

Details of visit

Service address:

Spennymore Care Home, Ivy Rd, Bolton, BL1 6EE

Service Provider:

Date and Time:

30th November 2018, 2pm

Authorised

Representatives:

Jim Fawcett, Eileen Bennett & Sandra Faulkner
(supported by Julie Darbyshire

Contact details:


info@healthwatchbolton.co.uk 01204 394603

Acknowledgements

Healthwatch Bolton would like to thank the Service Provider, residents and staff for their contribution to the Enter and View programme.

Disclaimer

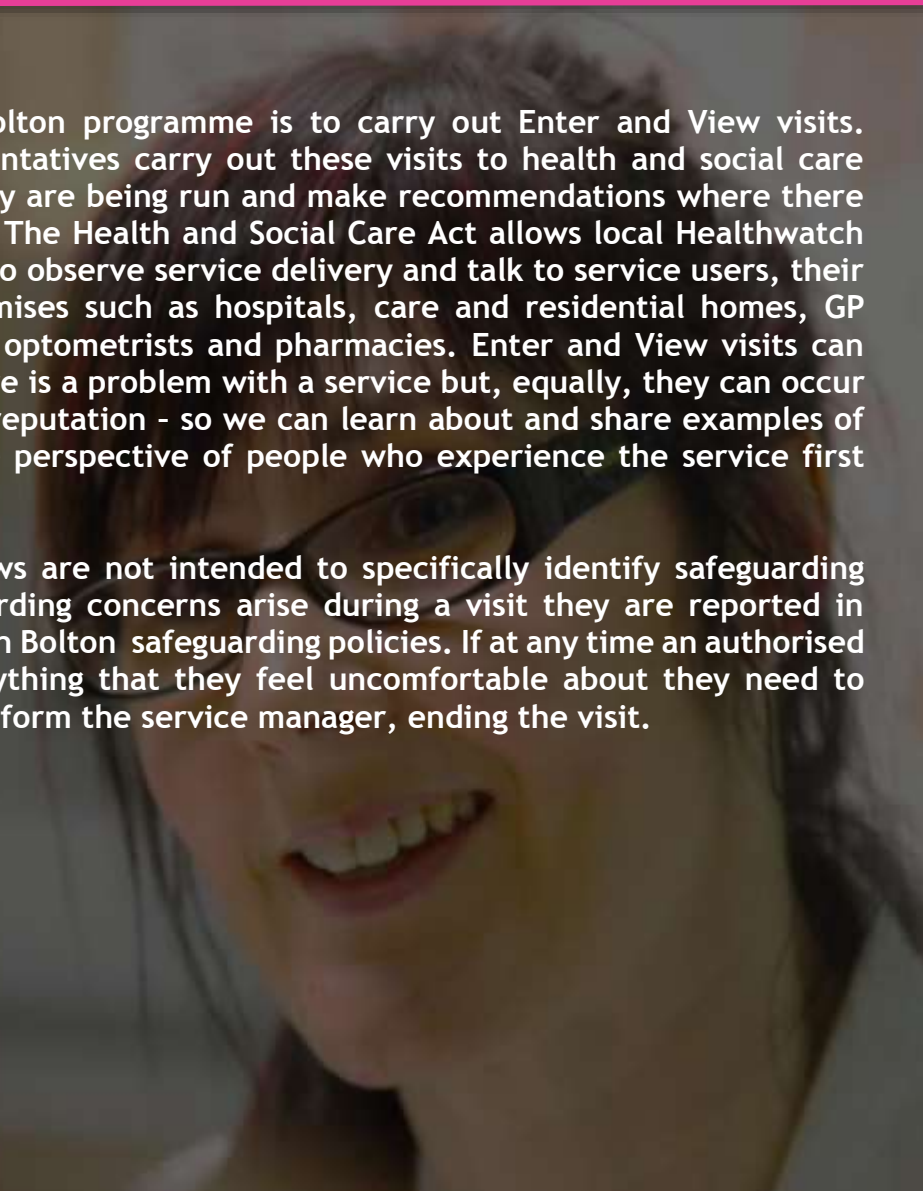
Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.



What is Enter and View?

