



**Enter and**

**View:**

**Athorpe Lodge**



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## 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	Off Falcon Way, Dinnington, Sheffield, South Yorkshire, S25 2NY
Service Provider	Athorpe Health Care Limited
Date and time of Visit	Thursday 9 <sup>th</sup> February 2023 - 9am-1:20pm
Type of Visit	Announced
Representatives	Mariah Panayiotou Alison North
Latest CQC rating (2020)	Good (all 5 areas of inspection)

Athorpe Lodge Care home is a 93 bed care home based in Dinnington, Sheffield.

Within the care home there are 4 units, Clarence, Buckingham, Balmoral and Hampton.

**Hampton Unit:** This unit can accommodate 30 service users and currently has 29 residents, and this is a residential/dementia unit.

**Buckingham Unit:** This unit can accommodate 17 users and currently has 12 permanent residents, and is an EMI nursing unit.

**Clarence Unit:** This unit can accommodate 17 users, and currently has 17 residents, and this unit is also a residential/dementia unit.

**Balmoral Unit:** This unit is a commissioned step-down rehabilitation unit for people discharged from hospital. It has 27 short stay commissioned beds and 2 permanent beds. There are currently 26 residents.

The only unit we chose not to speak with anyone on, or conduct an inspection in, is the Balmoral unit which is for short-stay patients who have come straight from hospital. This is because this is more of a hospital ward rather than a care home environment, although it is a part of the care home.

Kath Harrison (Care Home manager) uses a dependency tool to decide her staff ratio.

## 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 7 days in advance. We contacted them initially via e-mail discussing the purpose of our visit and attached a letter including the details of our visit, the time and date. We then followed this up with a telephone call 72 hours 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.

## Details of Visit:

### Observations:

#### Reception:

The care home is set in well-maintained grounds open with trees, grass, greenery and ample outdoor seating. There is no shelter outside reception to wait, however you are able to access the reception area immediately as this is unlocked.

The reception entrance is set on a long driveway. The reception itself is large, bright and clean, with a visitors coffee machine and water station which was free to use. The reception had a pleasant smell throughout. The reception room featured a seating area, information booklets on display including safeguarding leaflets and a PPE trolley with ample equipment including sanitiser, gloves and masks. It was explained to us that the use of PPE is not compulsory anymore, however it was available should we choose to use it. In addition to this, there were plenty of posters clearly displayed regarding sanitising within units, and ample hand gel dispensers displayed along corridor walls in all units.

The reception walls had floor maps of the care home, displaying that the care home has 2 floors including the ground floor, and all floors are identical in layout. The wall also displayed a flow chart with the names and titles of staff within the care home. We could not see any staff pictures displayed anywhere.

The reception desk was manned by a friendly receptionist who requested we sign in via a sheet of paper, offering us a mask as well as refreshments. We were then introduced to the care home manager, Kath Harrison. Kath was welcoming and friendly and gave us a full tour of the care home. Kath gave us a detailed explanation on health and safety procedures within the care home, and fire exit signs were clearly labelled and visible above doors.

#### Set-up/layout:

We then began our tour of the care home. As shown in the maps displayed at reception, the layout of the upstairs and downstairs are mirror images. Within the units, the corridors gave access to the dining room, living room/s, shower rooms/wet rooms/toilets/slucice/linen room, kitchen, lounge and bedrooms.

There are support rails along the corridor walls, should people need to use these. There are also 2 lifts as well as stairs to access the units, making it accessible to visitors as well as residents.

Although we had the care home manager taking us on a guided tour, we found the care home easy to access and navigate. The corridors are clean and nicely decorated, with bright artwork displayed on the walls. In addition to this, inspirational quotes and memory boxes are also displayed, giving units a homely feel. The memory boxes were displayed outside bedrooms to help residents find their own room. All bedroom doors were different colours too for this reason. The Hampton Unit did not have an activities board, wall displays or memory boxes. We were informed that the activities co-ordinator was on maternity leave, with work being undertaken on the unit also, which is why these elements were absent.

As noted, the Hampton Unit did have decorators in, but this did not cause any disruptions from our observations. The staff members were still able to maintain a peaceful, calm and quiet environment for residents.

The units were secured and locked at all times, with key codes on the entrances to all wards as well as staircases that only the staff could access/open.

## **Gardens:**

The care home had multiple garden spaces that residents could access from most of the rooms within the unit they were staying in. There are sufficient numbers of benches and garden furniture for residents and visitors to sit on. We were informed by the care home manager that in the warmer months, cushions are put on the benches to make them more comfortable.

There were planters within the garden, and we were told that flowers are planted and bloom in the spring months. The flooring is made of block paving, and is therefore stable with no pebbles or potential trip hazards or obstacles. The whole garden area feels clean, tidy, safe and secure.

When we visited, the doors that lead to the outside were locked for residents, but can be opened if residents request this. In the summer, these will be opened on a regular basis as the weather gets warmer. If residents are on an upper floor, they can access the outside areas via one of the two lifts available. When speaking to residents, we heard that staff members accompany the residents when they want to go outside, in order to support them if needed.

## **Staff:**

Through our observations, we found that staff members were polite, friendly and respectful. We deemed them to be efficient and professional when performing their job. They all spoke in a positive manner towards the residents.

Staff were wearing colour coded uniforms and were mostly (not all) bare below the elbow, adhering to infection control procedures. We noted that staff members were using the hand sanitiser stations that were dotted around the corridors of the care home. On our visit, there were many staff members visibly seen in the care home. The ratio of staff to residents is decided by the care home manager, using a dependency score. For example, there is a one to one carer for one resident, who is present at all times during their working hours.

