

**Enter and**

**View: Ashton**

**Court:**



## Contents

Enter and View: Ashton Court: .....	1
About us .....	3
Care Home Details: .....	3
Disclaimer: .....	3
What is Enter and View?.....	3
Methodology: .....	4
Details of Visit: .....	4
Observations: .....	4
Introductions and Entrance: .....	4
Gardens and External Areas:.....	4
Meal times: .....	5
Residents Rooms:.....	5
Communal Areas:.....	5
Staff: .....	6
Survey Responses:.....	6
Resident's Survey:.....	6
Staff Survey: .....	14
Executive Summary and Recommendations: .....	16
Responses .....	17
Acknowledgments .....	17
Appendix: .....	17
Appendix 1 - External Staff Survey:.....	17
Appendix 2 - Visitors/Friends and Family Survey: .....	19

## About us

Healthwatch Rotherham:

We are the independent champion for people who use health and social care services in Rotherham. We are here to make sure that those running services put people at the heart of care.

Our sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf. We focus on ensuring that peoples' worries and concerns about current services are addressed and work to get services right for the future.

## Care Home Details:

Address	Ashton Court Care Home, 62 Blyth Road, Maltby, Rotherham, S66 7LF
Service Provider	Mauricare Limited
Date and time of Visit	Friday 24 <sup>th</sup> March 2023 - 10am-2pm
Type of Visit	Announced
Representatives	Alison North Eldho Rajan (Healthwatch Service Manager)
Latest CQC rating (January 2021)	Requires Improvement

**Care Home Manager:** Zoe Shaw

Ashton Court can have up to 24 residents at one time. The care home offers a combination of residential and respite care. There are currently 17 long stay residents and 2 respite patients staying here (Total: 19).

## Disclaimer:

Please note that this report related to findings observed on the date listed above. Our report relates to this specific visit to this service and is not representative of the experiences of all service users and staff, only an account of what was observed and contributed at the time. This report is written by Healthwatch Rotherham using the information gathered by the Enter and View Authorised Representatives named above who carried out the visit on behalf of Healthwatch Rotherham.

## What is Enter and View?

Local Healthwatch have powers of entry, and providers have a duty to allow entry, if local Healthwatch operate under the principles of the legislation set out below:

- To go into health and social care premises to hear and see how people experience the service
- To collect the views of people at the point of service delivery
- To collect the views of carers and relatives of service users
- To observe the nature and quality of services
- To collate evidence-based feedback

- To report to providers, regulators, Local Authority and NHS commissioners and quality assurers, the public, Healthwatch England and any other relevant partners
- To develop insights and recommendations across multiple visits to inform strategic decision making at local and national levels.

## Methodology:

This 'Enter and View' visit was announced to the care home 14 days in advance. We contacted them initially via e-mail discussing the purpose of our visit including the details of our visit, the time and date. We then followed this up with a telephone call 7 days before the visit as we had not had an e-mail acknowledgement. We spoke to the care home and they were aware of our upcoming visit on Friday 24<sup>th</sup> March.

## Details of Visit:

### Observations:

#### Introductions and Entrance:

We were welcomed by the Ashton Court care home manager, Zoe Shaw. The entrance to the building was secure, and it took around 5 minutes to gain access to the building. There is shelter over the outside entrance whilst you are waiting, and call points to alert reception you are waiting. There were 4 steps up to the building, and then there is a choice of further steps or a ramp. There was a side gate that did not have any steps up to the door at all, but this was locked. There was no option on our visit to contact the care home for this gate to be opened.

The reception area was clean, however it was noted that the space was slightly dull with not much decoration. There was an information board with staff names and pictures, as well as a sign in book for visitors. There was also a table with an Easter raffle for visitors.

There was hand gel and PPE available upon entering, and we were briefed on fire exits, health and safety and patient information before beginning our tour of the care home.

Upon beginning our tour, we found there was a lack of signs and boards highlighting where to go and what each room was. For first time visitors to the care home, it was not easy to find your way around.

The care home is made up of three floors, with 10 bedrooms on the ground floor, 9 on the middle floor and 5 on the top floor. There is a lift that goes up to all floors.

#### Gardens and External Areas:

The garden is easily accessible for residents. There is no lift directly to the garden; however the staff members assist the residents in accessing the garden via wheelchair. We were informed that the residents can access the garden at any time they wish.

There is a substantially sized garden at the front of the care home with a patio and garden benches to sit on.

Outside, the fencing looked old and in need of repair in parts.

### **Meal times:**

We observed a typical meal time in the care home dining room. Residents are typically given 30 minutes for meal times. There is a set menu each week with 2 choices of meal. There was no picture board with images of the food available on the menu. Typically a resident would wait 5-10 minutes for their meal, with the food being fresh and hot when it is delivered. The food is served on plates with cutlery, and the food is cooked fresh and on-site. Residents are offered a drink with their meal and can ask for more if they require it. The atmosphere in the dining hall was calm, with the majority of residents choosing to eat in the dining room. For those who are unable to eat in the dining area, they are allowed to eat in their bedrooms.

The dining area was clean, accessible and had a pleasant smell.

### **Residents Rooms:**

The resident's rooms were clean, bright and homely. Residents are able to look outside a window from their bedroom, however in one resident's room; there was lots of old furniture outside the window, so it was not the most pleasant view. There are wheelchairs in rooms for residents that need one, and each room has a call buzzer which alerts a member of staff if residents require assistance.

Residents were allowed to decorate their bedrooms with personal items, and each room had photographs of the residents on the door so they knew which one was their room. Some of the bedrooms also had a keyworker's name on the wardrobe, who took responsibility for ensuring the resident had enough clothes and toiletries.

Not all the bedrooms had en-suite toilets and shower facilities, some of these were communal.

### **Communal Areas:**

The communal areas in Ashton Court were clean and accessible to residents. It was noted that both the lounge and dining area were tired in decoration and cluttered, with the dining area containing multiple lever-arch files.

The corridors, whilst narrow, had hand rails on to help residents move around the care home. The corridor on the ground floor had a list of key staff for each specific area of the care home (infection control, falls etc.). There was also an area in the corridor with information about falls, risk and pressure sores. One of the corridors also had a mural window at the end of it, which was pleasant to look at.

