

Enter and View Visit Final Report

Name of Service Provider: Greensleeves Care

Premises visited: Arden House. 18-20 Clarendon Square, Leamington Spa, Warwickshire, CV32 5QT

Date of Visit: 11th June 2024

Time of visit: 10am

Registered Manager: Aimee Martin

Authorised Representatives: Robyn Dorling, Sue Roodhouse, Jackie Prestwich, David Alexander.

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users, their relatives, and staff, only an account of what was observed and contributed at the time of our visit.

Summary of findings

The unannounced Enter and View visit to Arden House Care Home, part of the Greensleeves Care network, provided valuable insights into the quality of care and overall environment at this care home. Arden House is a (Grade 2 listed) Regency building, located in North Leamington. The home is registered for thirty-three residents, but in practice can only accommodate twenty-seven due to the design of the building. On the day of our visit twenty-one people were living in the home.

Resident Care and Services: Arden House offers residential care for adults over 65 with dementia, mental health conditions, physical disabilities, and sensory impairments. It does not provide nursing care. The Registered Manager employs a structured approach to resident care, utilising a dependency tool to assess individual needs and determine staffing levels. Staff work in three shifts, ensuring continuous care, and efforts are made to retain staff through training and support. Agency staff are only used in emergencies, with a preference for familiar staff to maintain continuity.

During our visit, the lift was out of order, leading to residents mostly staying in their rooms. Staff adapted by delivering meals on trays and spending

time with residents individually. This demonstrated their commitment to resident care and adaptability in managing unexpected issues.

Health and Medical Care: Residents are encouraged to register with a local GP practice that visits weekly along with a frailty nurse. For hospital appointments, family members are asked to attend, but staff will accompany residents', when necessary, with hospital transport arranged as needed. Accessing dental care remains a challenge, due to the lack of domiciliary dental services for all residents in care homes, and limited availability of local dentists accepting new NHS patients. The Registered Manager highlighted the need for specialist dental care services to visit the home. Residents can continue to see their own dentist and there is a local dentist that residents use. Dentists can refer patients for domiciliary dental care.

Activities and Engagement: Arden House is in the process of recruiting a full-time Activities Coordinator, with an assistant currently covering the role. Activities include weekly chair exercise classes, by the external organisation Mobility, and entertainment by local singer Kenyon Walker. A walking group meets twice a week, allowing residents to enjoy the local area. The home is also piloting Famileo, a private media platform for family-resident communication, running alongside their Facebook page.

Training and Development: Staff training is considered a priority at Arden House. Every member of staff undertakes training in manual handling, the Mental Capacity Act, Deprivation of Liberty Safeguards, and dementia care. Recent initiatives include skin care training for senior staff and first aiders. The home is transitioning to the Nourish electronic care records system, though they are temporarily using paper records due to limited Wi-Fi coverage.

Physical Environment The home is well-maintained, with a clean and welcoming reception area, an attractive enclosed garden, and a spacious dining room. Bedrooms are personalised and homely, with staff treating residents with dignity and respect. Despite the lift being out of order during our visit, the home demonstrated effective contingency planning and resident care.

Feedback and Observations: Residents and staff provided positive feedback, highlighting the supportive and professional environment. Residents appreciated the care and homely atmosphere, though some expressed a desire for more outings. Staff valued the training and support provided by the management, emphasising the team-oriented and family-like environment.

Overall, Arden House Care Home demonstrates a strong commitment to providing high-quality care through comprehensive staff training, resident

engagement, and continuous improvement efforts. The Registered Manager's proactive approach and collaboration with healthcare professionals and other care home managers contributes to a supportive and caring environment for residents.

Recommendations

None

1. Report Overview

Arden House Care Home is owned by Greensleeves Care, who run twenty-eight care homes across England. Greensleeves Care are a Not-for-Profit organisation originally set up as part of the Women's Institute.

The home is in a Regency building (Grade 2 listed) in North Leamington set around an attractive square with easy access into the town centre, with some parking on site. There are 5 floors to Arden House in total; basement, ground, first floor, second floor and third being the attic.

To carry out the Enter and View visit we arrived at the home unannounced and introduced ourselves as Authorised Representatives from Healthwatch Warwickshire. The Registered Manager, Aimee Martin, gave us a warm welcome into the home and spent time with us answering all our questions before giving us a guided tour of the home and introducing us to staff and residents. We then spent the morning listening to people talk about what it is like to live or work in Arden House.