As well as staff members who are employed by the care home, other professionals visit regularly. These include a chiropodist, a GP who attends weekly, a hairdresser and maintenance workers.

We could not make any observations on external NHS staff, including agency or district nurses, as there were none present at the time of our visit.

## **Meal times:**

There is a menu clearly displayed on the wall in the dining area. Residents are given a choice at the time of the meal what they would like to eat, rather than prior to the meal. The meal times are set meal times, with lunch taking place between 12:30pm-2:30pm. Residents can have as long as required to eat, and can come and go from the table as they please.

Residents have the choice of where they eat. We observed some eating in the dining room and other residents eating in their bedroom.

Residents can make their food choice using words as well as pictures to communicate their preferences. Staff members have good relationships with residents so get to know their food preferences, which can help with non-verbal residents. Lunch is a fixed menu with 2 options available to choose from; however breakfast and tea times have a selection. For example, breakfast includes a choice of toast, cereals as well as a cooked breakfast, and tea time consists of a choice of soups, sandwiches and cakes. In addition to this, residents are given a mid-morning cup of tea and choice of biscuits, with the same offering in the afternoon

Residents can also ask for food if they are hungry outside of allocated meal times, or if they would like refreshments such as a cup of tea or coffee.

Food is served on plates with a choice of cutlery. For residents who need assistance with eating, staff members are allocated to support and assist with feeding. The food is cooked fresh and on-site from the care home's kitchen. This is then put onto a serving trolley, where it is taken to each unit and is kept warm prior to serving to residents. We deemed the food to be warm when served to residents. In addition to meals, residents are offered both a cold and hot drink with their meal and are able to request additional food and drink if required.

During our observations and from resident feedback, we deemed there to be no distractions or disruptions during meal times. The atmosphere in the dining room is calm and peaceful. The care home tend to have protected meal times just for residents to minimise disruption, however families (particularly spouses) can arrange to have meals together on a regular basis if they request this, or visit to support with feeding. The care home also arranges a family Christmas meal where families come and sit with their relatives for a meal.

For residents with additional nutritional needs, meals are fortified in the kitchen (such as custard and drinks) and then sent to the appropriate unit.

## **Rooms:**

### **Bedrooms:**

We were then shown some of the resident's bedrooms by the care home manager. From our observations, we noted that the rooms were clean, homely and inviting. All rooms had windows for residents to look outside, and residents had personal possessions on display including photos and artwork.

Residents have a contact button available in their bedroom that they can press if they require urgent help and a staff member will attend to the issue. This is in easy reach of them. Depending on the resident's needs and the unit they are in, there are variations of bed to include hospital beds as well as regular beds. All rooms have en-suite facilities which consist of a toilet and a sink. There are shared wet-rooms.

### **Dining Room:**

The dining room was clean, with a pleasant smell, and easily accessible to all residents. The table and chairs were at an accessible and suitable height to match the resident's needs that we observed. It was not clear whether these could be adjusted should this be required.

### **Communal Area:**

The communal areas in each unit were clean and accessible with a pleasant smell. There are bookshelves and televisions available to residents in the living room/lounge areas. Residents also have access to their phones if they own one, and some of these are smartphones.

Residents in the Hampton Unit have the option of two lounges to sit in, with one being a busier lounge and the other marked as quiet, so residents can choose depending on how they are feeling. The other Units all had a living room. Another unit (not specified) has two living rooms but one had been turned into a therapy room, so there is just one living room. The other living rooms were spacious, light and homely for the residents who all looked comfortable being there. Some of them were engaging in colouring activities when we conducted our visit.

## Living Room:

The living room was clean, accessible and had a pleasant smell. As mentioned in the communal areas observation, residents have access to reading materials, televisions and their phones should they wish. There are small tables in the living room areas, allowing residents to play board games, complete jigsaws and crosswords.

Friends and family are welcome to visit whenever they wish, and can accompany their relative to the living room/communal areas to spend time with them.

## Staff Area:

The manager's office door was open when we visited the care home; however she does close the door as and when needed, and when she is not present. The office is secured from non-staff members due to the units requiring codes in order to access them. Family members can request to enter this area to speak to staff as and when needed.

## Survey Responses:

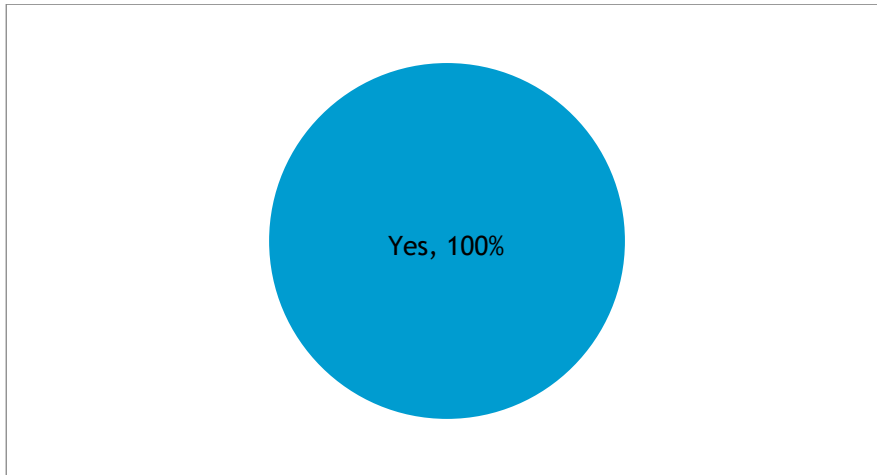
As well as conducting our own observations, we completed some surveys whilst we visited the care home with both residents and staff. We did this to get true and honest feedback from people who know the care home best. We will use this data combined with our own observations to form a summary and any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

We were on-hand to assist anyone who needed help completing the survey or understanding the questions. We spoke to 9 residents and received 9 responses, and the results are displayed below.