There were comfortable chairs in the lounge area for residents to sit on, as well as two televisions. The lounge was next to the dining area meaning the walking distance between the two was short. Both the dining room and living room had large bay windows, making the space light and bright.

Many of the doors in the communal areas had padlocks on them at shoulder height which were staff only areas. Other areas were locked using a key code that only staff members could access.

In the activity area, the activity board was empty, along with the staff on duty board. The weekly menu is displayed on the wall in the activity area.

The shared toilets are well signposted, and all toilets have raised roller seats. The communal toilet area was not clean, with water on the floors.

## Staff:

The staff members were all smiling, friendly, smartly dressed and happy to engage with us on our visit. Staff members were observed regularly using hand gel, aprons and gloves. It was noted that not everyone was adhering to infection control procedures (wearing nail varnish, rings, watches etc.).

On a dayshift, there is always 1 senior carer and 3 carers on duty. On a nightshift, there is 1 senior carer and 2 carers.

Other professionals visit the care home regularly including district nurses, hairdressers, chiropodists and dentists. During our visit, the district health nurse was visiting the residents. They were polite and friendly to both us and the residents. We observed external staff members to be following infection control procedures and regularly using hand gel/washing hands.

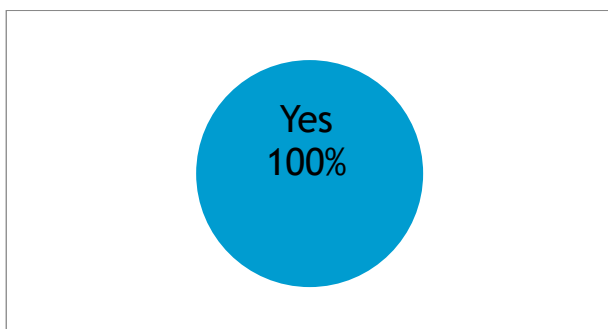
## Survey Responses:

As well as conducting our own observations, we completed some surveys whilst we visited the care home with both residents and staff. We did this to get true and honest feedback from people who know the care home best. We will use this data combined with our own observations to form a summary and any recommendations.

We were on-hand to assist anyone who needed help completing the survey or understanding the questions. During our visit at the care home, we spoke to 6 residents and assisted them in completing our resident's survey.

### Resident's Survey:

#### 1. Are you happy with the care and support you receive?

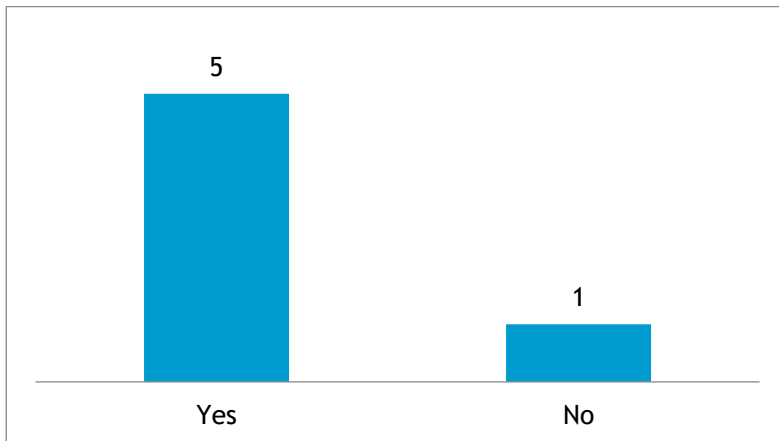


"I really like it here"

"Staff members are friendly. They laugh and talk with us"

"It is lonely here"

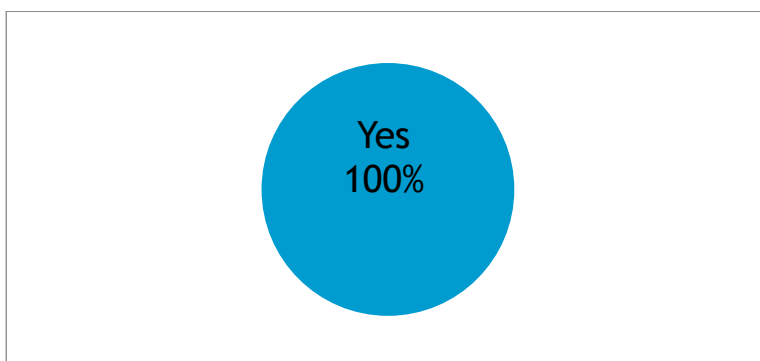
2. Do you feel safe and secure in your environment?



“There is someone available always”

“A resident came to my room and broke things. I rang the buzzer”

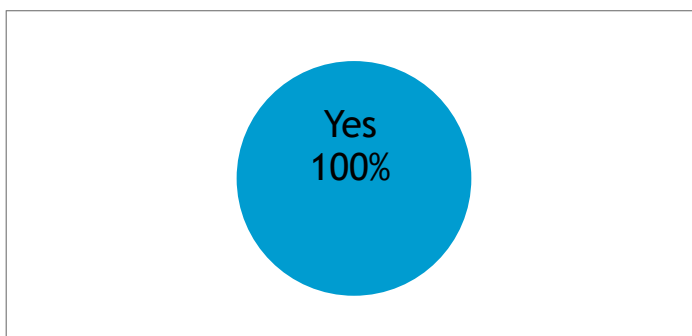
3. Are you able to make your room look and feel like your own? (e.g. personal items)



“I have photos, I am happy here”

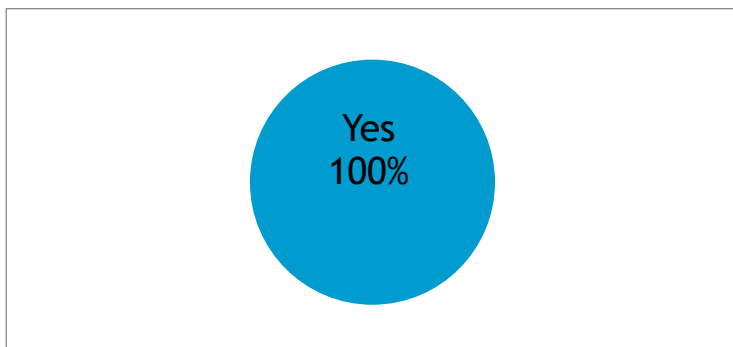
“Pictures, wardrobes, chest of drawers - all brought from my home”