Part of the Healthwatch Bolton programme is to carry out Enter and View visits. Healthwatch Bolton representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care and residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch Bolton safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.



Purpose of the visit

- To engage with residents of care homes and understand how dignity and choice is being respected in a care home environment
- Identify examples of good working practice.
- Observe residents and relatives engaging with the staff and their surroundings.
- Capture the experience of residents and relatives and any ideas they may have for change.



Strategic drivers

- CQC dignity and wellbeing strategy
- Engaging with hard to reach and vulnerable communities
- Exploring experiences of person-centred care

Methodology

This was an announced Enter and View visit.

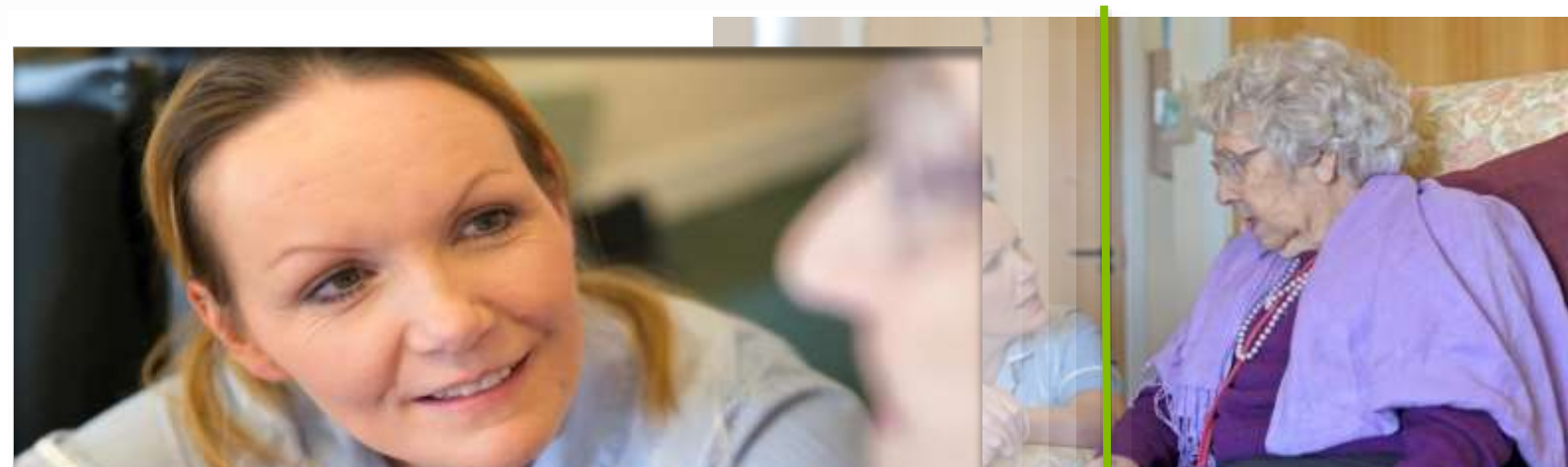
We contacted Theresa Jackson who manages the home to agree a suitable date to visit. On the day of the visit we met with Vanessa and Pat Jackson, before we spoke to anyone in the home and talked about what we would do during the visit.

Authorised Representatives spoke to nine residents, two staff and two visitors. Topics explored were: whether people felt at home, choices in daily routine, individual needs being catered for, feeling safe, personal care, thoughts about the staff, activities and what is good/bad or could be done differently.

Authorised Representatives conducted short interviews with two members of staff at the care home. Topics such as what it is like to work here, workload, the overall service for residents, what is good about the care home, what could be better or done differently. Authorised reps explained to everyone they spoke to why they were there and took minimal notes.

A proportion of the visit was observational, involving the authorised representative walking around the public/communal areas and observing the surroundings to gain an understanding of how the home actually works and how the residents engaged with staff members and the facilities. There was an observation checklist prepared for this purpose.

When they had finished speaking to staff and visitors Reps left them with an information leaflet and explained that a draft report would be sent to the home to check factual accuracy and to allow the home to comment on any findings or recommendations.



Summary of findings

At the time of our visit, the evidence is that the home was operating to a good standard with regards to Dignity and Respect.

