

Langford View Care Centre

Enter and View Report



May 2023

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Acknowledgements

Healthwatch Oxfordshire would like to thank all the people we spoke to and heard from, and all staff at the Langford View Care Centre for their support and contribution to the Enter and View visit.

1. Visit details

1.1 Details of Visit

Service Address	Langford View Care Centre, Coach House Mews, Bicester, OX26 6EW
Service Provider	The Orders of St John Care Trust (OSJCT)
Date and Time	March 16th 2023, 11am to 3pm
Authorised Representatives	Amier Alagab, Tania Wickham
Contact details	01865 520520 Healthwatch Oxfordshire

1.2 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?

The Health and Social Care Act 2012 legislation allows Enter and View activity to be undertaken on premises where health and social care is publicly funded such as hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies. We visit:

- To gather the views of health and social care service users, families and carers'
- To report what we see and hear to improve the quality of health and care services.

More details about Enter and View visits can be found on our website:

www.healthwatchoxfordshire.co.uk/our-work/enter-and-view

2.1 Purpose of the visit

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

2.2 Strategic drivers

Healthwatch Oxfordshire commenced a programme of planned Enter and View visits to care homes in Oxfordshire to look at the quality of life of residents from a resident, carer, and relative point of view. The visit to Langford View Care Centre was part of this programme as a planned visit.

3. Summary of findings

Please note these findings represent a portrayal of what we observed and heard about the experiences of the service users and staff on the day that we visited:

- The care centre was very welcoming.
- We spoke to 18 members of staff, 5 residents and one family member on the visit day.
- The Langford View Care Centre is managed by a dedicated staff team whose aim is to deliver excellent person-centred care and who are working hard to make it possible.
- Residents had praise for the staff and valued the care and support they received.
- Residents and family members generally feel able to raise concerns with the staff team verbally about their loved one's treatment and care.
- Before entering staff asked us to wash hands and wear a face mask (optional), check our body temperature and sign a visitor's book.
- The external main signage was not clear and small in size. There was no welcome sign at the reception.
- The certificates in the reception area were densely displayed, and as a result might not all be accessible to visitors.
- The care centre in general was very clean; the carpets, paint, kitchen, and the entrance area were tidy and clean.
- The garden had chairs and tables, all of which were in good repair.
- At the time of visit there was no dedicated activities coordinator in place at the care home. Staff on duty were conducting activities sessions for residents.
- Residents could be engaged in suggesting activities and gave ideas such as dog therapy and cooking.

4. Recommendations

- Ensure notices and displays are resident and visitor focused and clearly accessible. This could include, for example, a 'Welcome' sign at reception and rationalising the certification on display.
 - Improve the main external signage on the building to help visitors and residents navigate easily.
 - A dedicated activity coordinator and programme could ensure that residents have regular opportunities to be more active.
 - Ensure programme activities are planned with resident's requirements.
 - Ensure that new staff have the necessary information about training opportunities to develop their career pathway.
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5. Service response to recommendations

Response received by email on 15th May 2023 from the Home Manager.

Thank you for your email and report, it was lovely to meet and welcome you both into my home. I have a few comments I would like to add regarding the report:

1. Small signage – we have cleared back the bush to make it more visible, and this was done straight away, the next day of your visit. At the corner of the entrance there is very clear signage to the home and the ECH site next door.
2. We have made a welcome board in the front reception. Picture attached.
3. Regarding the display of the certificates, again this is part of OSJCT policy to display in the front Entrance. As the main foyer has little space to hold certificates, they have to come into the reception area. Our families and visitors always comment on the home's achievement of the years.
4. We are actively recruiting, our activity coordinator resigned recently. There was clear evidence around the home if activities taken place and there are planners around the home, see as attached.
5. The home does have a PAT dog come to the home, sadly she had been away from the home due to ill health.

- Please consider from the recommendation regarding the training development pathway – OSJCT have a very clear carer pathway. There was evidence on the day of training taken place in which is displayed in the front entrance. Any career opportunities are advertised in the staff room, we offer all paid for QCF after 6 months for all employees.

Kind regards

Farida Ait-Tales

Home Manager

Langford View

Below are two pictures taken by the provider following the Enter and View visit as a response and an indication of improvement.



Welcome Signage



Annual Programme

6. Report: Visit to Langford View Care Centre 16th March 2023

Methodology

We follow Healthwatch England guidelines for Enter and View visits. The steps below summarise the process:

- **Plan:**
 - Appoint an Enter and View lead for the visit.
- **Communicate:**
 - Inform the provider of the visit, and relevant details including the purpose, date, time, estimation of how long it will take, how many people will be carrying out the visit, and the name of the lead person.
 - Prepare visit posters including the purpose of the visit, time and date, and dispatch these to the provider for display, so that people using the service are clear why the visit is taking place.

