

Enter and View:

Eastwood House

Care Home:



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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	Eastwood House Care Home, Doncaster Road, Rotherham, S65 2BL
Service Provider	Knightingale Care Limited
Date and time of Visit	Friday 22 nd September 2023 - 10am-1pm
Type of Visit	Announced
Representatives	Alison North (Advisory Board member) Andrea McCann (Community Engagement Officer)
Latest CQC rating (July 2023)	Good

Care Home Manager: Sarah McKenzie

There are currently 36 residents living at the care home across 2 floors. On the lower floor, there are 25 residents, and on the upper-floor there are currently 11 EMI residents (elderly mentally infirm) with capacity for up to 12 residents.

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 21 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 additional e-mails and a telephone call several days before the visit as we had not had any acknowledgement. We managed to speak to the care home and confirm that they were aware of our upcoming visit on Friday 22nd September 2023.

Details of Visit:

Observations:

Introductions and Entrance:

We were welcomed by senior carer Maxine, who introduced herself to us when we entered the care home. We were not given a guided tour by the staff, but we were pointed in the general direction of the different rooms and informed that there were no restrictions on where we could go. All the staff we spoke to was friendly and welcoming.

The entrance to the care home was very secure, with a call bell that alerts staff of any visitors wishing to enter. When ringing the bell, it took less than a minute for us to be let in. There was a small covered shelter above the entrance door, should visitors encounter bad weather whilst waiting to enter the care home. We were then instructed to sign in using the visitor book which was displayed on a table in reception.

The reception area was small but very clean and tidy. There was a hand gel dispenser and seasonal Halloween raffle prizes on display. You could also request additional PPE if this was required. One thing we did note was that there is no seating available in the reception area due to it being too small.

Gardens and External Areas:

There are two outdoor areas for residents to sit. Both areas are well-kept with decorations hanging from the trees and various garden ornaments, a bird bath and a wooden bar area for outdoor events. There are tables, chairs and benches for residents to sit in the garden should they wish, with the garden being accessible through the main lounge area. For residents upstairs, they are supervised downstairs in the lift by a member of staff in order to access any communal or outdoor areas.

Meal times:

Residents have a choice of meals each day, with the options being displayed on the mealtime boards using both images and words. There is an on-site chef that prepares and cooks the meals each day, with residents being encouraged to eat in the dining room but can eat in their rooms if required (preference, illness etc.) The dining room itself was calm and peaceful, with the radio playing and a nice view onto the garden.

Food is served on plates and given to staff members, who then deliver it to the residents at the table. Residents are offered both hot and cold drinks, and can request more food if they wish. As observed, residents did not have to wait long for food, but residents reported that it was often just warm and not hot.

The downstairs dining room was clean and accessible. The seating was appropriate to everyone's needs and there was adapted seating and equipment for those who needed it. The upstairs dining room did not appear as well looked after upon observation and there were food and drink stains on the walls and skirting boards.

Residents Rooms:

We observed the resident's rooms to be clean and bright. It was clear that residents were able to bring their own belongings such as personal photos and ornaments. Residents had any equipment that they required such as Zimmer frames, raised beds and buzzers to alert staff members. Residents have en-suite rooms which are small but clean. There is a toilet and sink in each en-suite, with the communal bathrooms having access to a bath/shower.

Outside the resident's rooms, there are picture boxes of each resident. There is also an imitation letter box and door knocker on the outside of the downstairs rooms to give residents a feeling of living in their own home.

Communal Areas:

Layout:

There was a different layout of the upstairs and downstairs levels of the care home due to a downstairs extension. The corridors were wide, bright and fresh in the downstairs areas, with several seating areas for residents and visitors and water jugs and cups supplied. The upstairs level did not feel as bright and airy, and lacked the space that downstairs provides. There are railings down both sides of the corridors. The corridors on both floors are clear and easy to walk around. There are signs with directions to different rooms, with the addition of dementia friendly signs which were bright with enlarged images.

Downstairs, the corridors give access to bedrooms, communal areas such as the lounge and dining room, toilets, bathrooms and the kitchen. There is a lift between the lower and upper floor.

Certain doors within the care home are locked. There is a code at the top of the stairs to get through the door into the upper corridor.

Lounge:

There is generally a calm environment within the care home. In the lounge there was a TV playing for residents who wished to watch it. The smaller communal areas either had radios playing or nothing at all. In addition to a TV, residents could also access IPAD's and books. The communal areas were clean and tidy, with artificial plants and flowers to make the environment seem brighter.

Throughout all the communal areas there was specialist equipment for those who needed it, such as hoists, special chairs, chair alarms and pressure relief cushions.

