

Enter and View report

Craven Nursing Home, Skipton

July 2022

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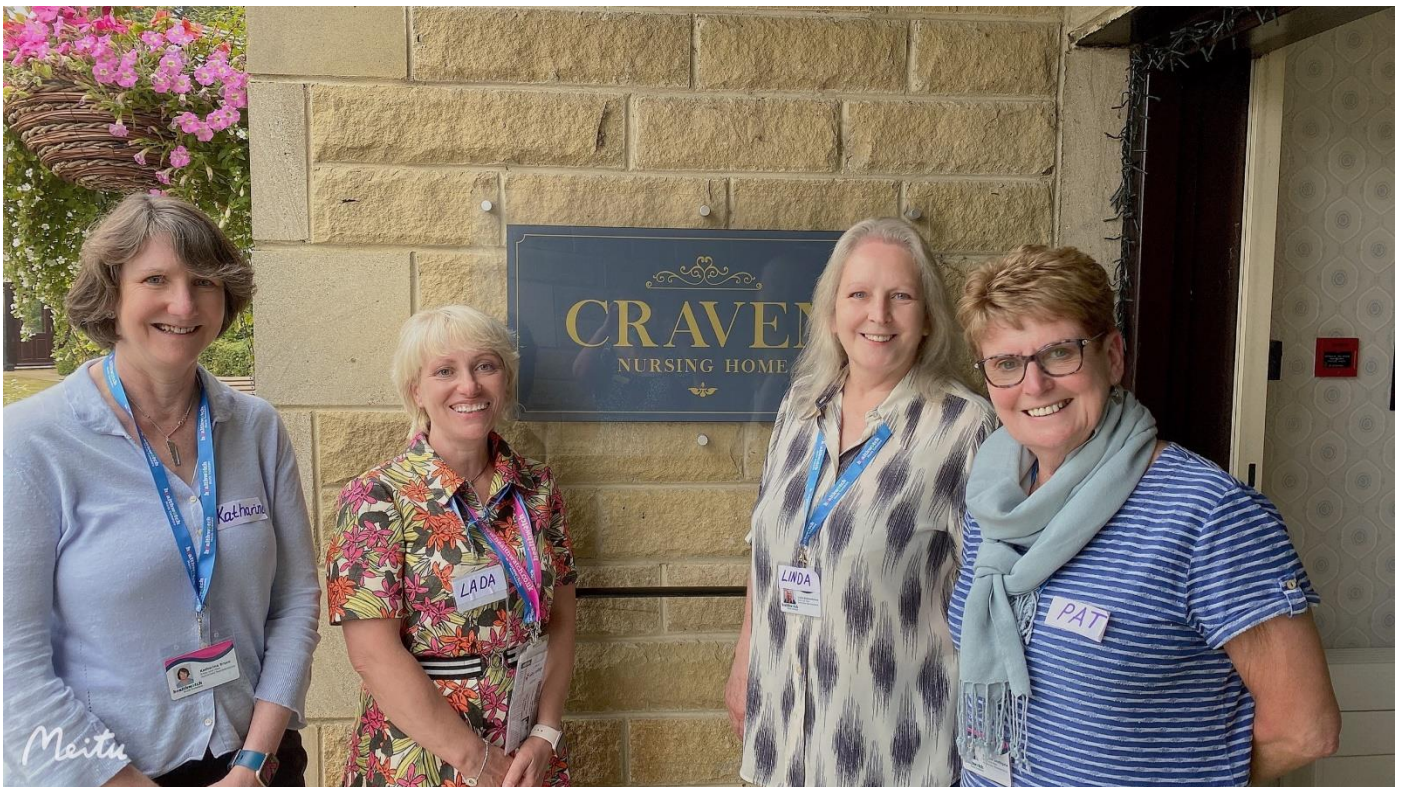
Background

What is Healthwatch?

Healthwatch North Yorkshire is the independent champion for people using local health and care services. We listen to what people like about services, and to what could be improved. We share these views with the people who have the power to make a difference.

What is Enter and View?

Part of the local Healthwatch programme is to undertake Enter and View visits. Our team of authorised representatives conduct Enter and View visits to local health and social care services to find out how services are being run and make recommendations where there are areas for improvement. Healthwatch Enter and View visits 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.



