

Enter & View Visit Report

Arden Grange Nursing and
Care Home

Ditton Priors

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About Healthwatch Shropshire

Healthwatch Shropshire is the independent health and social care champion for local people.

We work to ensure your voice counts when it comes to shaping and improving services. We address inequalities in health and social care, to help make sure everyone gets the services they need. We are a charity.

What is Enter & View

Healthwatch Shropshire gathers information on people's experiences of health and social care services and there are times when it is appropriate for Healthwatch Shropshire to see and hear for ourselves how services are being provided.

These visits are called 'Enter and View', and can be 'announced', 'unannounced' or 'semi-announced'. For 'semi-announced' visits the service provider is told we will visit but not the date or time of the visit.

The responsibility to carry out Enter and View visits was given to Healthwatch in the **Health and Social Care Act 2012**.



Enter and View visits are carried out by a team of specially trained and DBS checked volunteers called Authorised Representatives. They make observations, collect people's views and opinions anonymously and produce a report.

Enter & View visits are not inspections and always have a 'purpose'.

Details of the visit

Two Healthwatch authorised representatives visited Arden Grange Nursing Care Home, Derrington Road, Ditton Priors, WV16 6SQ on Thursday 15th February 2024. The visit was announced meaning that the home knew that we would visit on that day.

The purpose of our visit was to speak to the Manager, staff, residents and visitors to see how the service was being delivered, make observations of the home environment and see how people's choice, independence, dignity and privacy were being promoted.

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 experience of all service users and staff, only an account of what was observed and contributed at the time.

What we did

Before our visit we asked the Manager to issue an invitation to resident's relatives and friends to meet us on the day, or to make written comments and observations. Upon arrival we were greeted at reception by the Manager. We met with the Owner, had a tour of the home and spoke to residents, visitors and staff.

What people told us

The Manager

We were told that the Home currently has 40 residents with a total capacity of 45. It is divided into two main sections. One offers mainly residential care. The other is for those with greater nursing and support needs. This section includes a recent extension with 10 ensuite rooms.

The Manager has been in post for a year. She worked at the home for a few years prior to her present appointment. The Covid epidemic was described as having had a very significant effect on the home and for a while it also relied on agency staff. Now, however, there is a full establishment of permanent staff, both day and night.

Mandatory staff training is delivered in house, or on-line. All staff have been trained in dementia care.



“It’s a lovely home. Lovely staff.
Really caring.”



We were told that the home is committed to person centred care. Residents can choose what time they get up, where they eat their meals and where they wish to spend their day. There are no restrictions on visiting for family and friends, which is encouraged. There are quarterly meetings with all residents (family and visitors are also welcome) to hear their views and identify their needs. There is a “You asked, We did” board to show the Home’s response to matters raised.

The Home is well supported by the local GPs. The practice makes a weekly visit and advice is also available by phone, when requested. Access to dentists was said to be limited and no on-site treatment can be organised. Nevertheless, at the time of our visit one resident was awaiting a lift to a dental appointment. A community health nurse supports residents when needed. A chiropodist visits every 6-8 weeks. Staff change hearing aid batteries, and the GP makes referrals to the audiology service, if required. Opticians visit the home.



The Owner

We were told that Arden Grange was the first of six homes within his Group. He bought it 20 years ago when it was already a well-established residential care home. Regular meetings of the Group's managers enabled the sharing of good practice and discussion of new ideas. He visits each home at least once a week.

The residents

We spoke to ten residents during our visit. We asked them about the care provided by Arden Grange, their views on the food offered, their opinion of the staff and the activities that are available.

All of them praised the staff. They usually saw the same staff and felt that their needs were being well met.

- "They're lovely people, very helpful".
- "All very good, I'm right impressed".



All of them said that friends and family could visit freely.

The food was praised for its choice and its suitability.

- "It's good. There's a choice. I have what I like. And you can change your mind too".

Participation in activities was high. Exercise classes, painting, music and games were valued. Many examples of resident's work were displayed around the home.

The outdoor space was also valued by residents.

All the residents felt that they had a way of making complaints, or to ask for assistance. The manager was trusted to respond.