On the day of our visit, the lift was out of order, having broken the day before. As a result, residents were mostly in their rooms. Staff responded by delivering food on trays and spending time with residents individually in their rooms.

We spoke to five residents at length.

We spoke to six members of staff in detail and observed all the on-duty staff as they went about their work.

We gave feedback to the Registered Manager and Deputy Manager before we left.

2. Purpose of Visit

Our visit to Arden House Care Home was unannounced and conducted as part of our ongoing Enter and View programme. The purpose of this visit was to establish the quality of care currently provided. The last Care Quality Commission (CQC) visit was in 2018, and Healthwatch Warwickshire had not previously visited this home.

3. Approach Used

The visit was unannounced, meaning that nobody knew we would be visiting the home that day. We spent time interviewing the Registered Manager, and spoke to the Deputy Manager, six members of staff and five residents at length. No relatives were visiting during the time we were there.

4. Interview with RM

We began our visit by interviewing Aimee Martin, the Registered Manager (RM). Aimee has worked at the home for four years, having held the role of Deputy Manager for two years before becoming the RM in December 2022.

Arden House Care Home provides residential care for adults over 65 years old who may have dementia, mental health conditions, physical disabilities, and sensory impairments. It is not registered to provide nursing care. Some of the residents have advanced dementia. Respite beds are available.

The home is registered with the Care Quality Commission for 33 residents, but in practice can only accommodate 27 due to the design of the building. On the day of the visit 21 residents were living in the home.

Prospective residents undergo an assessment to ensure their needs can be met by the home. On the day of our visit the RM visited a person in their home nearby to talk to them about coming to live in the care home.

The RM uses a dependency tool to determine necessary staffing levels. Residents are evaluated (including a measurement of weight, height, and handling requirements) and scored based on their support needs.

One member of staff is designated to each floor, with a 'spare' moving between floors as required. There is a 3-shift pattern, with each shift

including a 15-minute handover time. Shift patterns are from 7:00am to 2:15pm, 2:00pm to 9:15pm and 9:00pm to 7:15am.

We asked the RM how she addresses the recruitment challenges all care homes are currently facing. The RM explained that she focuses on staff retention through providing good training and support. Agency staff are only used in emergencies, and efforts are made to hire familiar agency staff.

Training needs for staff are identified by the RM so Greensleeves Care can procure appropriate training. This could be by providing support such as English language lessons, if needed, to improve communication between staff and residents. All staff are trained in manual handling and using hoists, the Mental Capacity Act, Deprivation of Liberty Safeguards, and dementia care. Recent training initiatives include skin care education for senior staff and First Aiders so they can manage residents' skin care before the arrival of district nurses.

Currently, the home is transitioning from using an older electronic care records system to the Nourish system for maintaining care records. Due to limited Wi-Fi coverage available in the building currently, they are temporarily using paper records.

Residents are encouraged to register with the local GP practice, with whom the home have a good relationship. The GPs from this practice come into the home to see the residents every week along with a frailty nurse. They will also visit at other times if needed.

Family members are asked to accompany residents to hospital appointments whenever possible. If no family members are available, staff will accompany the residents. Hospital transport will be arranged as needed.

Access to dental care presents a challenge for Arden House, as care homes do not have access to Domiciliary Dental Care or the Special Care Dental Service. They rely on local dentists, but finding one that accepts new NHS patients is increasingly difficult. Arden House takes residents to a local dentist in Leamington, while some residents continue to see their previous dentists. The Registered Manager noted that having access to Domiciliary Dental Care, where specialist dentists visit the home, would significantly ease this process.

Diabetes management can be supported, with trained staff providing necessary care.

The home maintains a residents' welfare fund to support various needs and activities.

Regular meetings are held with residents to inform them about upcoming activities and changes. Relatives are also invited to these meetings.

The home is in the process of recruiting an Activities Coordinator. They have an assistant Activities Coordinator who currently covers the role full time by working extended hours. On the day of our visit, the assistant came in early to ensure all residents were seen in their rooms due to a broken lift. Weekly chair exercise classes are provided, by an external organisation called Mobility, these are well-received with everyone getting involved.

Additionally, Kenyon Walker, a popular local entertainer, frequently visits to sing for the residents. There is a walking group on Monday and Friday so residents can get out and enjoy Clarendon Square which is to the front of the house.

The home is piloting Famileo, a new media app which allows families and residents to post pictures and messages privately, which are then compiled into a monthly newsletter for each resident. This initiative aims to enhance communication between residents and their families.