Activities:

There is an activity co-ordinator who works Monday-Friday. The activities are displayed on a notice board in the main corridor and activities are adapted depending on popularity.

The activity co-ordinator provides activities downstairs in the mornings and then goes upstairs to the EMI floor in the afternoon. Residents are encouraged to join in but there is no pressure to take part. There are themed activities depending on the time of year, such as a Halloween raffle, pantomime and festive music events. Family members are invited to attend activities but the uptake of this is low.

Recent trips for residents have included a visit to the local pub, Wentworth and Meadowhall Shopping Centre.

Church services can be accessed online by residents as currently there is no visiting clergy.

Staff:

All staff we encountered was friendly, polite and welcoming. We observed staff engaging well with residents and having pleasant and positive conversations.

The staff we observed was following infection control procedures and was bare below elbow, with some staff visibly carrying hand gel.

We also spoke with staff about any external staff members that visit the care home. There is a hairdresser every Friday who is well used by many of the residents as observed. There is an optician that visits regularly, as well as a GP who visits weekly, and a nurse who visits daily. An escort is also provided for hospital visits.

The staff area is very small with just a table and small seating area. There are also staff lockers available and a shower, sink and toilet for staff. The manager's office was very small for the 2 members of staff working in there, with lots of paperwork cluttering the desks and the space.

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.

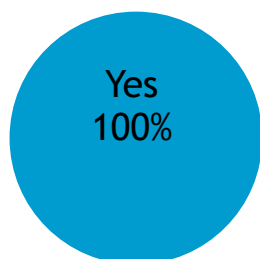
Resident's Survey:

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

- The staff are lovely
- Beautiful surroundings and there is plenty to eat. Everyone is kind but I want to go home. My dog can visit me

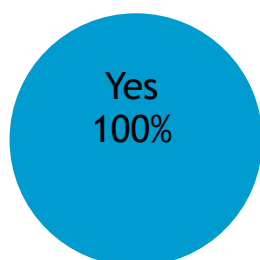
- The staff here are nice
- I feel very well supported
- No I'm not happy. It's called a care home but it's not. There aren't enough staff and one of the senior staff is grumpy

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



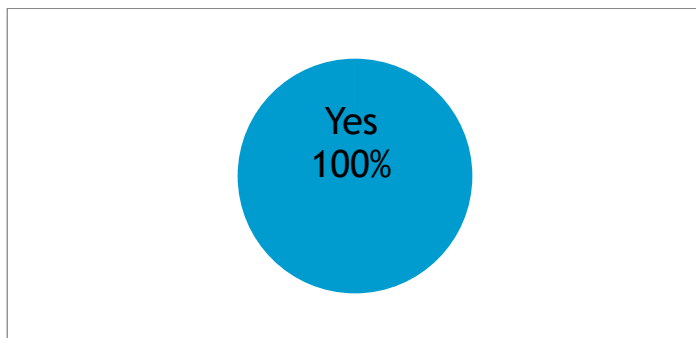
- Yes, not felt safe like this for a long time
- Yes I can talk to anyone
- Yes I feel safe
- I think so - I do worry about my personal belongings in my room
- I feel very safe and have everything I need

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



- Yes it's a lovely room, I have plenty of space and a view of the garden
- Yes I have photos of my family and my grandchildren are special to me
- Yes you can bring in whatever you like
- Yes you can have your own things with you
- I'd prefer a double bed, I'm very tall
- I like my room; it's a bit small which is an issue when I don't feel well. I feel the walls are closing in when I'm not well

4. Does your room feel fresh and clean?

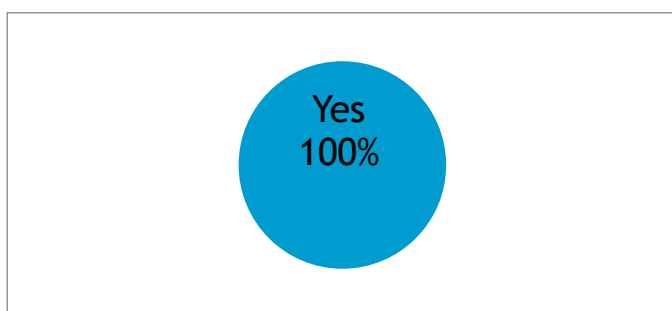


- Yes it's lovely and clean and the cleaner comes once a day. My dog stays with me and the staff take it out for wees.
- I keep my room clean and tidy and the cleaner sees to the bed
- Yes it's private, clean and lovely having our own belongings with us from our home
- I don't mind my room and it's kept clean
- It's clean but decor is tired
- Yes the cleaner comes in once a day

