



# Hungerford Care Home

## Enter & View Visit Update June 2016

### 1. Introduction

#### 1.1. Details of visit

Details of visit:	
Service Address	Hungerford Care Home Wantage Road Hungerford Newtown RG17 0PN
Service Provider	Four Seasons Health Care Ltd (trading as brighterkind)
Date and Time	<b>31<sup>st</sup> March 2016, 11am</b>
Authorised Representatives (Lead in bold)	<b>Cléa Knight</b> , Annette Arlow, Karen Dodd, Martha Vickers
Contact Details	Healthwatch West Berkshire 2 <sup>nd</sup> Floor Broadway House 4-8 The Broadway Newbury RG14 1BA

#### 1.2. Acknowledgements

Healthwatch West Berkshire would like to thank the service provider, service users, visitors, staff, and our volunteers for their contribution to the Enter and View programme.

#### 1.3. 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 and staff, only an account of what was observed and contributed at the time, and any feedback received relating to the visit.

## **2. What is Enter and View?**

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch 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, 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 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.

### **2.1. Purpose of Visit**

- To engage with service users of care homes and understand how dignity is being respected in a care home environment
- Identify examples of both good and poor 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
- To introduce Healthwatch West Berkshire as an independent champion who seek to make changes and improve communication between residents, visitors, carers, staff and management

### **2.2. Strategic Drivers**

- Recommendations made by CQC visit in September 2015
- Anecdotal evidence from multiple contacts to Healthwatch West Berkshire
- Vulnerable groups (the elderly, those living with dementia etc.) are a priority area for Healthwatch West Berkshire 2015-16

## **3. Hungerford Care Home**

Hungerford Care Home is a 52-bed residential home provided by Four Seasons Health Care Ltd, trading as brighterkind, offering nursing and dementia care in different units.

#### 4. Update

*Our report (April 2016) highlighted the following:*

##### Safety Issues

The front door to the care home was locked with a doorbell for visitors, the stairs had gates at the top which were latched shut, and each unit had a digital code for access. Files were not kept out in communal areas. We were informed that each resident's file was kept in their room, and old files archived.

One of our contacts from the Alzheimer's Society informed us of concerns they had regarding this observation from our visit, and its relation to Safeguarding against Deprivation of Liberty (DoL) for residents in the care home.

As a local Healthwatch organisation, it is our duty to ensure that concerns of this nature are responded to appropriately. However, it is beyond our statutory powers to check documentation or evidence of the process of DoL and Mental Capacity assessments or procedures, especially during Enter and View visits as our team is made up of lay people looking at service user experience.

The CQC have responsibility for ensuring the correct procedures are in place, and this was commented on in their most recent report of Hungerford Care Home (which you can read [here](#)). As well as sending our report to the CQC when it was finalised in April, we have contacted them again to highlight this issue to them. This will mean they can make an informed decision as to whether to follow this up and the information will feed into their intelligence for their next visit.

Stephen Webb, CQC Inspector for Hungerford Care Home, commented:

When I inspected I found the records I saw and what I was told at the time, reflected an appropriate approach to applications for DoLS. The use of suitable devices to secure front doors and those between separate units, or leading to hazardous areas such as stairs, is commonplace and acceptable as long as it has been assessed appropriately with regard to potential impact.

A DoLS application is only required for individuals who have been assessed to lack capacity in terms of the Mental Capacity Act 2005, and where there is some limitation on their liberty or movement. From what saw and was told the home had either applied for DoLS where this was the case or was about to do so for additional service users they had identified. It is also possible that best interests decisions may impact upon this situation.

We would like to thank the Alzheimer's Society for working with us so closely on this visit, and for providing us with invaluable information throughout the process. We would also like to thank the CQC for providing us with their comments for this update.