- "I'd go to (the manager). She's excellent. She'd sort it straight away".
- "I've never had anything to complain about, but (the manager) would listen if I did".

Overall residents felt safe and cared for. The staff were highly valued.

- "I would say it is excellent. Very caring".

- “It’s good. They (the staff) are a delight”.
- “I’m content with everything and get on with everyone. They look after me well here. I’ve got no worries”.

One resident who had come back from hospital stay spoke of his great relief at “getting back home”.



“You couldn’t find a better place”.



The staff

We spoke to seven staff during our visit. They all spoke very positively about their roles and were extremely appreciative of their manager.

- “I like working here. I have good support and supervision”.

Training was seen as being plentiful and appropriate. They were all upbeat, enthusiastic and clearly valued their relationships with the residents.

- “I just love it here. I’d miss everyone if I didn’t come”.



Those who had been working at the home for some time spoke of the significant recent improvements in staffing and leadership.

- “It’s got a lot better now. I wouldn’t come if I didn’t like it”
- “It’s a lovely home. Lovely staff, really caring”.

There was good support from outside agencies. The GP practice, End of Life Care Team, Dietician and Speech and Language therapy were praised. Acute illness support, however, was seen less favourably. A community health nurse helps with wound care when requested.



It's a great home. My goodness we really do care".



The visitors

We spoke to one visitor who was very pleased about the care being provided for their parent.

- "The care is lovely. I was worried, but they've been lovely. It's not posh to look at, but the care is brilliant. That's what you want".

Other responses

We received one response by email. This was from a relative of a resident who praised the quality of care offered and the patience of the staff.

- "If I was to score Arden Grange out of 10 I would definitely, without a shadow of doubt, give Arden 10 out of 10 each time".

We also received a telephone call from a relative of one of the residents telling us that the staff always keep the family involved and give their relative choices:

- "I am happy with the care my relative is receiving at Arden Grange. Although her condition is deteriorating her care continues to be good. When she first came to Arden Grange she had bed sores but now they are almost all gone. Her physical health is much better, and she is much perkier. She is happy and content and upbeat. She is full of smiles."

What we saw

The home is clearly signposted from the road. Parking was possible in the car park. Space, however, was limited and the surface was very uneven with potholes. The entrance/reception is clearly indicated. Some of the building's exterior needs attention. Inside large colourful signs, bright cheerful displays, plants and homely touches all create a welcoming feel.

Bedrooms have different coloured doors, along with photographs and resident's preferred names. Toilets and bathrooms have red doors and clear signs. Handrails and bathroom fittings are not clearly colour contrasted.

Everywhere was tidy and clean, although the older part of the building is a little dated. The number of bathroom/toilet facilities is limited.

Menus, activity programmes and fire evacuation plans were prominently displayed. Security pad locks protected the front door and corridors. The outside areas were enclosed by fencing with views over surrounding the countryside. Mid-morning refreshments included hot drinks, cake and fruit.

The quality of staff/resident interaction was excellent. Those needing help were supported in an unobtrusive but friendly and supportive manner. There were many examples of residents being supported with reading, eating, personal care and emotional support.

The use of hoists was discreet and respectful. Staff were enthusiastic, warm and authentic. This was reflected by the happy, appreciative and valuing responses from residents. Residents were seen as individuals and personal knowledge and empathy were evident.



"She's just out of hospital. She's not so good. I need to go and sit with her now".



Key findings

- Arden Grange has an authentic, supportive and positive atmosphere.
- Residents feel safe, cared for and greatly appreciate the work of the staff.
- Staff value the leadership and support of the Manager.
- There is a marked contrast between the accommodation provision in the older and newer parts of the home.
- The car park is in a poor state of repair.

Recommendations

Following our visit, we recommend that the provider:

- Celebrate the success it has achieved in creating a home that is so valued by its residents and visitors
- Continue to invest in the car park and maintenance of the building's exterior.
- Consider upgrading the older part of the building to the standard of the newer part.

Provider Response

Arden Grange management were asked to provide a response to our report but we received no reply .



healthwatch

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