4. Does your room feel fresh and clean?



“It is cleaned every day”

**5. Do you like the food and drink that you receive?**

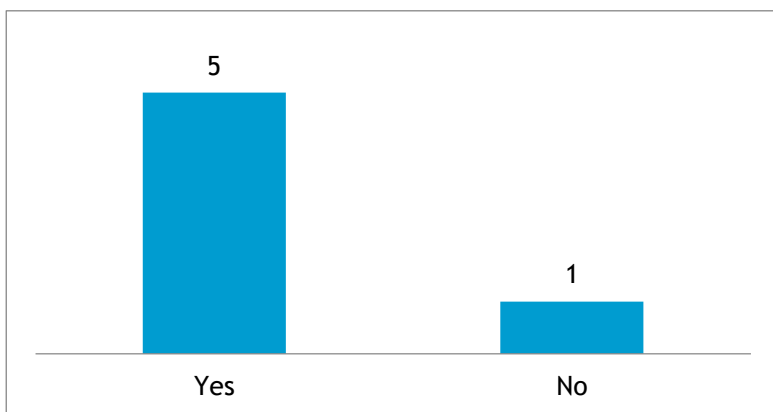


“Yes. Corned beef is my favourite”

“I like fish and chips”

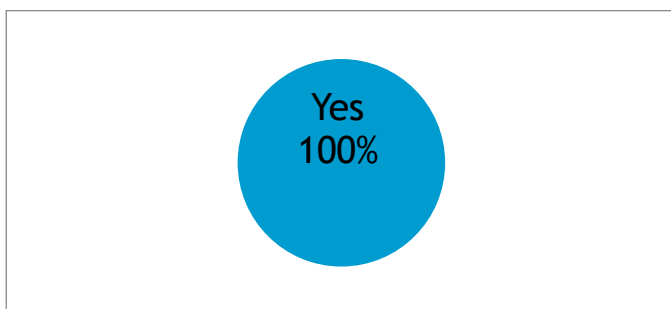
“I like the food, but there could be more variety of vegetables and meat”

**6. Do you feel there is enough variety of food and drink?**



“No choice each day”

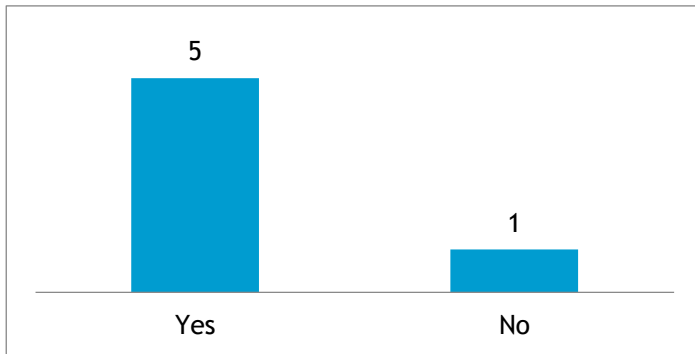
**7. Can family bring food and drinks for you to have if you prefer?**



“Family brings sweets and biscuits”

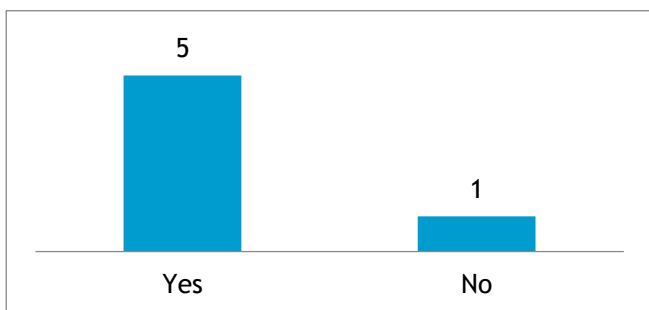


8. If you have any special dietary requirements, are they supported?



“Yes, I am diabetic”

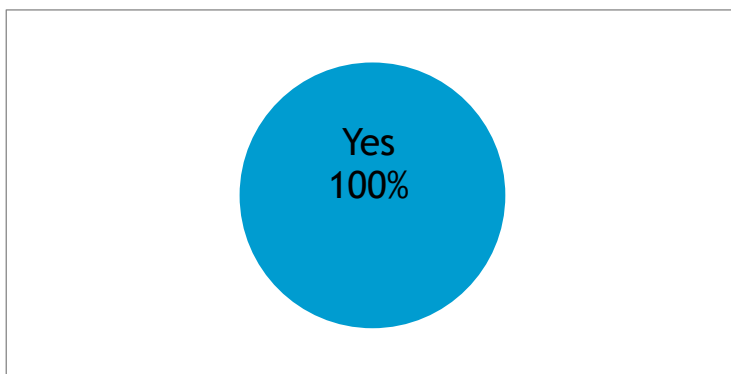
9. Are you able to have extra drinks and snacks when you want them?