### Residents Survey:

Are you happy with the care and support you receive?



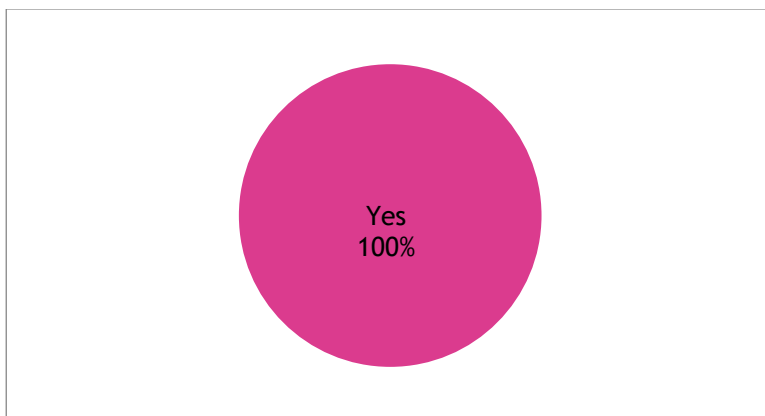
All residents we spoke to felt happy with the care and support that they receive at Athorpe Lodge.

**Comments:**

“Yes, fine. I get a choice to do what I want”

“Quite acceptable, they’re brilliant. I can’t fault them at all”

Do you feel safe and secure in your environment?

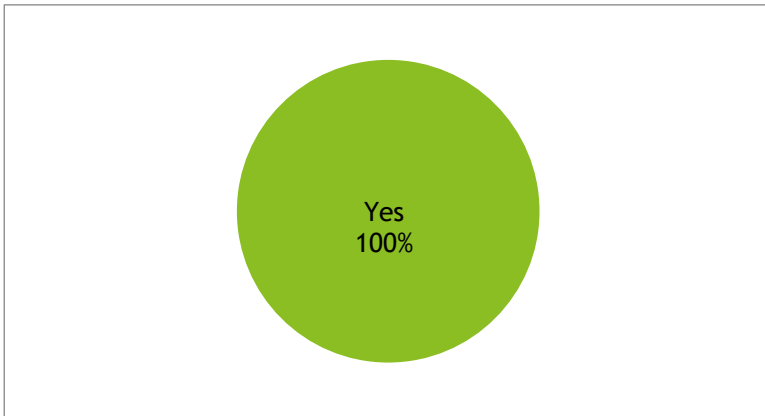


**Comments:**

“I could have a better bedroom. Everything is falling to pieces. When I open my wardrobe, there’s hardly any room to move”

“I feel safe, I was falling at home, now the staff help me”

Are you able to make your room look and feel like your own?

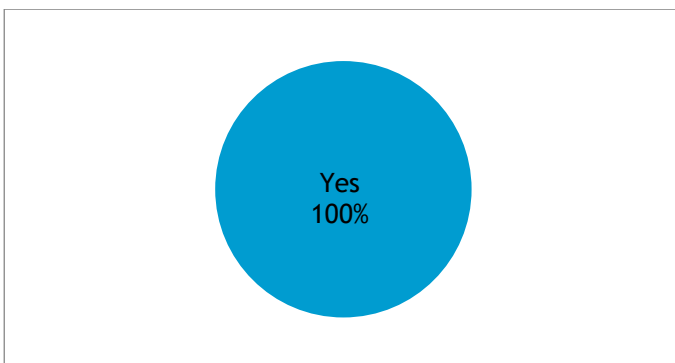


Comments:

“It would be better if the room was bigger for more of our stuff”

“Yes. I have photos, ornaments, my own clothes”

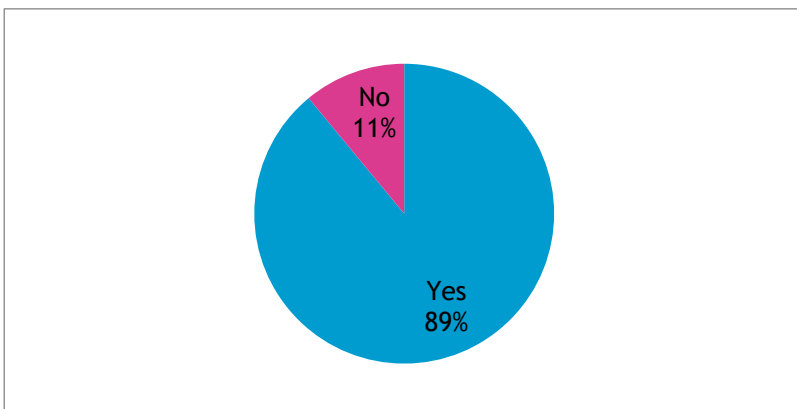
Does your own room feel fresh and clean?



“Yes. Clean room and daily cleaner”

“Yes, just like what you’d get at home”

Do you like the food and drink that you receive?