- Include information about how members of the public can contact Healthwatch Oxfordshire if they are not able to when the visit is taking place.
- **Prepare:**
 - Prepare resources such as surveys and questionnaires.
 - Identify any requirements for special support necessary to facilitate the visit such as access or security. This must be done before the visit, as you may be refused entry.
 - Meet with the service provider before the visit.
- **Report:**
 - On completion of the visit a draft report is shared with the service provider requesting comments on factual accuracy and responses to any recommendations within 20 working days.
- **Follow up:**

The final report is published on Healthwatch Oxfordshire website and shared with the Care Quality Commission (CQC) and service provider.

The visit took place from 11am to 3pm on 16th March 2023 with two trained Enter and View representatives, including one lay member.

During the visit, the team were able to spend time observing the daily work of the care home, noting the general environment such as cleanliness, comfort, and information displays, and to speak to residents, family members and staff.

Service background

The Langford View Care Centre, Bicester is one of 16 other care homes in Oxfordshire under the management of The Orders of St. John Care Trust (OSJCT). The home had 42 residents on the day of our visit in well-furnished and equipped rooms.

On the visit day there were 42 residents, 18 staff and 1 family member.

Before entering the care home, we were each required to wash hands, check our temperature, sign in and wear face mask (optional).

More details can be found at the link below:

<https://www.carehome.co.uk/carehome.cfm/searchazref/83005>

Medical support

The care home provides GP services on a regular visit. Nurses and assistants were looking after the residents, delivering medication, and other caring duties.

The families were updated about their loved ones with a regular care plan and were able to discuss the residents' plans on a three-monthly, six-monthly, or yearly basis, depending on agreement with the family.

Dentistry services are offered to residents on their routine appointments.

Activities

At the time we visited Langford View Care Centre, there was not a dedicated activity co-ordinator in place. We were told the management is in the process of recruiting a staff member who will be responsible for activities and for driving the care centre's van to help on outside trips.

We saw one of the admin staff offering music and dance activities and helping to engage residents in the main hall.

Residents are free to take part as they choose, and no one felt forced to engage. Langford View Care Centre aims to encourage and support residents to be able to continue to engage with the activities they enjoyed before returning to their rooms for reading, watching TV etc.

Mealtimes

During the visit, we observed lunchtime in the dining room. Residents engaged with each other in a social environment. There were good facilities available and support from staff who provided food for residents.

Overall, the dining room was very clean, well organised, the tables were laid ready before residents' arrival time with all requirements.

Residents sat in groups around the tables, staff served food to residents in accordance with their meal plan and their menu choice on the day, and it was evident that all staff involved knew each resident's individual portion size and meal preferences.

We noticed most of the residents were having their lunch in the dining room, all eating independently.

We saw a variety of meals, pudding, jellies, ice cream, fruit juice, fortified milk, milk shake, tea, coffee, biscuits, crisps. There is a juice machine at the nurse unit available 24/7 for hydration.



Juice for residents at the nursing unit

Resident movement and safety

The care home is split into different zones, based on support needs, and separate areas are secured with control locks. We were told that safety checks are carried out on residents who are identified as being at risk and that risk assessments are reviewed by the GP.

Complaints and communication

The manager runs a regular meeting with staff, and daily chat with residents. She told us her 'door is open' for people to come and speak with her.

Residents we spoke to said they felt able to air their views and any concerns they had verbally to any staff member or the manager, and not familiar with any complain procedure.

The environment

The care home operates a busy schedule, the environment from entrance to reception reflects how the staff deal with visitors and residents.

The main entrance is controlled by reception staff and well secured.

The atmosphere of the home was extremely busy, and the lounge was very clean with comfortable seats. Staff were welcoming and staff resident interactions were friendly.

Different sizes of sitting rooms, well designed and decorated to be dementia friendly and for residents' privacy, were available on the ground floor and first floor as well. The large sitting room upstairs has a magic table – games/ iPad and memory lane-corner of the lounge for quiet reflection.



Memory lane-corner & the gaming device.

The hairdresser unit offers services twice a week offered by a professional and dedicated hairdresser.

We saw a busy and well-organised laundry in action.

The garden was very clean and well maintained with chairs and a BBQ area; residents enjoy a summer monthly BBQ organised by the care home management.



The garden

Information on display

The main building has information displayed at reception and in the unit waiting area, and staff room.

The care home had a huge range of information on display, within waiting areas, reception, and residents' sitting rooms at different locations which could not be accessible, and resident focused.



Resident information board main unit

At the entrance hall, there was a range of useful information on display. We saw a Care Quality Commissions (CQC) report, activities board, dementia board, thank you (staff recognition wall), a review score of 9.7 certificate by carehome.co.uk and information about zero tolerance.