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

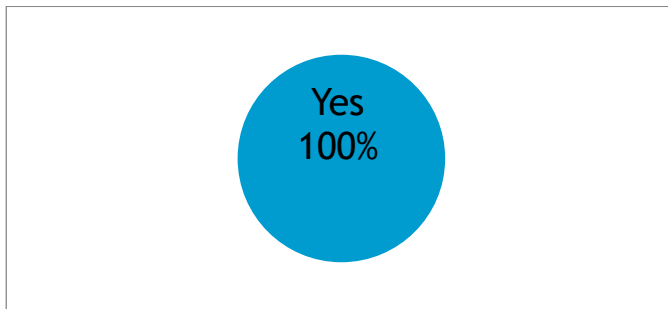
- "The food is ok. I have difficulty swallowing so I get extra gravy to make the food softer. They offer to blend it too if I want. I go and eat with others in the dining room"
- "The food is alright. I can choose what I have to eat"
- "There is a good variety of food but it can be cold at times"
- "It's ok but can arrive a bit cold"
- "I don't like the food, it's not my taste"
- "It's ok - not always hot"

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



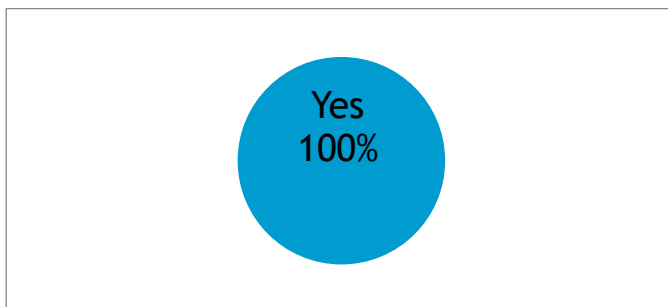
- "Lots of different things"
- "Yes a good variety"
- "Yes it changes every day and you have a choice of 2 different meals"
- "If you don't want a hot dinner you can have sandwiches"
- "Yes there is a good variety offered but it's not always hot"

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



- “Yes I have sweets in my room”
- “Yes there is that facility and things can go in their fridges etc. but you might have to remind them about items brought in”
- “Yes no issue with this”
- “Yes and you have to ask staff to look after it and then ask when you want it”
- “Yes I have my own juice and biscuits”

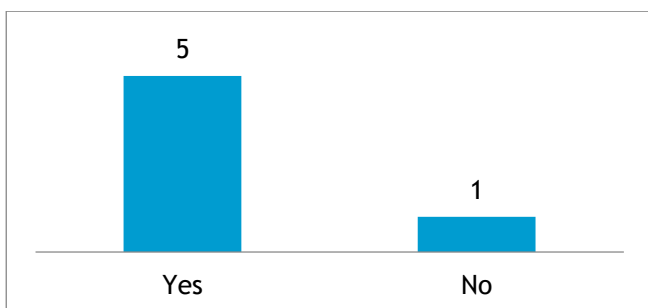
8. If you have any special dietary requirements, are they supported?



“Yes, there is a vegetarian option”

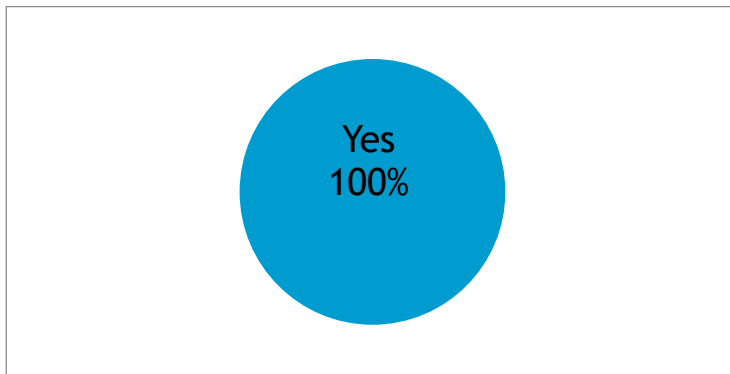
“People can have different things depending on their wants and needs”

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



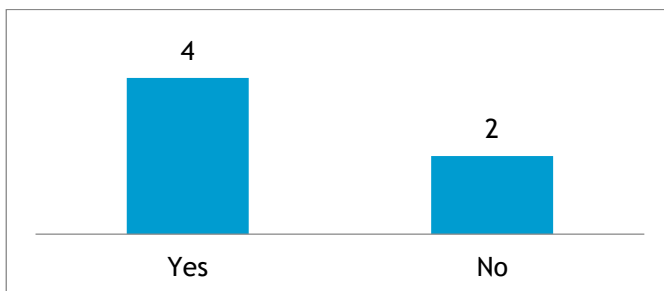
- “Yes anytime. I have a jug in my room for extra drinks. (Dated) The staff will get you whatever you want”
- “We have drinks brought round but also a jug is left in your room”
- “I don’t really need anything extra”
- “I’d love an extra cuppa during the day, this doesn’t seem available”
- “I’m never asked”
- “There is a jug of water left in my room”