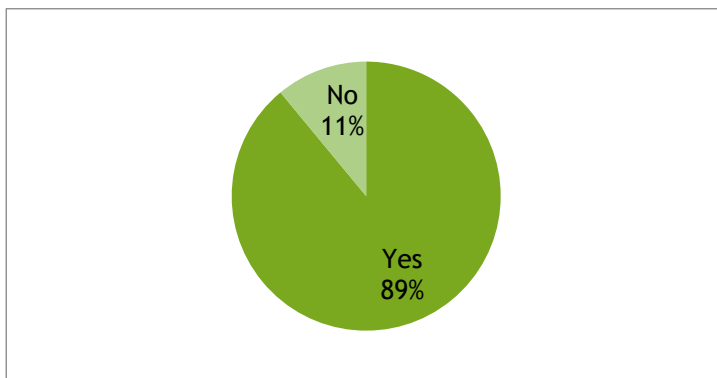
**Comments:**

“A lot of the time it's cold, they make it at the kitchen and then bring it here on a trolley that is meant to heat it up but it's never heated long enough. I went out at 12:30 and nothing was ready”

“Pretty good. If you fancy something they will make it, even if it's not planned. I have a poor appetite so they give me drinks”

“Yes. Like what you'd get at home”

**Do you feel there is enough food variety?**



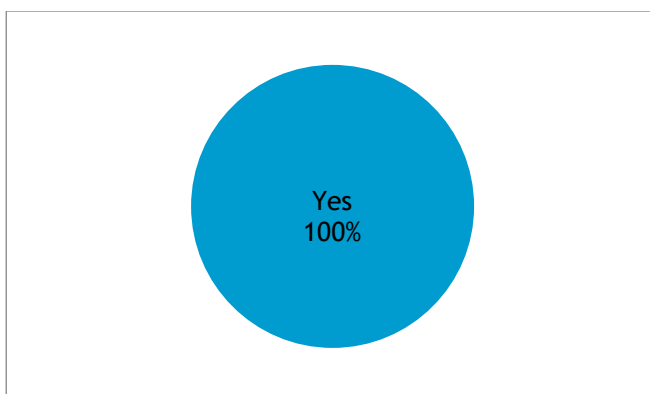
**Comments:**

“Change of food would be nice instead of mashed potatoes every day and sandwiches all afternoon”

“Yes, it is different every day. No real choice, you can ask for stuff but it's what's on. Don't know what it is before we go for it”

One respondent was gluten free and stated the care home were very good at providing alternative foods.

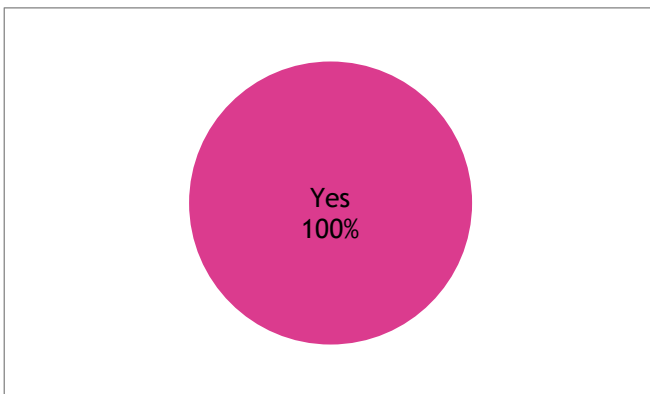
**Can family bring in food and drinks for you to have if you prefer?**



“Yes, my wife brings snacks. I've got crisps in my room”

“If you wanted to. I've got chocolate and orange juice brought to me”

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

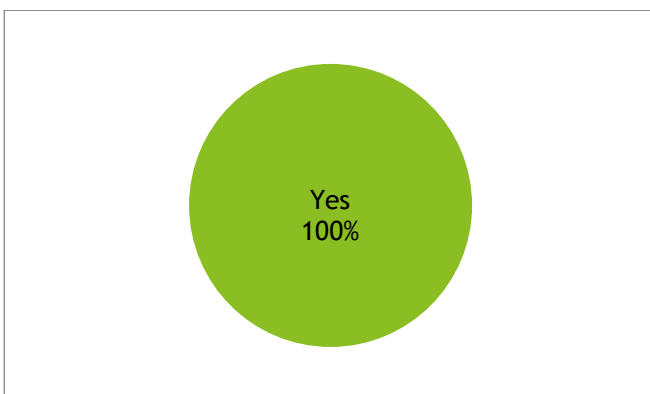


Comments:

“Drinks brought to us, we get enough. If you want a glass of water they will bring you one”

“I drink when I want. I can ask for it too. If I’m resting they tell me they’ve left me one”

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

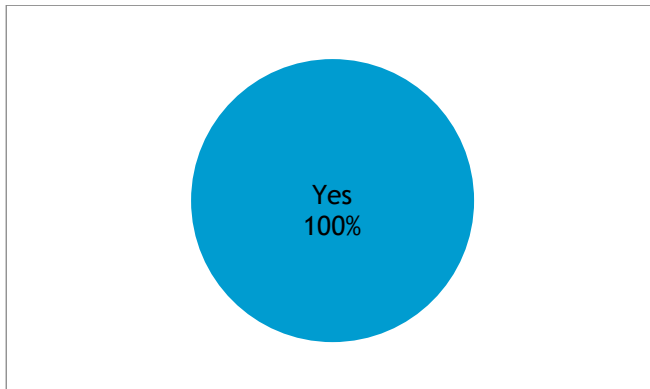


“Yes if you ask. Had toast in bed yesterday. Always have breakfast in bed, cooked”

“I have no desire to eat in any other room. Some people do. I just eat in the dining room”

“We eat wherever we want”

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 do you receive this information? E.g via staff



**Comments:**

“I think so, we don't get bad information. We ask if we want to know anything”

“They tell you well in advance what's going on”

“At carers meetings”

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

**Comments:**

“I sit in the lounge chatting with the other ladies. We all get on”

“I can sit with them and eat meals with them”

Do you feel there have been enough activities and things for you to do?