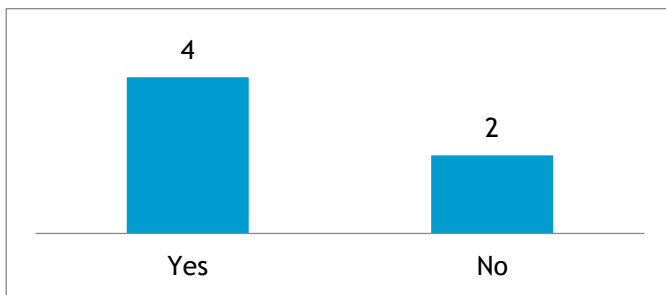
“Staff bring them at set times”

“I have juice in a bottle, staff keep it filled”

10. Can you choose to have your meals in any of the following? (Dining Room, own room, other communal room)



**11. Do you feel you have been getting all the information you need about any changes that happen, or are, taking place in your care home. If you do, how you receive this information?**

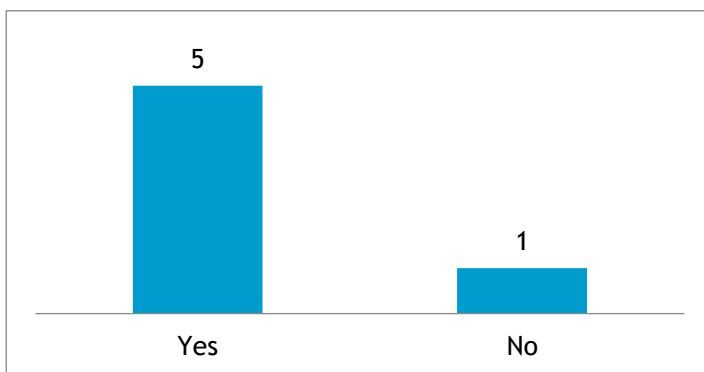


“I ask them, but they do not tell me stuff”

“They don’t update us on everything. I or my family need to ask them specifically”

“The staff members talk to me. They tell me when they are going on annual leave”

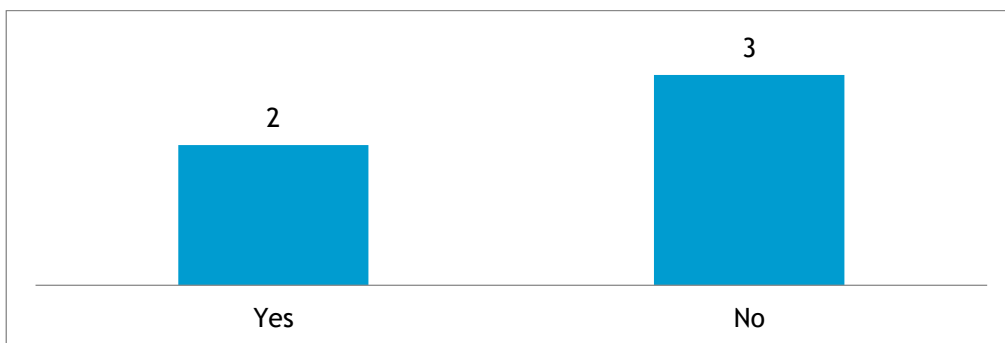
**12. Have you been able to spend time with other residents over the past few months in the same way that you used to? (Pre-pandemic). If yes, how has this been for you?**



“The activities are solitary. There are not many group activities”

“I sit in my room for most of the time. There are not many activities inside my room”

**13. Do you feel there have been enough activities and things for you to do (Singalongs, Board Games, Arts and Crafts, Exercise classes, hairdressing, bingo)**



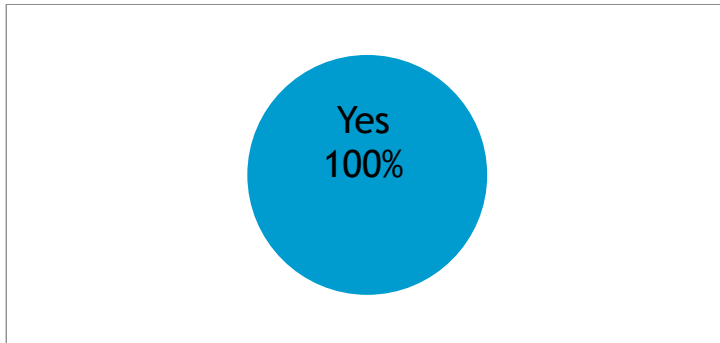
“I don’t think there are lots of activities”

“Some activities are in the lounge, but I don’t go there”

“I don’t do many things. I am inside most of the time”

“I feel the activities are okay”

**14. Have you been able to go outside into any of your care home’s outdoor spaces over the past few months?**

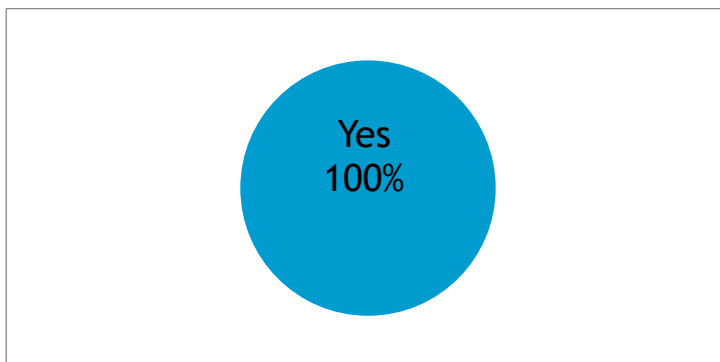


“When it is warmer”

“On sunny days”

“Yes, in summer”

**15. If yes, have these spaces felt pleasant enough for you to enjoy?**

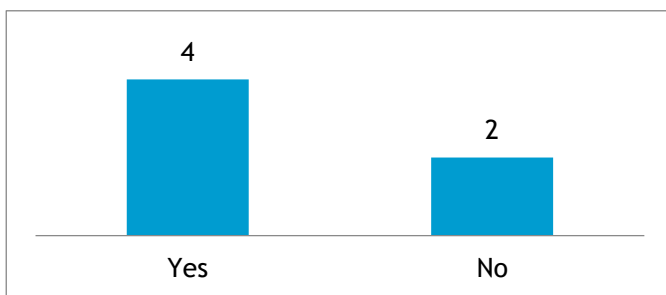


“It is lovely and big. I sit on the patio”

“I like to go outside”

“There are places to sit with family”