Details of the visit to Craven Nursing Home

Service address	Keighley Road, Skipton, BD23 2TA
Service provider	Spellman Care
Date	22 July 2022
CQC rating	Good (02.12.20)
Nursing home manager	Rebecca Blackburn
Contact number	01756 700994

Summary

Purpose of the report

In this report, we summarise the findings gathered during the visit on 22 July 2022, as well as feedback shared through survey responses gathered before and after the visit.

Purpose of the visit

- To visit and gather views of the residents and their relatives and the experiences of the services provided.
- To observe the ongoing care being provided for the residents and their interaction with staff and their surroundings.

During the visit

Our authorised Enter and View representatives visited the home and spoke with residents, residents' relatives and friends, and nursing home staff.

We heard from 20 residents, 10 residents' friends or family members, and seven members of staff whose feedback forms the basis of this report.

Key findings

We found that at the time of our visit Craven Nursing Home was operating to a good standard. These findings were based on our observations, and reflects the general happiness of residents, family and friends of residents and staff members. The home has evidently undergone significant changes due to the pandemic and is set to implement further upgrades to the home.

However, there were a few issues highlighted and we have made suggestions for review and improvement. One of the main areas we identified for improvement, which impacts the quality of life and care in the home, is to increase the ratio of staff to residents. At the time of the visit, the nursing home manager confirmed plans to recruit more staff.

Positive feedback

- Overall, residents, friends and family members, and staff are generally happy with the home.
- The residents felt positive about their personal cleanliness and hygiene and that of the home.
- The home communicates well with family and friends of residents.
- There is a clear understanding of where to go to raise concerns and issues.
- The home responded positively to how care, support and communication was delivered during COVID-19.

Recommended areas for improvement

- Review internal signage particularly the size of signage, font size, and use of images/ symbols.
- Increase the ratio of staff to residents at the home to satisfactory levels that meet the needs of the residents.
- Provide opportunities for residents to have more active lifestyles.
- Prioritise the development of residents' care plans, and ensure they include sensory health needs.
- Enhance the resident/visitor board in the reception area with activities and other relevant information about life in the home.
- Continue making the home environment easier to navigate for residents with cognitive impairment and consider establishing a link with Dementia Forward to assist with this.

About this visit

Craven Nursing Home is run by Spellman Care Group and provides specialist nursing, dementia, and palliative care to its residents in Craven, North Yorkshire. The home has 62 beds, and at the time of the visit, 53 people resided there and had been resident for between one month and three and a half years. The current manager has been in post since January 2022.

This was an announced Enter and View visit arranged with the nursing home manager. The purpose of this visit was to capture the experience of life and care within a nursing home environment and to identify examples of positive working practice. We did this by observing the residents engaging with staff and their surroundings and by speaking with the residents to understand their experience. We asked relatives and staff members to provide their experience and views of the nursing home by completing a survey.

Prior to our visit, we provided information about the Enter and View visit which was made available for people to read in the reception area in the home. It included surveys for staff and relatives to complete and how to access the survey digitally. The survey was available up to 10 days after our visit.

On the day, four of our authorised representatives conducted observations. We spoke with 20 nursing home residents, who shared their thoughts and experiences of living at Craven Nursing Home. During our insight gathering, we used a survey to help our discussions which focused on quality of life and care in the home, and the impact of COVID-19.

Ten family and friends responded with their experience and views of the nursing home, and we heard from seven members of staff who work in the home. Most of the staff respondents had worked at the home for more than three years.

Of these respondents, not all of them were able to provide an answer to every question and some respondents preferred not to answer the questions.



Findings

Environment

On the initial observation of the nursing home, our authorised representatives found the building to be in a good state of repair, with visible landscaped gardens. However, there was limited parking, and unclear signage to direct people to the home.

The landscaped gardens were well maintained with seating for residents and a summerhouse currently used as a visitor's pod. The manager informed our representatives that there were plans to convert this into a 'pub' style facility for the residents. Our representatives were informed by the manager that residents do not have direct access to the garden without supervision.

On entering the home, a newly refurbished, clean reception area provided information about daily menus and required statutory information. However, it was notably lacking in visitor information about activities or other aspects of the home. Access to the lifts and stairs were visible from the reception area. Our representatives observed that whilst the home was on a main road there was very little noise or disturbance inside the nursing home.