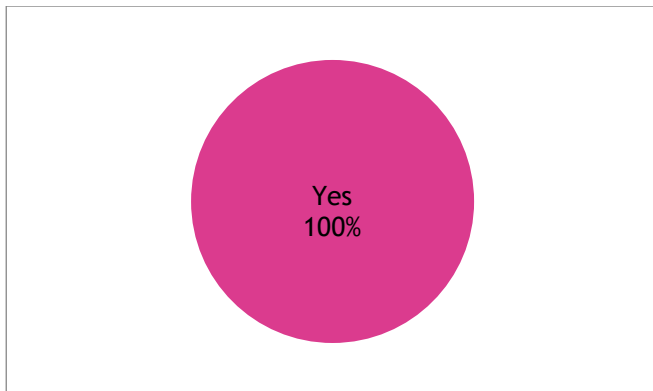
“There is a board in the corridor stating which activities are happening. There's bingo and board games. There's a hairdressing price list on the wall”

“The hairdresser is good but you have to book in advance. There used to be these things but the person who does it has been off”

“No, but it would be nice to have some exercise classes”

“We are waiting for a new activities coordinator. I think it would be nice to play snooker”

**Have you been able to go outside into any of your Care Home's outdoor spaces over the past few months?**



“If the weather is good, I sit in the garden with my wife, she brings my dog, and it’s great”

“With my son, we have a sit outside and have a coffee. I can go out but I have to tell someone so they can come with me”

“I like to walk outside in the warm weather”

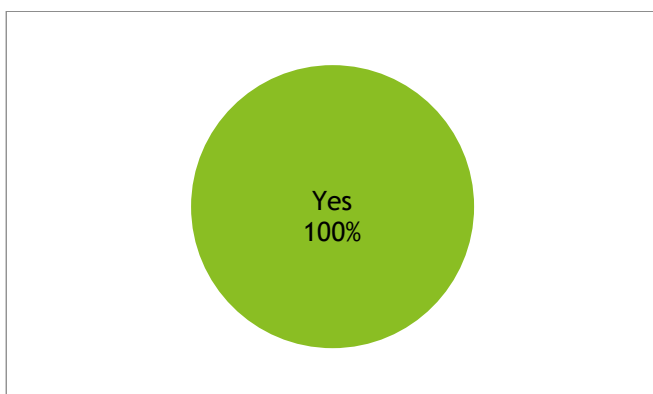
**Over the past few months have your spiritual/religious needs been met within your Care Home?**

“I used to go to church. I’ve seen a priest come here but not for a long time. I would like him to visit me”

“Vicar used to come, not seen them for ages. A Methodist Sunday school teacher used to come monthly. I would like them to come again for prayer and to sing hymns”

“I don’t go to Church but would be nice if I’m near one”

**Over the past few months have your cultural needs been met within your Care Home?**



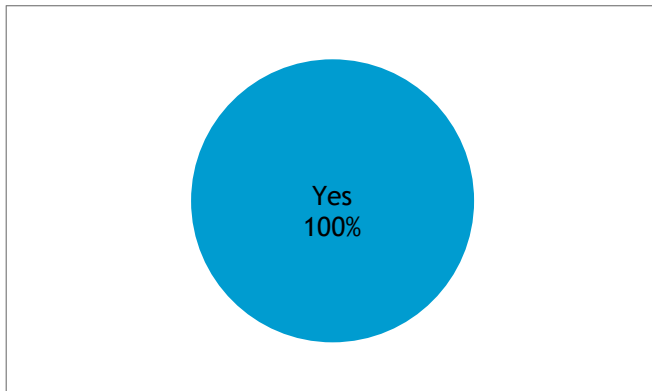
**Can friends and family easily travel to visit you now the pandemic is over?**

“My wife visits every few days and my son visits”

“My family visits a few times a month”

“My daughter visits every Monday and Saturday”

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



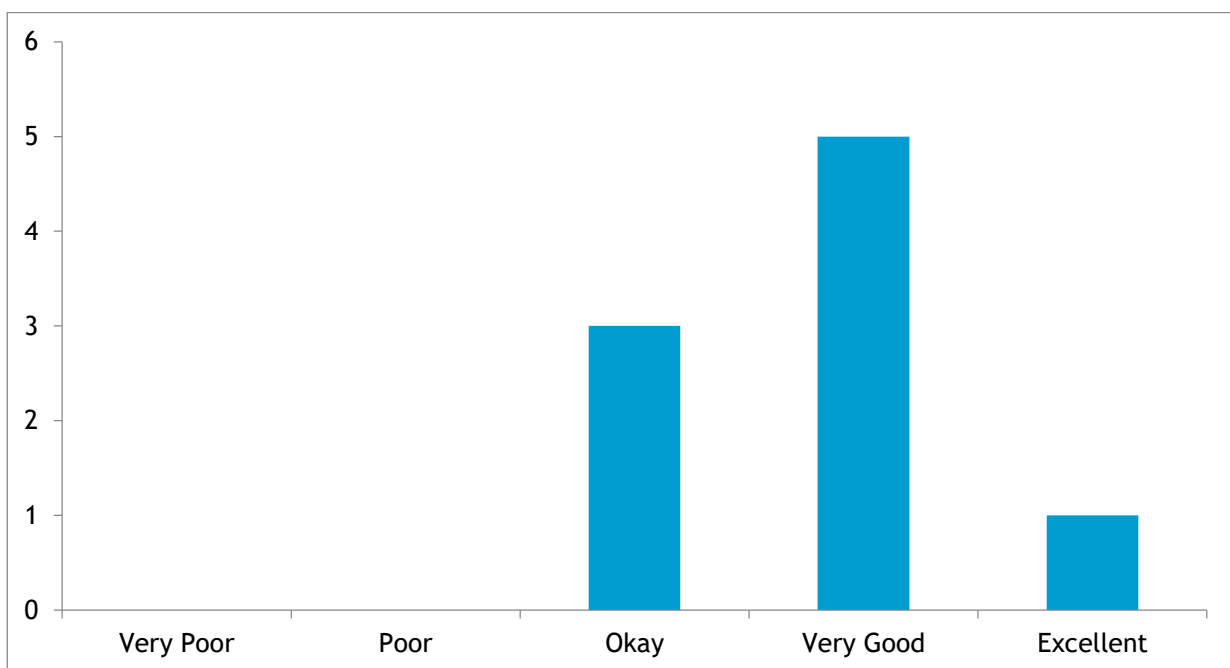
#### If yes, how have you been keeping in touch?