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



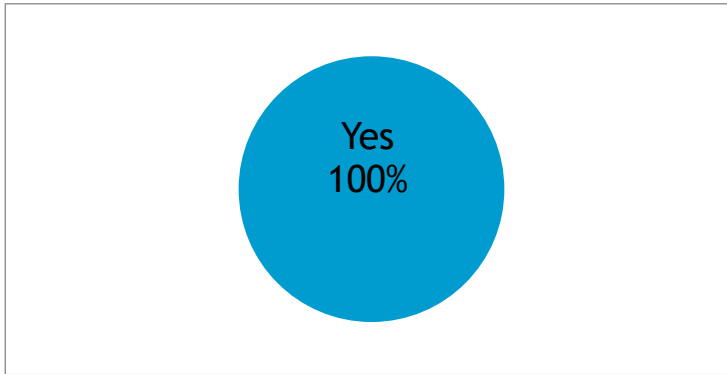
- “Yes you can choose each day what you want to do”
- “Yes you can choose where to eat”
- “Most people seem to come to the dining room but you can choose whether to or not. You can sit where you like, but we tend to sit in the same place with friends”
- “Yes where you like and I sit with my friends”
- “Eat where you want”
- “I sit with my friends in the dining room and if I don’t feel well I stay in my 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?



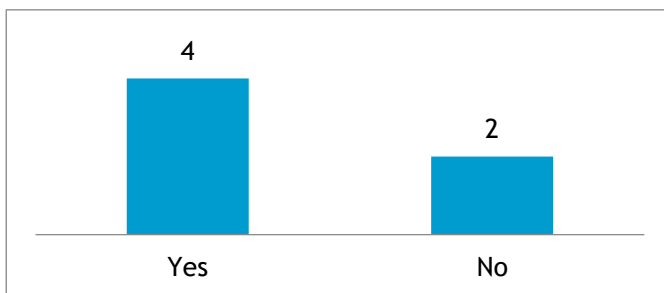
- “Sometimes - but not as much as I would like. But there’s no problem if I ask or want to know something”
- “If it’s important to us”
- “Yes staff are pretty good at communicating things to us”
- “Yes from staff verbally mainly”
- “No I feel it’s them and us”
- “Yes staff talk to you about things and there is a notice board”

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?



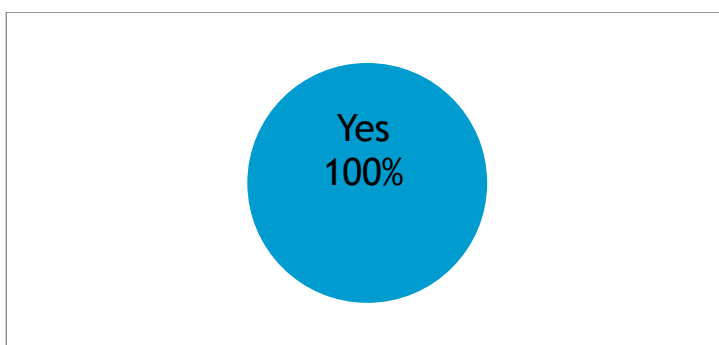
- “Yes I mix with people at meal times”
- “Yes I sit in the lounge”
- “Yes I’ve made great friends”
- “Yes no issue”
- “I’ve made some friends in here”
- “Yes no problem, I like people I’ve met in here”

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 join the quiz, play music and like singing and dancing”
- “Singalong, Exercise classes, Hairdressing, Themed evenings. I enjoy the activities”
- “I like singalongs, Bingo and I use the hairdresser”
- “Maybe more activities - we watch a lot of TV”
- “We’re not given choices, we’re just expected to take part”

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



- “Yes I went to the museum which was good. I also go out with my social worker to the bank and housing appointments”

- “Staff take you out if you want to go anywhere”
- “Yes we can go outside and sit in the courtyard”
- “Yes it’s good to have a nice area outside”
- “The bar area is never used as the bar is never stocked up, not even in summer when this would be nice”
- “Yes we have the conservatory to use if nice weather”