Certificates including the CQC

We did not see information displayed on the complaints process. A 'suggestions box' for residents or family members was not provided, and there was no indication of how comments and suggestions could be made or responded to.

We saw smaller rooms that could be used by residents during relatives visits. These were very quiet, clean, and well-equipped. Also, facilities had been designed for residents with dementia in mind.



Dementia board



Activities board

Residents feedback

We spoke to five residents on the day of the visit.

When asked how they felt about living at Langford View Care centre residents informed us that they were happy about the service and enjoying the home life and that they had made new friends and company.

Feedback about staff was positive. . . Residents told us that staff were 'always chatting' with them and communicating in a very friendly way.

Residents told us the best things were having people around, getting good care and having their needs met. We heard that they '*feel lucky*', and that it was '*like being on holiday*'.

Residents told us they were happy about the way that medication was handled, with care and on time.

When we asked residents to tell us the best thing about Langford View Care Centre, residents told us they enjoyed the company with other people and the support given during personal care.

Residents were happy with the food, and the gathering at the dining room, they mentioned the food was good and that was available in good quantity. The menu plan was always discussed during the care plan meetings, and no suggestions for change were made.

We heard from some residents who did not really like to participate in group activities but were happy with their own company.

When asked about how they would make a complaint or suggestion, residents told us they would speak to the staff or manager, give feedback at residents' meetings, or tell their relatives. Not all residents were clear about how to give feedback.

We were told by a resident about how well they felt staff looked after them, and that all their needs were met.

Residents appreciated the hairdressing service, which is available with a permanent professional staff at the centre.

We heard from a resident that they used to go to Bicester on their own.

When we asked residents about anything they would like to change, they told us that they would love to do some cooking and have dog therapy.

Relatives feedback

The one relative we spoke to on the day of the visit was happy with the care provided to their loved one. They told us they felt safe, and the care centre was fantastic, and well maintained. They were always welcomed and feel as part of the family.

They said the care centre involved them in the quarterly care plan meeting and any further meeting related to their loved ones, and always updated them about the care services.

We heard there are no restrictions now for visiting their loved ones, but they still think care should be taken to achieve better infection control and that wearing of face masks inside the care centre should be considered.

Staff Feedback

We received feedback and comments from eighteen staff on the day, representing a cross section of roles within the care home.

Staff we spoke to were positive about their work in the care home and especially valued the residents, family members' interactions and care.

The management received praise in creating and supporting a learning environment and providing good induction training.

One staff mentioned that there are no barriers to training. They noted they would like to learn more about dementia.

In general, all staff said they had the basic required training to support them in their role. One staff member told us they may need to do level 5 management training in the coming future.

We heard from staff that there is good working environment with everyone regardless of what job role, and working together in unity and harmony is the best thing in their job.

Staff praised the management team and the flexible shifts.

Many new staff joined recently. We heard from them how happy they are, and they love the interaction with every resident, and making sure that they have done their job to the best of their ability.

We heard that staff are supportive of each other and always work as a team.

Staff told us that the present management are open to suggestion and feedback. Staff commented that they felt listened to and able to make suggestions on the care centre. They felt that their concerns would be taken seriously.

We heard from staff that families are always made to feel welcome and are involved in the assessment and care plan and are updated about any further assessment and/or hospital visit.

Staff told us family members talk to them freely about their loved ones and get updates about care and general conditions of residents.

Residents and individual needs

We asked staff how they meet the residents' needs. Staff seemed aware of the principles of person-centered care including individuals' care plans, offering choice and help to residents to achieve their aims. We were told they encourage residents to take part in any activity they wish to do e.g. cooking, walking, social activities at the lounge. They noted that if residents do not want to join group activities, they will find something alternative they would like to do. Dietary requirements are identified to the chef and are documented in the resident care plan.

What are the challenges staff raised?

We asked staff to tell us about any frustrations or challenges with their work. Comments included the challenge of staff recruitment and behaviour issues of some residents who suffer from dementia, where staff sometimes feel at risk when managing the situation.

Some commented on constraints on budgets, we heard this impacted on ability to provide quality services and meet individual residents' needs.

What suggestions did staff make?

Staff suggestions included

- E-Care will need to be implemented to save time, currently all care plans are hand-written.

- To recruit a new activity co-ordinator who is focused on ensuring the life of residents is happy and fulfilled and making use of the care centre minibus on trips out to the beach and pub meals.
- More materials needed for residents to have such as colouring books and arts pencils.



Healthwatch Oxfordshire - our friendly staff are here for you to help answer questions or give you information on health and care services in Oxfordshire. If you need more information or advice, call us on **01865 520520** from 9am-4 pm Monday to Friday.

To find out more about Healthwatch Oxfordshire please see **www.healthwatchoxfordshire.co.uk**

If you would like a paper copy of this report or would like it in a different format or language, please get in touch with us:



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