“I could phone them but my phone is broken, I would like another phone”

“Have a mobile in the bedroom and family phone. Family visit me in person. I'm not cut off”

“Yes, telephone and in person - I ask the carers to call for me”

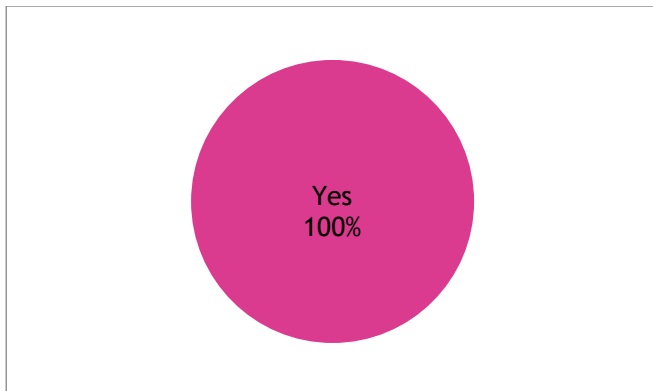
**Overall, how has this been for you? Please indicate from 1 to 5, with 1 being Very Poor and 5 being Excellent**



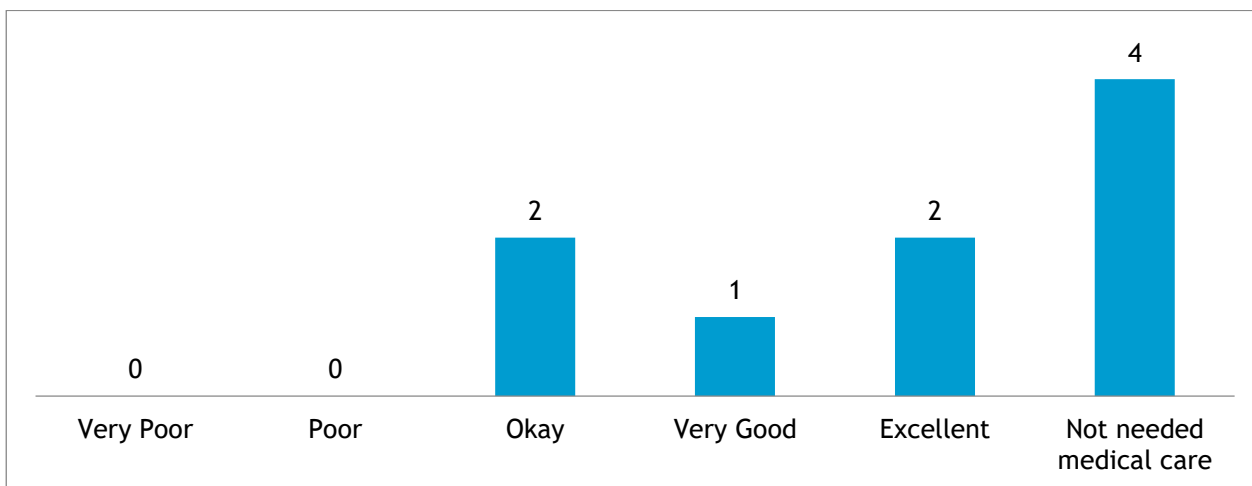
“To me, it’s excellent”

“Great place, not a lot to complain about”

**Do you feel like you are being treated with dignity and respect by the staff in your Care Home?**



**During the last few months how have you found medical care and support?**



“GP comes ever Tuesday and Friday”

“The support and everything has been excellent”

“You can get a Doctor straightaway, all you have to do is ask if you need it”

**What about other health and wellbeing services, such as Podiatry or Opticians? Have you ever been offered these in your Care Home?**

- Chiropodist
- Dentist
- Optician

**Is there anything you would change about your Care Home?**

Residents were overall really happy with Athorpe Lodge and could not think of anything they would change.

**Comments:**

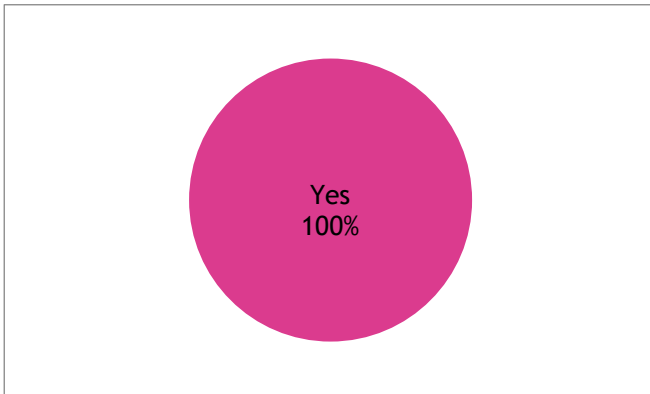
“I think I would want more time outside/outside activities”