- The home is welcoming, homely and friendly.
- Residents are happy to live here
- Staff are happy working here, interact well with residents and are liked by residents
- Staff are passionate about what they do, there is a genuine warm and caring atmosphere
- The home was beautifully decorated with Christmas decorations
- Staff training is fully up to date and records are well kept
- The relatives that we spoke to are very happy with the way their loved one is being cared for.



Results of Visit

Environment

The home provides accommodation for 19 people. Residents share in three rooms out of choice. Staff explained that some residents don't want to be in a room on their own and are happy to share with another resident. There is access to a garden area where residents can sit out in warmer weather to enjoy the sunshine.

The home was clean and well decorated with pictures and art work on the walls. The overall impression of the building was a calm and homely feel, warm and welcoming. There are two lounges, each with a TV and comfortable chairs. Each lounge was decorated with Christmas decorations.

There was a notice board in the entrance hall listing activities taking place in the week with something different each day of the week. There was a notice about the complaints procedure on display. It was also noted that CQC inspection information and Healthwatch Bolton's previous enter and view report was displayed.

A podiatrist and hairdresser visit the home. Residents are taken to Lever Chambers if they need to see a dentist or the dentist visits the home.

Promotion of Privacy, Dignity and Respect

All the residents we saw appeared well dressed, clean and tidy. Staff build up relationships with residents. Most residents felt safe and well cared for but one resident felt a little unsafe at night saying the staff are 'far away'.

One resident was upset at the behaviour of another resident causing her to think about moving to another home. One resident wanted an ensuite room but none are currently available.

We spoke to two visitors at the home who are very happy how their relative is being cared for. They are reassured their relative is happy and safe and they are kept fully informed if any issues arise.

Promotion of Independence

At the time of our visit there was a chair aerobics session taking place where some residents took part. There are choices at mealtimes and staff work with residents to make their own choice of food. Residents told us overall that they are very happy with the food choices and with the amount of food served. One resident felt some of the food to be a little too rich (resident had a digestion issue). Residents told us that they are free to do what they want during the day.

Interaction between Residents and Staff

We saw evidence of staff interacting with residents in a friendly and positive way. Staff wore name badges. Most residents were very happy with the staff, commenting they were caring, friendly and attentive. One resident felt they were 'told what to do' by one member of staff rather than being asked to do something. One resident felt some staff 'dictate' what they can and cannot do.

Recreational activities/Social Inclusion/Pastoral needs

The home provides a variety of activities such as arts and crafts, chair aerobics, music man, hair and nails and TV. The home was planning the Xmas party for the following week with 'Elvis' as the star guest. One resident felt they needed more mental stimulation rather than just the TV being on all the time. Some residents go out for walks and attend church. One resident would like to go out more and in particular attend the theatre.

Staff

All the staff we saw were friendly to us and to the residents that we saw them interact with. Residents were very positive about all of the staff and were happy with the way they were treated. The home has 21 staff in total. Three staff work on days, two work in the evenings and two work 10pm to 8.00am. The home is fully staffed. The staff we spoke with had worked at the home for between two and 12 years. Staff we spoke to were very positive about the home and seem to enjoy working there. The home is a family run home and all staff are very happy to work there. Residents also said that staff often sit and chat with them and some refer to them as being 'like a family'.

Additional findings

A member of staff told us about the Telemedics system that the home is using when a resident is in need of a GP consultation. The staff member said that the connection is difficult to maintain and the residents are unsure about talking to a computer. Healthwatch Bolton will contact Bolton CCG regarding this issue and will feed back the response to the home. The home has a good relationship with the local GP and home visits are rarely a problem.

The home does not have any issues with pests but the laundry in the basement had ant repellent suggesting a possible pest problem.

Recommendations

This report highlights the good practice that we observed and reflects the appreciation that residents and staff felt about the care and support provided.

- The home may want to consider organising a pest control inspection
- In addition to activities provided each day, the home may want to consider providing some other activity rather than just TV to provide more mental stimulation
- The home may want to consider the way some residents are spoken to so they don't feel they are being 'dictated to'

Service Provider response



We have not received a response to this report.