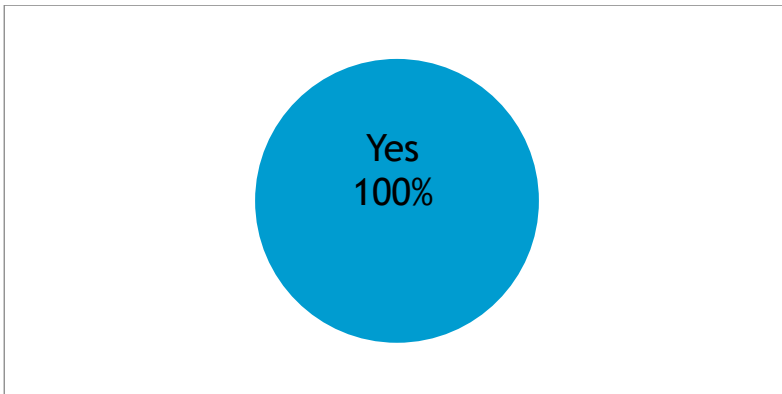
**16. Over the past few months, have your spiritual/religious needs been met within your care home?**



“Church people come to meet me here every 2 weeks”

“I pray myself. I am not asked about going to church. I like to go to church”

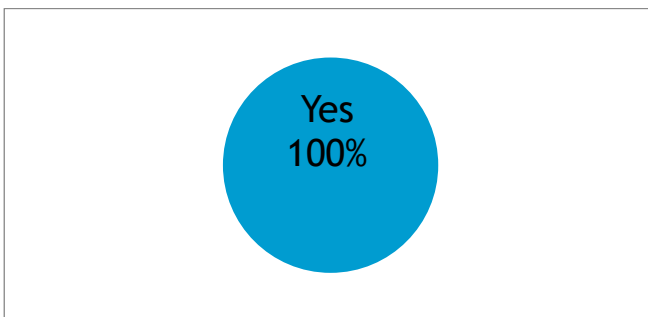
**17. Can friends and family easily travel to visit you now the pandemic is over?**



“Visit each week”

“Daughter visits every week”

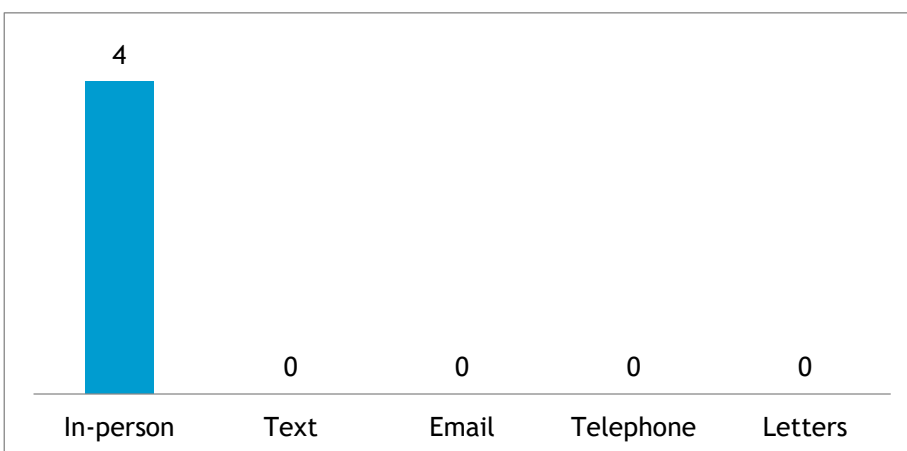
**18. Have you been able to keep in contact with family members and/or friends?**



“When they come to meet us - I can’t use the phone”

“No phone to ring them”

**19. How have you been keeping in touch?**

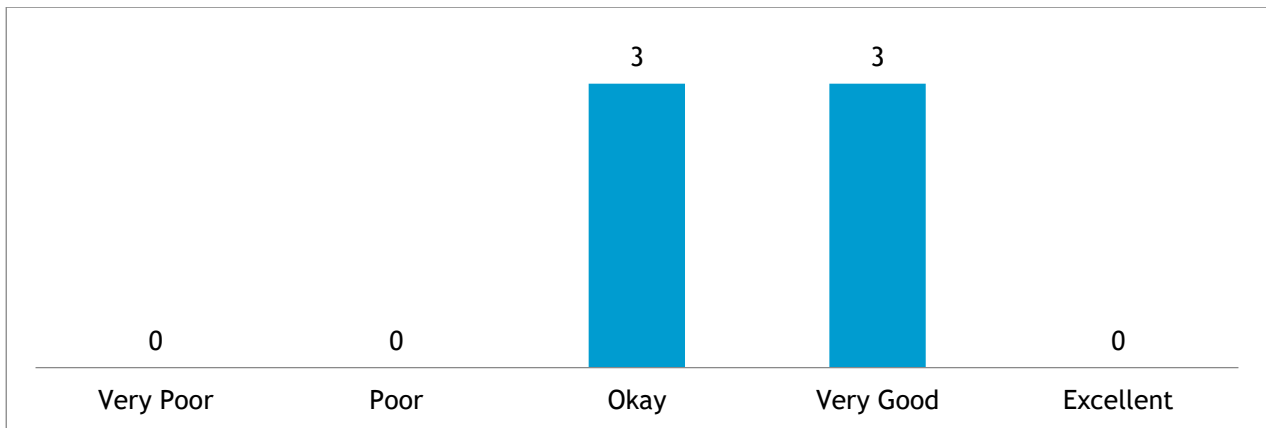


“We can’t talk on the phone”

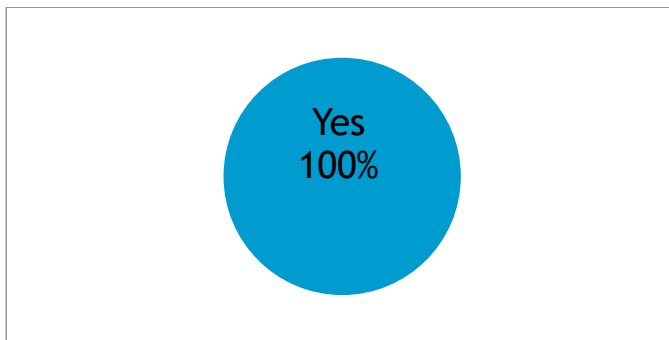
“Visit weekly”

“Visiting was not there during Covid. I was able to use the telephone during this time”