### Staff Survey:

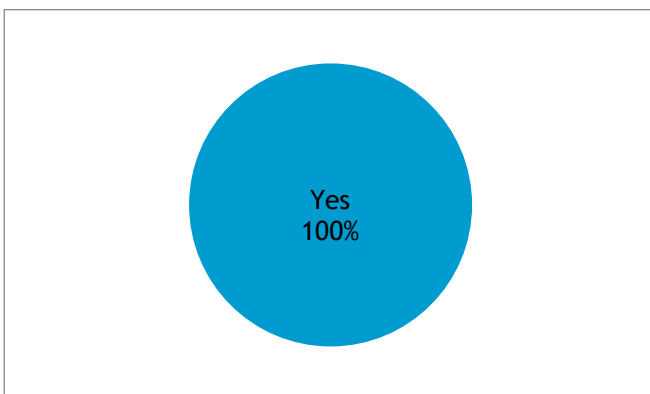
We then asked 5 staff members about how they found working at Athorpe Lodge.

**Do you feel you have enough time to deliver quality care?**



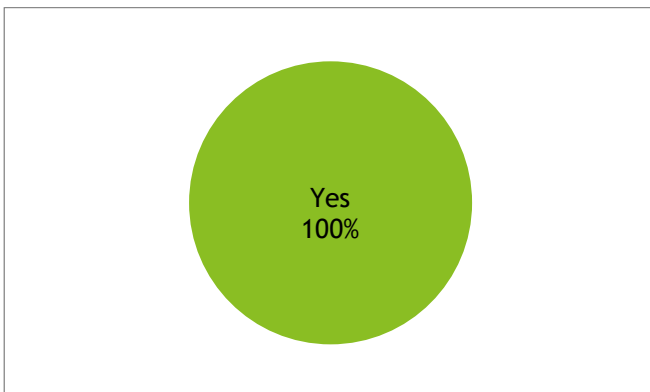
“With a good routine, we manage to do everything needed for a night shift”

**Do you feel you are supported enough with general care?**



“During our supervision we are supported”

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



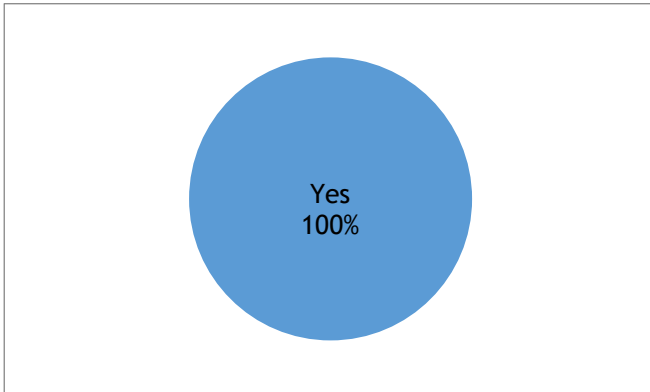
“Yes. I have worked here for over 25 years, I feel confident”

“Can go to senior management for help”

**Do you have a break? How regularly do you have these?**

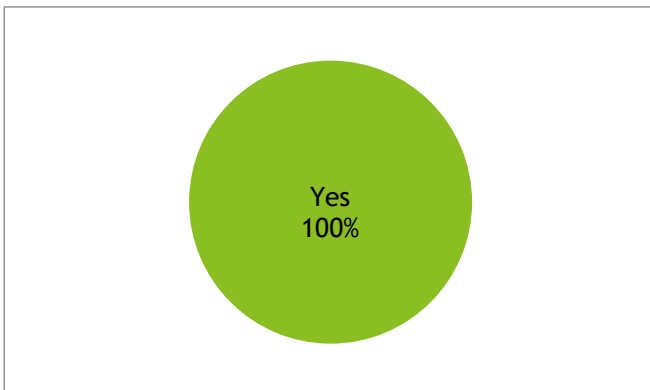
Yes. Three times a day. 30 minute lunch break and morning and afternoon short breaks.

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

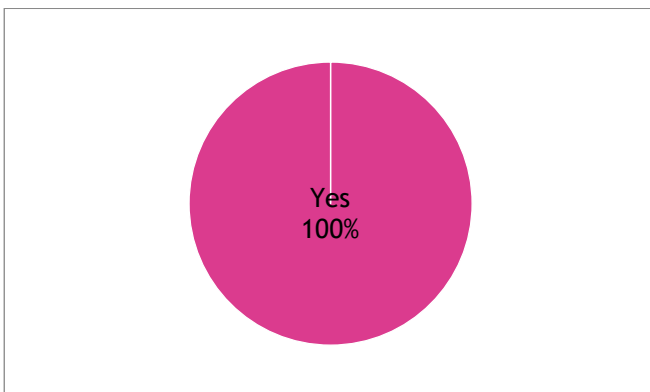


Yes. We get online training as well as in the care home. There are lots of opportunities for training, and we get paid to do training.