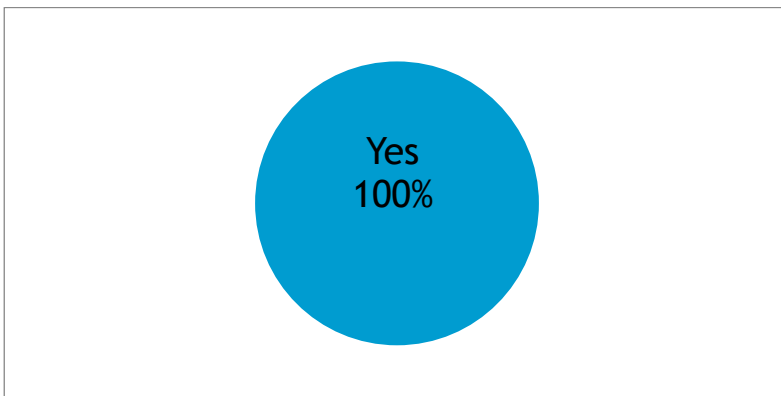
15. Over the past few months, have your spiritual/religious needs been met within your care home?

“I don’t have any”

“It would be provided if you made a request”

“I have been offered to be taken to a church but I feel it’s too much effort

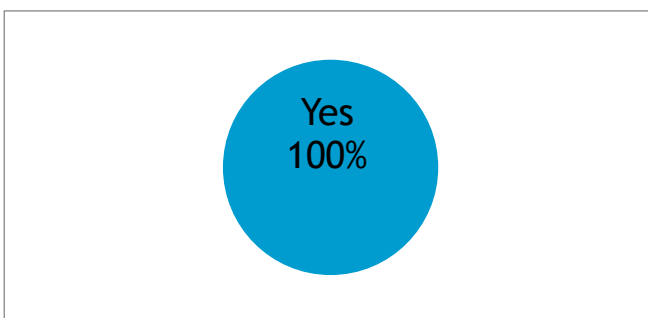
16. Can friends and family easily travel to visit you now the pandemic is over?



“Anytime, although they don’t come at mealtimes”

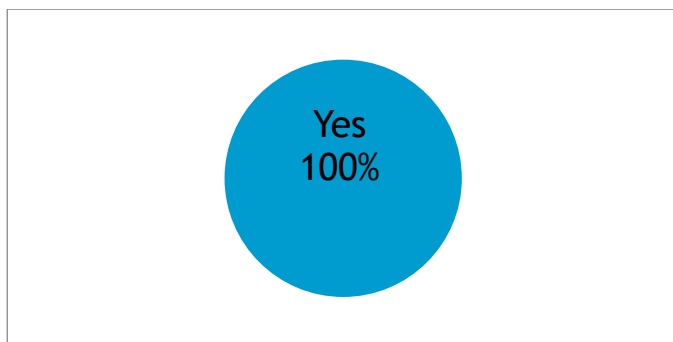
“Yes I have lots of visitors”

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



All residents we spoke to communicate with family via telephone/mobile, text and e-mail.

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



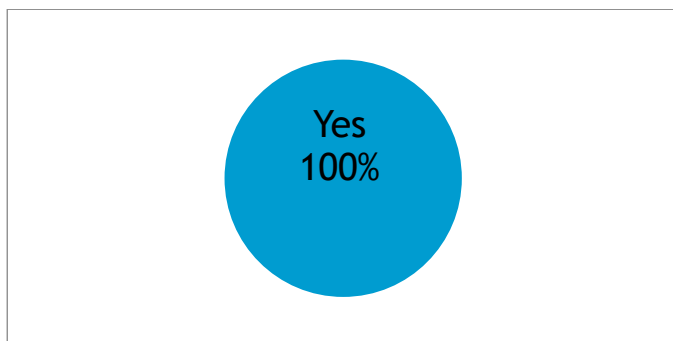
“Yes no issues”

“No problems at all but I don’t know all the staff names which would be nice”

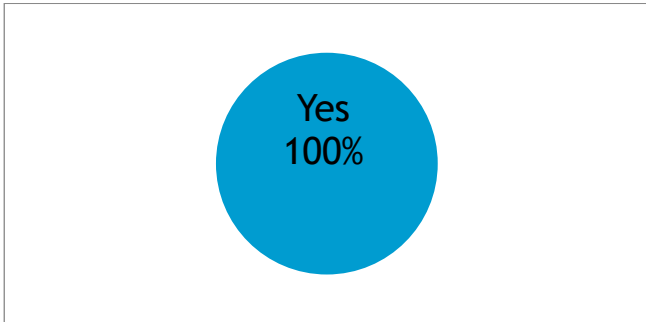
19. During the last few months, how have you found medical care and support? (5 is excellent and 1 is poor)

- 5 - I’m looked after as I have several things wrong with me and I see a doctor once a week or when I need one
- 5 - I have a thing on my head and they’ve been great
- 5 - I always ask if I feel I need to see a doctor
- 4 - The doctor comes each week
- 4 - We are looked after medically and no more
- 3 - Staff remembers my medication, they only forgot once.