The home is currently working towards Gold Standard Framework accreditation for end-of-life care, with the final visit for accreditation scheduled for November 2024.

The RM collaborates with other Greensleeves care home managers to discuss common issues and share best practices. They are also exploring Namaste accreditation for dementia care, although this will depend on the needs of their residents, as only a small number currently have advanced dementia.

The RM showed a commitment to providing high-quality care and continuously improving services through staff training, resident engagement, and collaboration with healthcare professionals and other care home managers within their group.

4. Observations/Findings

On the day of our visit everyone we met was friendly. Residents were well dressed, comfortable and wanting to talk to us. The carers were all very open and welcoming. The environment was homely.

Staff told us that they really appreciated the Registered Managers support and professionalism.

During our visit doors to residents' rooms were propped open, rooms were personalised and homely. Staff always asked permission before entering. Residents were asked if they wanted to talk to us and those who did welcomed us into their rooms for a sit down and chat.

Food: The main meal of the day is lunch, with tea/supper in the evening, which is a lighter meal of soup, sandwiches, a cooked dish and salad. The menu has photographs of the dishes being offered which we all thought was an excellent idea.

Food is freshly cooked in the kitchens every day. It is a large kitchen, well equipped, with busy staff preparing meals with enthusiasm, for residents. We spoke to the Chef and a member of staff preparing to take people their lunch. Residents choose from the menu the day before.

Outings: Residents told us how much they liked their family visiting and taking them out. Arden House is a small home with limited numbers of staff that can be taken out of the home, so residents often rely on family for outings. On the day of our visit there were no residents able to go out on their own.

5. Physical Environment

Arden House is a four-storey building which can be challenging as there are numerous stairs. Stair lifts were on each of the stairs. The lift was broken on the day of our visit. The RM was in the process of arranging the repairs.

Two rooms are on the ground floor, the first floor has ten rooms, while the second floor has seven rooms.

Reception: The reception was clean and tidy with clearly displayed registration, certificates, complaints process information, surveys, and a signing in book.

Garden: The home has an attractive well maintained enclosed walled garden with plenty of seating. There are alarm pendants that residents can take into the garden to call for assistance if needed. The garden has a summer house and a greenhouse.

Lounges: there are two lounges which can be joined or separated with internal folding doors. From the lounges there is a sunroom overlooking the garden.

Dining room: There are two dining rooms, one in the basement and one on the second floor. The basement dining room is spacious, and we saw nicely laid tables in both rooms. Menus have photographs of each dish.

Bathrooms: Some rooms have ensuite bathrooms with a toilet and sink. There are large, shared bathrooms.

Hair: The home has a hairdressing salon. A hairdresser usually comes fortnightly, or as and when required, and residents can also have their own hairdresser come in and use the salon.

Signage: Clear signage outside and throughout the home.

Training: There is a large training room, which used to be a bedroom, but due to the steps up to the door was considered unsafe for residents so is now used for training staff.

6. Staff

We spoke to six members of staff who told us they:

- value the training.
- think the training is good.
- respect and appreciate the support from the RM.

Kitchen staff prepare fresh food daily on site and individual needs are catered for. Staff appeared keen and enthusiastic and knew the preferences of the residents. The kitchen was clean and well kept.

Staff have walkie talkies they can use to communicate with each other when they are on different floors.

7. Service User Experience, Dignity and Respect

We observed staff treating the residents with dignity and respect, asking permission before entering bedrooms.

Rooms were furnished with personal effects, giving them a homely feel.

The people we spoke to were happy to talk to us and tell us how they felt about living in the home.

They told us how important it was to them that their family visited.

People told us they choose from the menu the food they will eat the next day.

One resident told us they were visited by members of their church.

8. Feedback from Patients/Residents/Relatives/Carers/Visiting Professionals

a) **Residents:** We spoke to 5 residents who told us:
"I am glad I came in here; it was the right decision."
"Very friendly, homely and caring home."
"The carers are all very nice."
"The library visits every 2 to 3 weeks with a selection of books."
"I would like to go out more."

b) Relatives:

We did not meet any relatives on the day of our visit.

c) **Staff:** We spoke to 6 staff who told us:
"The residents come first."
"Friendly and happy home."
"Friendly, with a family environment."
"We work as a team. We help each other out and pick up shifts. We are all important here."
"Homely, professional, supportive with lots of mandatory training, e-learning and workshops."

Other professionals: We did not speak to any visiting professionals during this visit.

9. Follow Up Visit: No