**Do you feel you are working in a positive environment?**

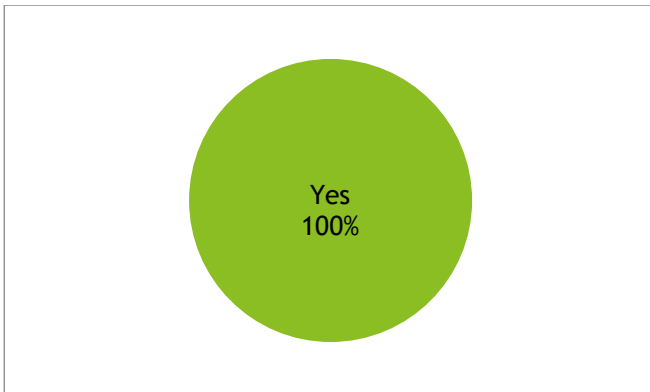


**Are you supported with stress management/mental/physical health?**



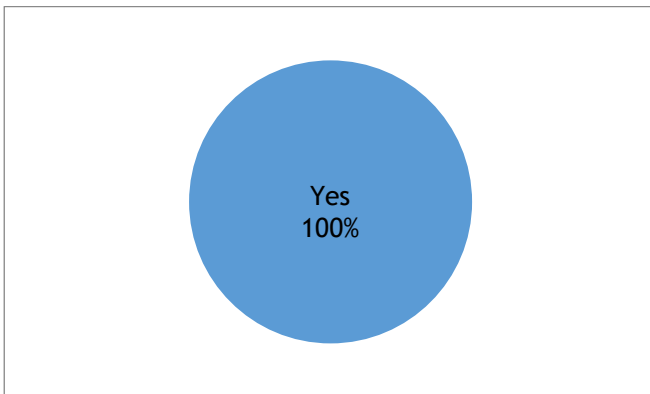
“I know if there is anything concerning me, I can turn to my manager for help or emotional support”.

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



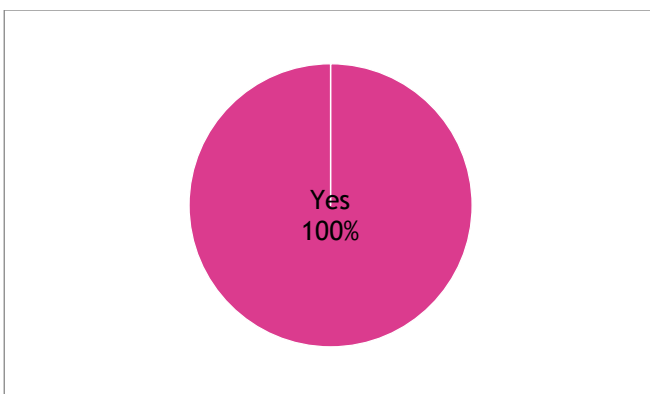
“The equipment is brilliant”

**Do all the patients have care plans; do you know what’s in them?**



“All care plans are in the office and staff can go and look at them if needed”.

**Are staff members able to call emergency services if needed?**



“You can call them via the unit manager. There is always a senior carer or unit manager on a unit at all times”

We also spoke to one external staff member, as well as 2 visitors, who all completed additional surveys for us (External Staff Survey and Friends and Family Survey). You can find these in Appendix 1&2 at the bottom of this report.

## Executive Summary and Recommendations:

Overall we had a really enjoyable visit to Athorpe Lodge. We had some fantastic feedback from both residents and staff, and it is clear that Athorpe Lodge is a nice place to live and work. Residents are well cared for by staff members, who clearly enjoy their jobs and have good relationships with the residents. The care home is set in well-maintained grounds, and residents have opportunities to partake in activities, socialise and go outside as and when they request it. Residents have 3 meals a day alongside snacks and drinks, plus additional if they request this. Some staff members have worked for Athorpe Lodge for over 20 years, highlighting the positive environment they have created.

We have made some minor recommendations below, based on our observations and feedback from residents.

- Improving the access/visits from the Chaplain Service for residents similar to a level that was seen in pre-Covid times.
- For activity groups in the Hampton Unit to be re-commenced as soon as possible, with visual boards detailing what activities are happening on what days.
- Ensure all staff are bare below elbow and are not wearing watches or Fitbit's to comply with infection control.
- Add photos/names to staff boards in all units, not just reception, so visitors and residents know who's who.
- Increase the variety of food served at meal times and ensure it is warm when serving to residents.

## Responses:

We sent a copy of this report to the care home manager at Athorpe Lodge for a response. Kath Harrison thanked us for the report and was pleased we had a positive visit. Kath also thanked us for the recommendations we have made.

“The Hampton Unit would normally have an activity board displayed and memory boxes, but they had been removed for decorating to take place. They are now back on the walls”.

## Acknowledgments:

Healthwatch Rotherham would like to thank the service provider, residents, visitors and staff for their contribution to this Enter & View report.

## Appendix:

### Appendix 1:

#### External Staff Questions (1 response)

<u>Questions</u>	<u>Yes/No</u>	<u>Further comments</u>
Do you feel you have enough time to deliver quality care?	Yes	
Do you feel you are supported enough with general care?	Yes	
Do you feel you can raise an issue if you have any concerns?	Yes	
Do you have a break? How regularly do you have these?	Yes	1 30 minute break
Are you able to attend relevant training to keep you up to date with your role?	Yes	
Do you feel you are working in a positive environment?	Yes	
Are you supported with stress management/mental/physical health?	Yes	
Do you have any concerns you would like to discuss with us?	No	
Do you feel you have the right equipment to support you to do your role?	Yes	

### Appendix 2:

#### Visitor/Family and Friends Survey (2 responses)

<u>Questions</u>	<u>Yes/no</u>	<u>Any other comments</u>
Have you seen your relatives' care plan? How often do you discuss this with staff? Do you have any say/make contributions to this?	Yes x2	N/A
Do you have a Carers support group?	No x2	"Not interested in one"
Do you know who to go to if you have any concerns?	Yes x2	"Nurses"
How often are you allowed access to your relative in the care home/is there a limitation on visits? Can you phone your relative and speak to them?	Yes x2	"I can come any time of the day" "Anytime or I can just ring too anytime"

Do you get offered a drink/eat when you come to visit?	Yes x2	“Yes, a hot drink”
Is there a quiet room/space for you to go to see your relatives?	Yes	“In his room”
Are you able to speak with other professionals whilst visiting	Yes x2	“If the professionals are here when I’m here then I do” “If I need to, I just have to ask”