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



- Podiatry visit - there is a poster on the wall advertising it
- Podiatrist comes if you want it
- I ask to see an optician
- I ask if I need to see anyone
- Opticians, Podiatrists and hairdressers are offered. I see a hairdresser every other week

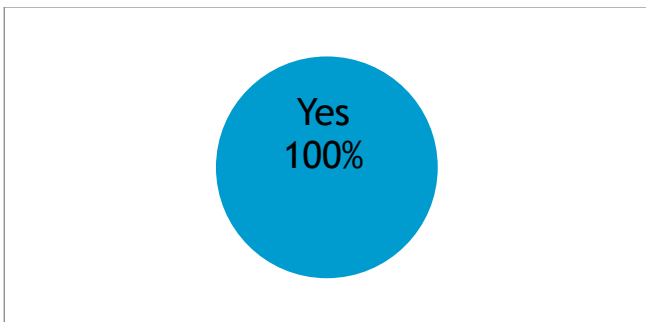
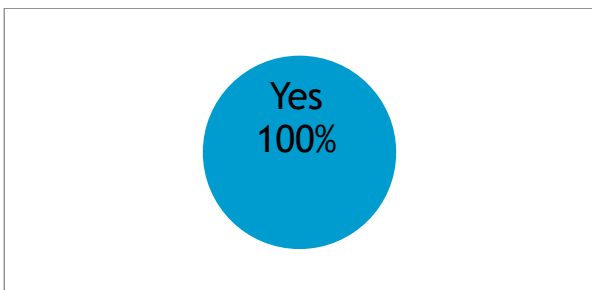
21. Are you being offered these services currently?**22. Other comments or concerns:**

- “Have the staff names visible on their uniforms, not on a thing around their neck”
- “I’d just like to go home”
- “I’m just concerned for staff and what seem shortages”
- “I think I’d like a bigger range of activities on offer”
- “Relationships need improving between some staff and some residents”
- “Driveway is steep, would be better if not as steep. Staff work very hard, it’s a good care home”

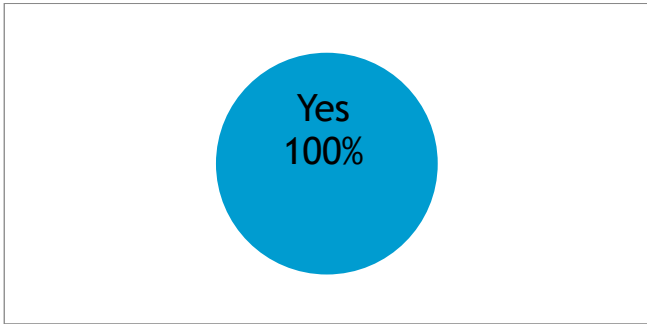
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Staff Survey:

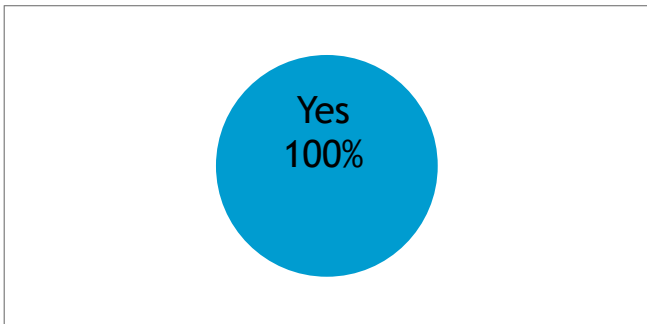
As well as residents, we also spoke to 5 staff members employed by the care home and asked them the below questions. All answers were anonymous.

1. Do you feel you have enough time to deliver quality care?**2. Do you feel you are supported enough with general care?**

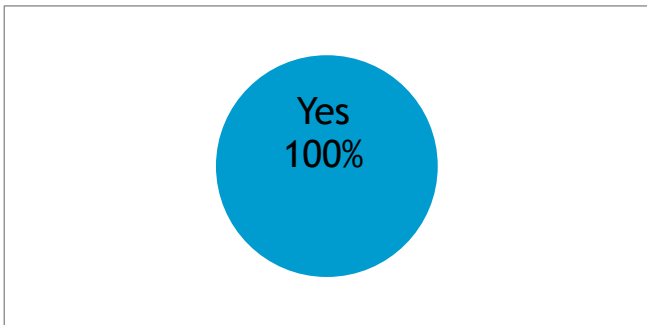
3. Do you feel you can raise an issue if you have any concerns?



