you for the report regarding your Enter and View which took place on Thursday 5th April 2018.

During the visit there were two observations made that were brought to my attention which I agreed to investigate.

- 1. “A member of staff left the dining room as she needed to cough but she returned to the dining room without using gel or soap and water to clean her hands.”**

I identified the member of staff and discussed this with her. Her response was that she did leave the lounge when coughing however she then entered the tea bar to get a drink of water where she removed her gloves and washed her hands. When re-entering the lounge, she put on a fresh pair of gloves. I did not witness this personally, however if the member of staff did go into the tea bar it would have been out of the visual range of where the inspectors were sitting.

- 2. Faces were wiped after meals but hands were not.**

I have discussed this with all members of staff. The majority were quite taken aback by this comment. However, I was not there to witness what happened after the meal on that day therefore I have reinforced the importance of good hand hygiene of residents and this is to also be discussed during supervision and at our next staff meeting.

There was one other comment made which I also looked into

“It was noticed that several residents required assistance whilst eating – the majority managed without incident; however, one carer seemed to wish the resident who was attempting to eat it caused a dismissive response and consequently the resident did not eat much food.”

The resident in question has an eating disorder and never eats a full or even half a small meal. It is care planned that she eats little and often throughout the day and night and is reliant on food supplements that are prescribed by the GP as requested by the dietetic services. Therefore the lady in question would not eat more than one or two mouthfuls at each meal time no matter what encouragement is given.

Factual inaccuracy

The report states we have 36 residents we have 37

Many thanks for the report Stephen

I look forward to receiving the final edition

Kind regards

Andrea