20. Overall, how has this been for you on a scale of 1-5? (1 being very poor and 5 being excellent)



21. Do you feel like you are being treated with dignity and respect by the staff in your care home?



“The staff members here are good”

“They are good. They are caring”

22. During the last few months, how have you found medical care and support?

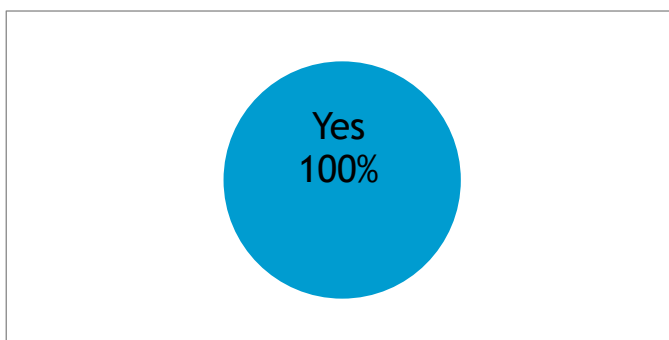
“GP comes here. I have not needed to see him”

“GP comes when I need”

“They come once a week, if we have specific reasons, they will visit sooner”

“District nurses change my dressings on my leg”

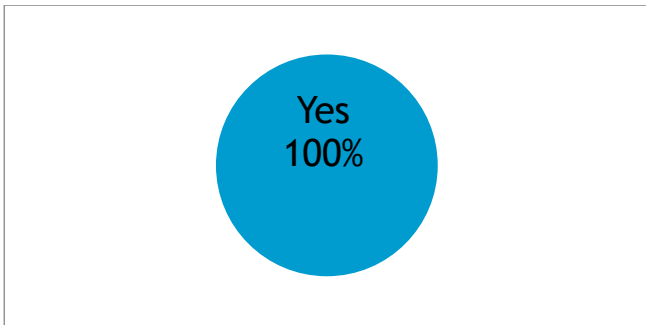
23. Have you been offered other health and wellbeing services such as podiatry and opticians?



“I would like to get washed more. I can’t remember when I last had a shower. Staff members are always busy”

“Hairdresser just cut hair, they do not set it. Opticians test our eyes here”

#### 24. Are you being offered these services currently?



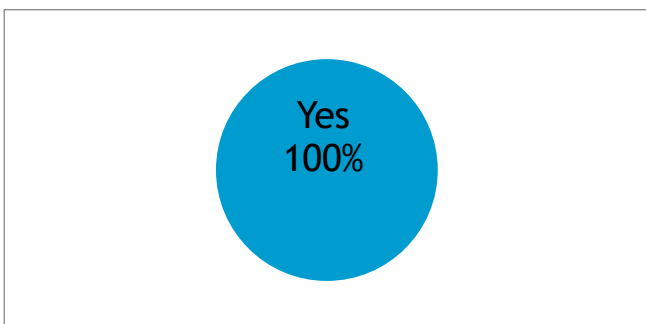
#### 25. Other comments or concerns:

- I like to shower more often. Lots of staff members have left and this is making others busy.
- We don't have enough tissues. I always have to ask for them. I would like them to provide before asking
- The stand aid they use is not suitable, I can't reach the handles
- The staff members here are brilliant, but they are busy, so are not able to spend more time with us
- The staff members here are very good, but they are busy. I wish there should be more staff, so they can spend more time with us
- There is a quick turnover of staff and it affects the continuity of care. They (staff here) are caring and good people

### Staff Survey:

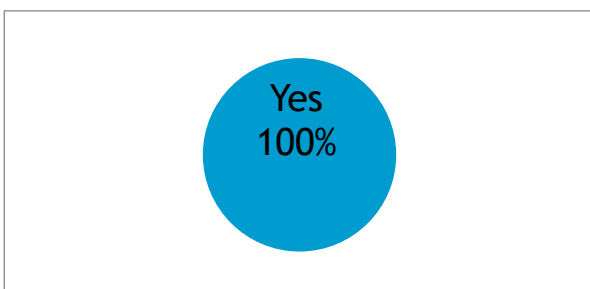
As well as residents, we also spoke to 5 staff members employed by the care home and asked them the below questions. All answers were anonymous.

#### 1. Do you feel you have enough time to deliver quality care?

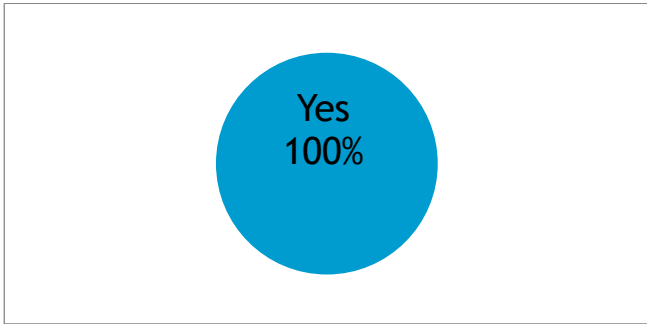


“I feel there is a staff shortage, and sometimes it is difficult to manage when some staff take annual leave without prior notice”.

#### 2. Do you feel you are supported enough with general care?

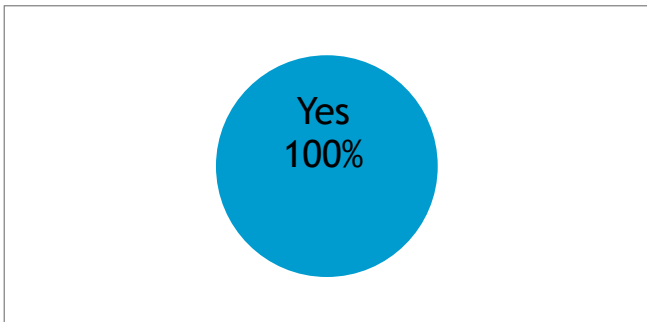


3. Do you feel you can raise an issue if you have any concerns?



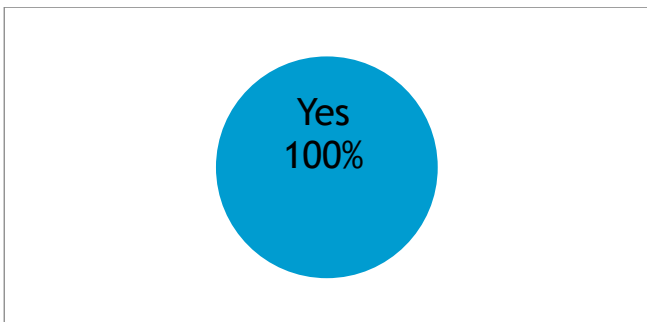
“The manager and deputy manager are very approachable”