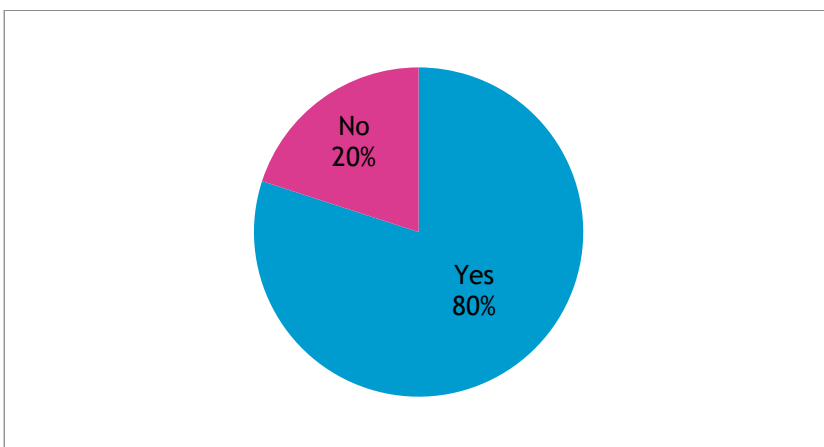
4. Are you able to attend relevant training to keep you up to date with your role?



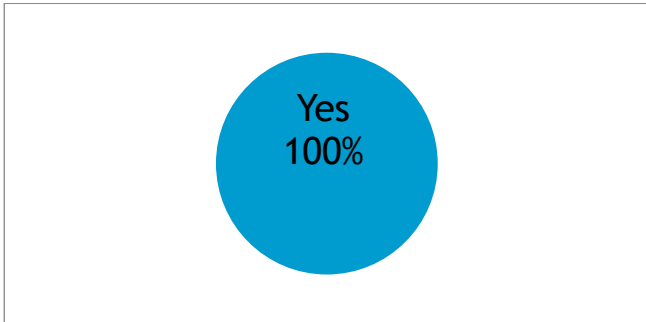
5. Do you feel you are working in a positive environment?



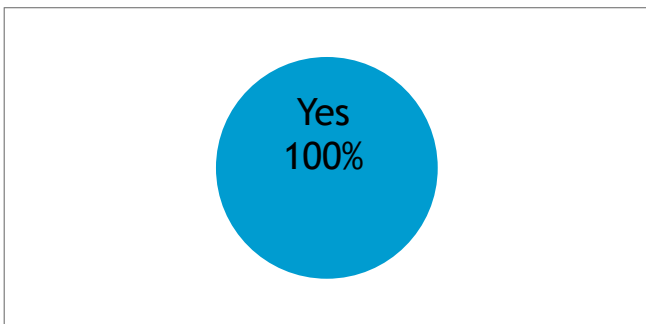
6. Are you supported with stress management/mental/physical health?



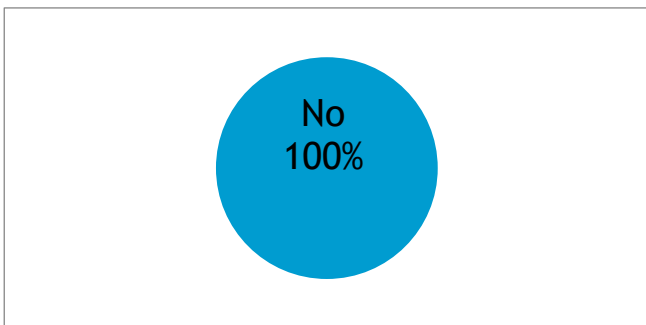
7. Do you feel you have the right equipment to support you to do your role?



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



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



We did not speak to any external staff on our visit to Eastwood House Care Home.

See Appendix 1 for the responses to our visitor/friends and family survey

Executive Summary and Recommendations:

Overall, the residents are happy and feel safe living at Eastwood House care home, and staff members enjoy working here. The care home is clean, bright and welcoming, with residents bedrooms made to feel homely and personal. Meal times are well received, with a good choice of hot and cold food, snacks and refreshments. One thing that was noted by residents is that food is often warm or sometimes cold, rather than hot. Specialist equipment is provided for those who need it, and there is a good selection of activities and entertainment for residents. Staff members are friendly, welcoming and interactive positively with residents. If residents need anything, they are aware that they just need to ask staff and this will be provided for them. This applies to visiting the doctor, attending church, requesting more food or participating in activities.