Accommodation

The accommodation is split into three units; the Mallard, Heron and Swan. Two are located on the ground floor and one on the first floor. The Mallard unit has recently been refurbished including the dining area which was seen to have a hotel appearance with a menu stand at the entrance and tables set up with glasses and napkins. The other units were not found to be of the same standard and, at the time of our visit, the manager informed us that the Heron unit specifically for dementia residents was due to be refurbished followed by the Swan unit. Our representatives noted a current lack of provision for residents with cognitive impairment at the time of the visit.

There were two lifts available for staff to accompany residents and the units were secured for residents by internal locks. The corridors were well decorated and signage to communal areas was clearly marked although, may not be suitable for all residents (e.g. people with sight loss, cognitive impairments and/or wheelchair users).

The residents' rooms we saw were for single use and had ensuite bathrooms. They were clean, well decorated and kept tidy with room for movement around the bed, plus chairs to allow visitors to sit down, and storage was adequate.

The rooms we visited had hospital beds and some had sensor pads, hoists and wheelchairs available.

Cleanliness and hygiene

Our representatives noted that overall, the nursing home was clean, with no unpleasant smells.

We asked residents about the cleanliness of the home.

Most respondents said that the home is adequately clean and comfortable, with one respondent noting that the home is as clean as they would want. These findings were mirrored by our observations.

Quality of life

General happiness

Residents were asked whether they were happy living in the nursing home and how much choice they had over their daily life. (By choice we meant could they get up/go to bed when they want, can they go where they like in the home, do they choose what to wear each day etc).

Of the 20 residents we spoke with, 14 responded to our question, nine respondents said that they are happy, two respondents explained that they are somewhat happy, and three respondents told us that they are not happy.

Most residents feel they can adequately choose what happens in their daily life, but five (out of 13) respondents explained that whilst they have some choice it's not enough. It is useful to note that two respondents mentioned that they would like more opportunities to walk.



Food and drink

Residents and relatives were asked to share their views on the food and drink. Our representatives observed a mealtime in the home.

During the visit we observed the residents eating together and although there was little interaction between residents, several visitors joined their friend or relative. Some visitors were assisting with eating and others just joining socially.

Many residents (15 out of 20) shared their views on food and drink and had mixed reviews about the quality with some saying that it is “good” and others saying it “could be better”.

Similar mixed views came from two relatives, one saying the food is “good” quality and the other saying their family member often doesn’t like the food.

Of the sample, many residents said they get adequate food and drink at times that suit them, two said that they get all the food and drink they like when they want it, and one respondent said that they don’t always get adequate or timely food and drink.

One resident felt that food and drink is placed on shelves which are difficult to reach. One relative also noted that drinks can be out of reach.

Our representatives noted that residents with specific dietary requirements received the appropriate food.

Activities

Residents were asked if they spend their time doing things they value and enjoy. Relatives and staff were asked if residents have regular access to activities in the home.

There was a mixed response from residents, relatives, and staff about activities in the home. During our visit no activities were seen to be taking place in the communal spaces, however, TVs were on, and a table set up with puzzles and quizzes. Also, a notice board in one unit displayed today’s activities mentioning colouring and singing.

Of the residents we spoke with, (out of 15 that answered), two felt they were able to spend the time as they wanted, two responded to being able to do enough of the things they value and enjoy, however, seven respondents stated that they

do some of the things they value and enjoy, but not enough, and four residents felt they don't do anything they value or enjoy with their time.



"I love music and I could spend some time in the living room listening to old jazz songs."



We heard from nine relatives and friends, who mostly felt the residents have regular access to activities in the home, with most respondents mentioning they receive invites to take part in activities and outings. However, one of the respondents noted they were not informed of activities as no newsletter or activities board was available.

A minority of staff (two out of seven) responded to our question about activities and informed us there are regular activities planned that include singers, day trips, animal visits and interactive activities.

Social contact

Residents and their relatives were asked about their social contact and our representatives observed interactions between residents, relatives, and staff.

When we visited our four representatives saw very little interaction between the residents themselves and the staff of the nursing home. We did see family and friends visiting the home, some were there during mealtimes providing one to one social contact.

Most residents, out of the 15 respondents felt they have some social contact with people, although half of the sample noted it was not enough and two residents mentioned that they have little social contact with people and feel socially isolated and lonely. One resident noted that they felt staff spent a lot of time on their phones.