4. Are you able to attend relevant training to keep you up to date with your role?



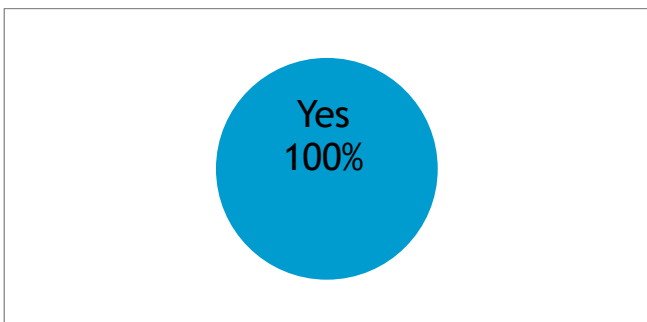
“Most of the training is still online”

5. Do you feel you are working in a positive environment?

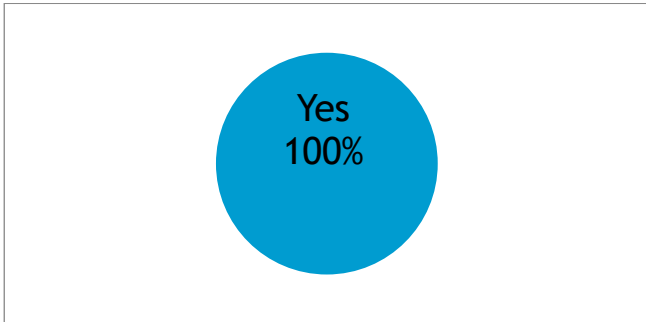


“Management are very quick to intervene with any problems”

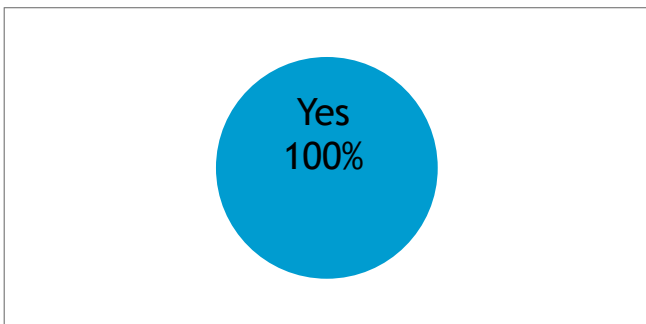
6. Are you supported with stress management/mental/physical health?



7. Do you feel you have the right equipment to support you to do your role?



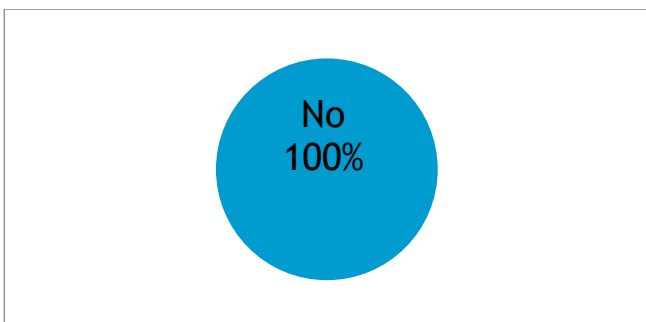
8. Do all the patients have care plans? If so, do you know what is in them?



“All the senior staff members are responsible for updating the care plans”.

“We have both paper and computerised care plans”

9. Do you have any concerns you would like to discuss with us?



We also spoke to one external staff member and 1 family member of a resident, who completed further surveys for us. The results of these surveys can be found in Appendix 1 and 2 at the bottom of this report.

## Executive Summary and Recommendations:

Overall, the residents are happy living at Ashton Court, and staff members enjoy working here. The care home is clean, bright and welcoming, with residents bedrooms made to feel homely. Meal times are relaxed, with a good choice of hot and cold food, snacks and refreshments. The garden is a stand out feature of the care home, with all residents stating they enjoy accessing and using this space in the warmer months. Through our observations, it was noted that areas of the care home are looking rundown and tired in terms of decorating, and would benefit from



more regular maintenance and better storage space, so files do not need to be kept in resident's communal areas. It is an old building, and this is clear to see.

After speaking with multiple residents and staff members, it is clear that the care home would benefit from additional staff. Due to staff shortages, residents feel they lack opportunities to take part in activities within the care home. This is particularly apparent for those confined to their bedrooms, as it seems activities that are run, are limited to the communal areas. Residents also struggle with communication between themselves and staff due to these shortages, relying on family members to update them. Residents would benefit from more time spent with staff, which is not possible currently due to staffing issues.

### **Recommendations:**

- More activities in-place for residents, ensuring those confined to their rooms do not miss out on chances to take part in activities and interact with others
- An increase in staff members to ensure activities can run, and residents feel well supported and have the opportunity to build relationships
- Better communication from staff to residents regarding care home updates, activities and information about their care - consider creating regular user and carer groups to share and gather information

## **Responses**

We e-mailed our findings and recommendations to the Care Home manager, requesting a response before publication.

Ashton Court responded with:

“Activities: Activities are planned from week to week, from games and arts and crafts, to leaving the building for cream tea.

All residents are offered to participate, however not every resident obliges. Some residents simply just like a 10 minute chat.

Staffing levels are completed and adhered to with the help of our dependency tool. All shifts are covered as necessary. All residents have a good relationship with all staff members, and have their own key worker should they need anything.

