

Enter and view visit

to

Englishcombe House residential care home

20 January 2016

Authorised representatives undertaking visit:

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Acknowledgements

The Healthwatch Bath and North East Somerset enter and view team would like to thank the residents, staff and management of Englishcombe House residential care home for their hospitality and friendliness throughout the visit.

Purpose of the visit

The purpose of the visit was to gauge the level of care and provision at Englishcombe House residential care home and to gather some views of the residents and staff.

Methodology

How was practice observed?

e.g. interviews, questionnaires or just a chat

Throughout the enter and view visit the team split into two groups of two. The team heard from the manager and spoke with residents and staff as well as making observations as they walked around the home. The enter and view team did not observe any personal care. The enter and view did not enter any resident's room without their express consent. The enter and view team did not read any confidential information.

Summary of data collected:

The findings from the visit will be grouped under separate headings.

Findings

Food and hydration

We observed care staff handing out hot drinks and offering biscuits, reminding and encouraging a man to have his drink. We did not observe the lunch being served.

- there were two choices for lunch, which is the main meal e.g. "Roast Lamb/faggots"
- food is cooked on site by a chef
- lighter dinner is served
- snacks are available as wanted including sandwiches at night
- more fruit intake is encouraged, e.g. fruit on the side
- tea, squash and biscuits are served at 11am and 3pm
- a relief chef currently is covering holiday leave. The home provides a varied menu, with individual tastes catered for

Activities

Because of a very hectic Christmas, January was quiet to give residents a well-earned rest. A schedule was planned for February. We observed a group activity going on with about four residents and a member of staff. A weekly activity programme is available in the foyer for families and in residents' rooms, including:

- trips to the Holburn museum, American museum and pub
- chair exercises
- weekly hairdresser visits
- regular quizzes - popular
- other daily activities are organised and interaction is available with the 'sister' care home down the road

Care and support

Person-centred care underpins the home's practice. One resident observed to us that a member of staff (Gilbert) was very organised. Staff support flexible routines, for example one resident prefers to stay in her room, whilst another resident sometimes takes a walk to Orangery (another care home on the same road, also owned by Cedar care homes) accompanied by a carer, as this helps to calm feelings of agitation.

The home has 20 beds. On our visit, there were 15 residents with early/mild stages of dementia who do not require nursing care. The majority are local authority funded. They do not have registered nurses.

There is a strong connection with Orangery, which provides nursing care. This includes shared activities. Residents can move on to Orangery when their personal needs change. Staff regularly rotate between Orangery and Englishcombe House, and are familiar to residents.

Residents are provided with the following support:

- remain registered with their own dentist
- optician comes regularly to the home
- residents are weighed
- chiropodist visits every seven weeks
- weekly GP visit and as needed from No 18 Oldfield Park Surgery
- manager is always on call at night
- annual residents survey
- residents meeting – which includes residents and their families on a quarterly basis
- residents looked generally clean, kempt and seemed content

Dignity and choice

- residents can pay for a carer for daytrips
- there is no "lights out"
- there are no phones in residents' rooms
- visiting is allowed at any time – including offering a meal to any visitors is appropriate
- residents can decide when they get up and go to bed

- books and CD's are available in the lounge

Staff

The manager was very forthcoming. There are no recruitment or retention problems. Several members of staff with many years' service, e.g. there are two members of staff that have eight years' service and one that has three and a half years' service.

All applicants are informed that a basic knowledge of English is essential.

We chatted very happily to several staff members during their tea break.

One enter and view team discussed the working environment with a member of staff, who was very content with her working environment, other relationships with colleagues and residents.

One staff member commented on enjoying the connection with colleagues and knowing all of the residents.

The manager was very welcoming, open and seemed generally enthusiastic about her job. Most information was gained from talking with the manager.

The home has 15 staff including one administrator, an English chef, an activity coordinator, care coordinators, four senior care staff from Gambia and Brazil. Staff recruited must have functional English. There are long-term staff. Two staff are on duty at night and the manager is always on call at night.

Training – all staff receive a one week induction, which includes manual handling, managing challenging behaviour and dementia awareness

We observed:

- the chef interacting with residents when cooking
- lots of people away/sick during visit
- a very experienced manager
- carers – cheerful, welcoming and good rapport with residents
- carers were attentive to detail e.g. when a gentleman stood up, the staff member made a point of ensuring his cardigan was on him properly
- one staff member mentioned enjoying working here and felt well supported and able to make suggestions or queries to her supervisor who is very open and helpful/supportive
- good staff loyalty, implying a good place to work

Environment and place

- the visit took place on a cold morning and the visitors' entrance was icy - this was attended to by staff when they were alerted and the manager assured us that residents use trades entrance at the side of the building
- clear signage with pictures and text

- lovely spacious upstairs sitting room but did not appear to be as well used as the ground floor dining room
- resident cat
- dirty armchair – napkin down the side
- mixed furniture
- generally very clean, well presented and decorated
- one resident commented that the TV was on all the time, but nobody watches it
- well maintained; no adverse smells; bright, airy and cheerful
- handsome stairs with solid wooden bannisters and grab rails
- lift – which most residents use
- homely feel
- hallways and corridors had interesting pictures which would stimulate conversation
- names and photos on each resident's room door
- observed personal furniture in one resident's room
- outdoor areas were pleasant
- the terraced rear garden had accessible paths with hand rails, benches and shaded areas
- on street parking nearby
- free, open access to all floors including the upper floor where staff live – very small entrance area but useful notice board for relatives with enter and view poster displayed

Disclaimer

- this report relates only to a specific visit on 20 January 2016
- this report is not representative of all service users, only those who contributed within the restricted time available