Most relatives felt that they can visit their friend or relative whenever they want, with a majority able to visit on regular basis.



Quality of care

Residents and relatives

They were asked whether they felt they/their relative was well cared for. We also observed whether residents looked well cared for during our visit.

Most respondents (10 out of 15) felt adequately clean and presentable, with five respondents noting that they present themselves in a way that they like. Our representatives noted that the residents look properly dressed and mostly well groomed.

The residents' friends and family members said that they were satisfied with the care that their loved one received (six out of 10) and they feel their friend or relative has access to all that they need in the home. The remaining respondents said they were only somewhat satisfied.



“Most things are good, and more carers are really good – but there are not enough of them.”



We also wanted to know whether residents feel like they need additional help with anything, such as help to eat or drink, and if they receive enough help.

Most people (nine out of 12) said that they do receive enough help. We noted that three of the residents that were less able to walk unaided wanted more help walking, being active and getting out of bed more often.

Relatives and friends were asked if they contribute to individual care plans.

The majority of those that responded (six out of seven) answered yes. One respondent did mention that while their opinions are listened to information is not always passed on.



"I am involved with the health and well-being needs of my mother, and I feel that my opinions are listened to. I feel there is a lack of communication at handovers plus some information is not passed on."



Staff

We also wanted to know how well informed the staff are about the residents they look after in terms of their individual likes and dislikes, food/drink requirements, hobbies/interests.

Most staff who responded said they are kept very informed.



"I obtain handovers every morning, review entries and most importantly speak to staff, residents, and relatives throughout the day."



Safety and staff levels

Residents, relatives, and staff were asked whether they feel there are enough staff, and we asked the residents if they felt safe in the home.

The response was mixed with majority of residents (12 out of 15) feeling there are insufficient numbers of staff within the home, three of the relatives' responses mirrored this concern. Of the remaining respondents, seven (out of 10) relatives do think there are enough staff within the home and one respondent mentioned that the "staffing has improved". Of the seven staff that responded five of them feel that the home does have enough staff. One of the respondents who did not feel there are adequate levels noted the gaps are at care assistant level.



"The staffing gaps are at care assistant level. Current care staff are doing extra shifts which means they are very tired and this means there is less capacity to support activities e.g., trips off site."



The residents also felt that even though they feel adequately safe, it is not as safe as they would like because of the reduced number of staff. Due to these

staffing pressures some of the respondents said that they must wait for longer during the night and one person mentioned that “it can take over an hour for a buzzer to be responded to”.



“I believe the staffing has improved but it’s still affected by COVID-19. There are more permanent staff, and the home has a good plan moving forward with the training of staff already employed. All the carers are like family now. They take good care of mum.”



Sensory health (including oral health, sight, and hearing)

We asked residents and friends/ family if they had been able to access relevant health checks during the pandemic.

Of the sample, 10 residents responded and six said they had not been able to access sight checks or appointments. However, one respondent did say that Specsavers had been into the home. Our representatives on the day saw a visit by an optician and friends/ family noted it was an excellent service.

Many of the residents (seven out of 10) said they had not been able to access dental checks or appointments. One person said they have recently been to the dentist outside the home but would prefer the dentist to come to the home as the journey to the appointment was “terrible” and they would not like to do it again.

Similarly, eight residents responded about hearing checks and appointments and five people said they had not been able to access appointments. Half of the respondents also said that they receive help to wear and maintain appliances that support their sensory needs.

It is not unexpected that very few residents were able to access sensory health checks during the pandemic as services were severely restricted.

Most staff said that residents’ health plans record their oral health, sight and hearing needs, and provide information about communication needs. However, it was noted that the health plans are still being developed for many residents.

Care during COVID-19

Staff

What is your experience on working in a nursing home during the pandemic?

It is not a surprise that most respondents noted that it was particularly hard working in a nursing home during the pandemic. Nevertheless, the responses show that things are significantly better as things are “slowly” getting back to how they were before the pandemic.



“The nursing home had a 'rotten' time during the covid pandemic with massive outbreaks amongst staff and residents'. There were only three nurses, and the home appreciated the nurses who came in from the 'bank' system. With the death of long-term residents, it felt like family loss.”