Family meetings are made available however they don't necessarily turn up to them. All issues are dealt with as matter of urgency and are always fed back to the person raising the issue”

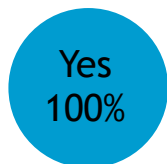
## **Acknowledgments**

Thank you to Ashton Court Care Home for being friendly, welcoming and showing us around the premises. Thank you to everyone who took the time to speak to us and complete our surveys.

## **Appendix:**

### **Appendix 1 - External Staff Survey:**

1. Do you feel you have enough time to deliver quality care?



“Always. I always have a team member with me at each visit”.

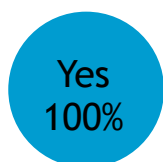
2. Do you feel you are supported enough with general care?



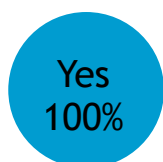
3. Do you feel you can raise an issue if you have any concerns?



4. Do you feel you are working in a positive environment?

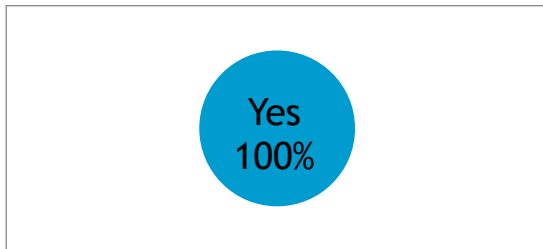


5. Are you supported with stress management/mental/physical health?

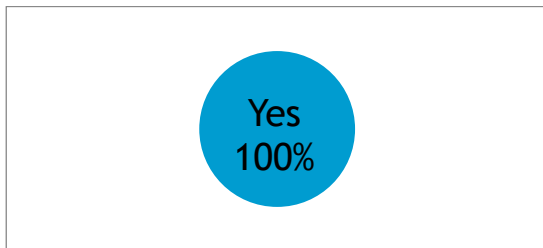


“Yes. Offered a hot drink and biscuit at each visit I do”

6. Do you feel you have the right equipment to support you to do your role?



7. Do all the patients have care plans? Do you know what is in them?

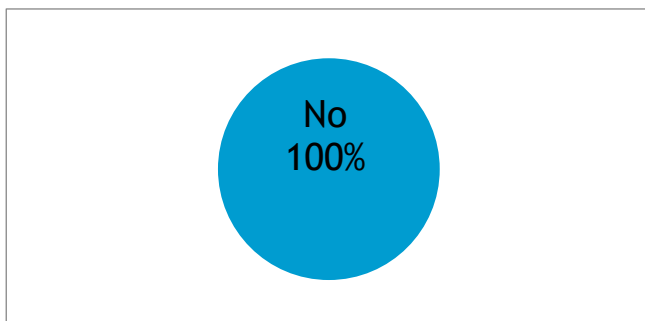


8. Do you have any concerns you would like to discuss with us?

“No”

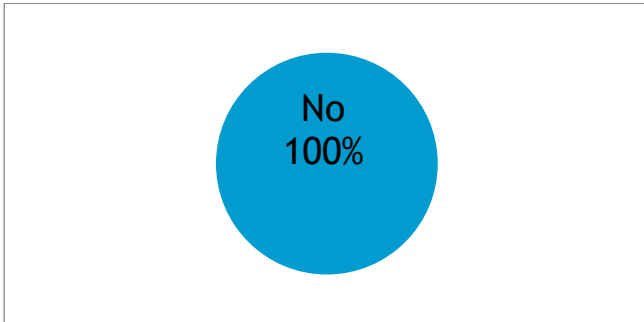
## Appendix 2 - Visitors/Friends and Family Survey:

1. Have you seen your relatives care plan? If so, how often do you discuss this with staff/make contributions on this?

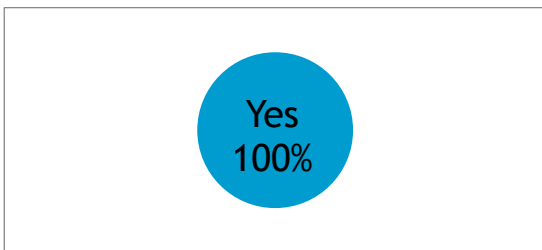


“We are not offered to read or access the care plan of our relative”

2. Do you have a carer's support group?



3. Do you know who to go to if you have any concerns?

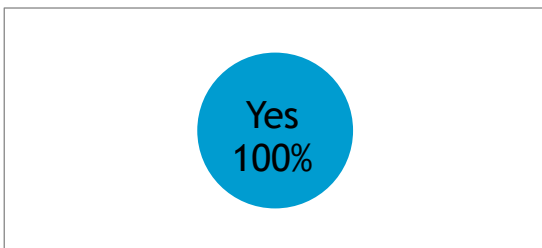


“The staff members are very approachable. We can talk to the care home manager if we have concerns”

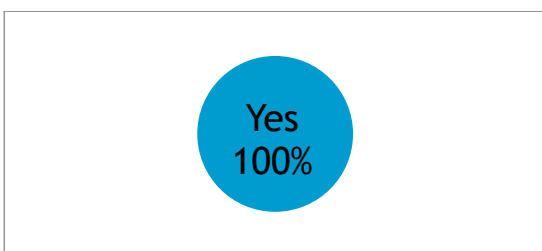
4. How often are you allowed access to your relative in the care home?

“There are no limitations on how often we can visit/speak to our relative”

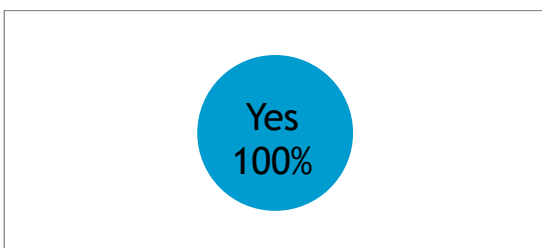
5. Do you get offered a drink/something to eat when you come to visit?



6. Is there a quiet room/space for you to go and see your relatives?



7. Do you have any concerns regarding the care home?



- “There is a lack of activities for the residents. They are not encouraged to participate in the activities”
- “We feel the residents stay in their room for a long time without activities. There is a staff shortage which is affecting the residents”
- “The activities are not taken directly to the resident’s room”