Through our observations, it was noted that upstairs areas of the care home are looking rundown and tired in terms of decorating and space compared to the downstairs rooms, and would benefit from more regular maintenance to ensure upstairs residents are not at a disadvantage.

Recommendations:

- Ensure hot food is served at the correct temperature
- Ensure regular maintenance and general upkeep of the upstairs facilities for residents to match the standards of downstairs
- Staff to always wear name badges so residents and visitors can identify them
- Any activities to be verbalised to residents in addition to posters on notice boards
- Actively try to involve families and carers more in the life of the home where possible and where requested

Responses

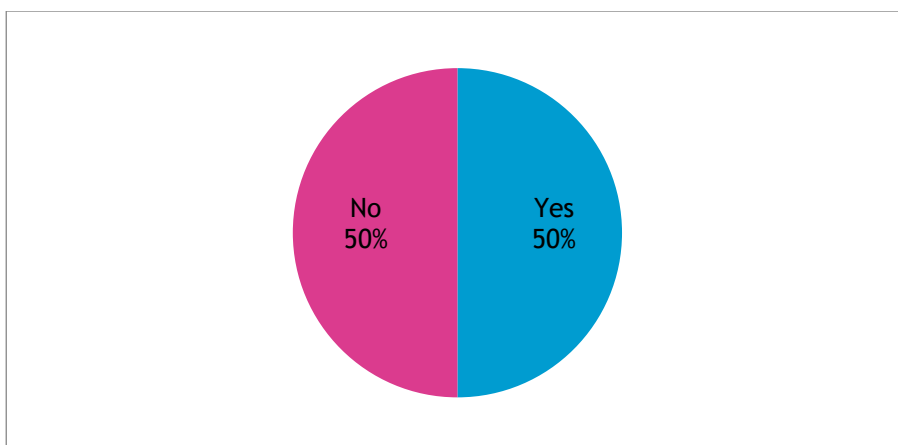
Acknowledgments

Thank you to Eastwood House Care Home for being friendly, welcoming and allowing us to look around the premises. Thank you to everyone who took the time to speak to us and complete our surveys.

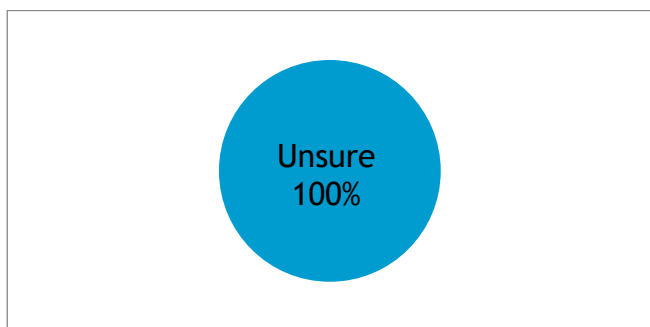
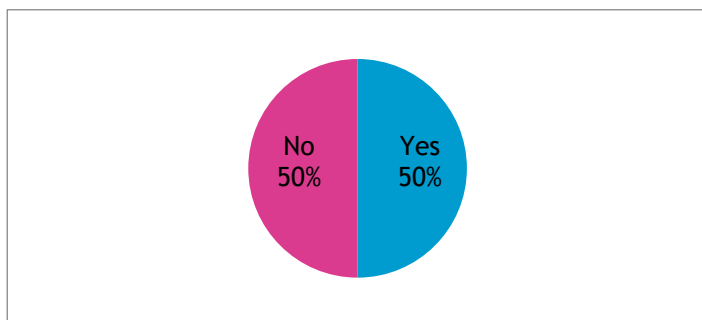
Appendix:

Appendix 1 -Visitors/Friends and Family Survey x2

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

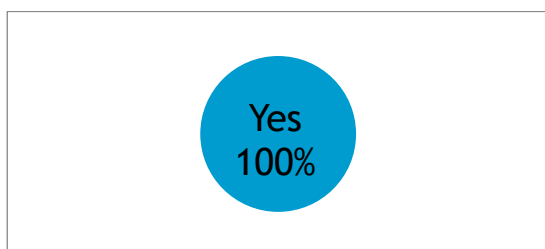


“I am not next of kin, my brother is and he has seen it”

2. Do you have a carer's support group?**3. Do you know who to go to if you have any concerns?****4. How often are you allowed access to your relative in the care home?**

“Only limitation is at mealtimes. I can call my Dad if I need to”

“We can visit anytime other than meal times”

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

“Most days I get offered tea and biscuits”

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