Residents

Do you feel safe against COVID-19 in the nursing home?

The majority of the 11 respondents felt safe, and only one resident said they did not feel safe.



“It's impossible to keep people free from COVID-19. But they do well (at the nursing home).”



Residents and family and friends

Has the home implemented any changes to make sure you/they are able to contact loved ones during the pandemic? Could anything have been done better?

Only one resident answered and said yes about changes implemented. Some of the other residents said, "I don't know". One respondent said that "information providing" could have been better in the home during the pandemic.

We also heard from eight family and friends and the majority noted that they were able to keep in contact with their loved ones throughout the pandemic. This was supported by the home through methods such as visiting pods, relevant PPE, outdoor partitions, and mobile devices. They also noted that they were kept up to date on the COVID-19 situation in the nursing home. One person mentioning they were notified once a week.

Staff

We asked staff if there have been any positive changes in how your nursing home communicates with and between different groups during the pandemic.

Of the seven respondents, the majority noted that positive changes have been implemented since the pandemic, with the addition of iPads, laptops and more interactive communication being introduced.

Changes implemented since COVID-19

Staff

We asked for their views on whether any positive changes were implemented in the nursing home during the pandemic.

Most respondents (six out of seven) answered yes, and it was noted that there is now more deep cleaning, and a greater understanding of the importance of personal protective equipment, as well as better relationships developed between staff and relatives.



"There is a stronger feeling of 'staff team'. Staff recruitment has been more challenging than before COVID-19."





“30% of the staff were furloughed and not all returned, especially the care assistant staff who found other jobs. There has been a much stronger focus on staff mental health and staff have been offered counselling post-COVID-19”.



The majority felt that there have been positive changes in how they use space within the home since the pandemic, with more staff rooms introduced and spaces for residents to test and self-isolate in specific rooms.

Raising concerns and issues

Residents, family, and friends

We wanted to know if they had any concerns about the service, would they know what to do.

Most residents and relatives answered yes to this question, and from the family/friends sample the respondents said they would speak to a nurse on duty or the nursing home manager if they had concerns.



“If I have concerns, I speak to the nurse in charge of the shift, or if my concerns are not addressed, I speak to the manager.”



We also asked if they had been happy with how the concern had been dealt with in the past.

Of the sample, seven residents responded to whether they were happy with how issues had been dealt with in the past. Responses were mixed, with four saying that they were happy, and three saying they were not. This differed to the response from the relatives' sample that showed most concerns raised had been dealt with appropriately and the majority felt kept informed of any concerns they may have for their loved one.

The family members also said they could easily contact the nursing home by phone, email or by speaking to a member of staff in person and that they receive a quick response.

Staff

How do they feel?

We asked staff about working in the nursing home.

Everyone we spoke with said that they enjoy working at the home and over half said that they would recommend the home to family or friends.



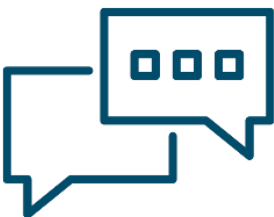
"I love the home. The residents, relatives and staff are fantastic people and I love to support them in various ways."



We received a mixed response when asking if there is anything the home could put in place to improve the working environment. Most respondents said no, and that they feel fully supported by their manager. However, one respondent suggested better pay.

We wanted to know whether the staff feel well informed about changes to services in the home.

Most respondents felt well informed and that they could provide their input through regular team meetings and direct communication with their manager. They also noted that they feel they are offered all relevant training with respondents noting that things have much improved since the pandemic.



Overall rating

We asked residents, family and friends of residents, and nursing home staff how they would rate the home out of 5 (with 5 being the best).

Residents: (3.7/5)



Friends and family: (4.4/5)



Nursing home staff: (4.6/5)



Acknowledgements

The Healthwatch North Yorkshire Enter and View team would like to thank the manager, staff, friends and families of residents, and residents for letting us access the nursing home, and for sharing their views with us. Thanks also to our dedicated volunteers who helped support this Enter and View visit.

Disclaimer

This report is not a representative portrayal of the experiences of all patients, relatives, and nursing home staff, but an account of what was observed on the day of the visit and shared with us by those who completed our survey. Note: Some of the residents we spoke with have cognitive impairment which can impact their ability to answer the questions.



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