

Westport Care Centre- Enter and View Report

Service: Westport Care Centre (Residential Care Home)

Provider: Excelcare Holding Ltd (<http://www.excelcareholdings.com>)

Date / Time: 21st September 2016 / 10.00am -1.00pm

Healthwatch Tower Hamlets Members: Bill Colverson; Dawn Anderson

Healthwatch Tower Hamlets Staff: Shamsur Choudhury

Provider Lead Contact: Denise Marks (Home Manager)

Address: 14-26 Westport St, London E1 0RA

Purpose of the visit

Healthwatch Tower Hamlets undertakes Enter and View visits to health and social care providers with the aim of gathering service user feedback on their experiences of that service, to see for ourselves how the service is provided and to make recommendations on how the service can be improved. Healthwatch Tower Hamlets usually undertakes on average 4-6 visits to the different types of care homes during a one year period (16-17) and Westport Care Centre was recommended by LBTH Adult Social Care Commissioning Team as a residential care home that could be visited.

During our visit to care homes the discussions with users/residents and carers aims to gather feedback on the following areas:

- How they feel about the staff and how they treat them (privacy and dignity, communication), do they attend to their needs? whether they feel valued etc.
- If there are the same staff members attending to them (continuity of care)? Do they feel they have sufficient staff support and daily interaction with staff (one to one support and interaction)
- Do they feel safe? Are buzzers responded to quickly? Do they get their medicines on time? Do the staff know how to administer their medicine?
- What activities they take part in and how they feel about these activities (are they tailored for their needs)
- Cleanliness of their flat (laundry and general cleaning i.e. changing bed sheets, are their laundry getting done on a regular basis)
- Do people from the community visit them and offer them social time (one to one interaction/ befriending)
- What is their view on the food and the food service? do they get support with feeding and drinking? Are they given options for food?
- How they get involved in deciding on provisions and activities at the care home?
- Suggestions on how the service can be improved e.g. what they would like the care home to provide; (i.e. additional activities/ services) or what they will like to see changed.

Information on the service

- Westport Care Centre is a 44-bed purpose built home for people living with dementia or needing personal care, most of the residents are from Tower Hamlets, however there were also many residents from other local boroughs e.g. Islington and Camden. At the time of our visit they had 41 residents.
- Most residents are in their 70's and 80's and need some form of support to manage their daily life i.e. personal care, medication support, support with eating, etc. The

level of support a resident receives depends on their personal needs and dependency level.

- Representatives were informed that **26** out of the 41 residents either have mild dementia or have early onset of dementia.
- Staff Numbers: mornings shifts: 2 Senior Team Leaders and 5 care staff. afternoon/evening shifts: 2 Senior Team Leaders and 5 care staff. nights shift: 4 waking staff/2 Team Leaders and 2 care staff. All staff at Westport apart from one, are permanent and have been working at Westport on a long-term basis.
- Westport holds a resident meeting every two months, this meeting gives residents an opportunity to make suggestions, give ideas or highlight any dissatisfaction.
- The Home Manager mentioned that they do not have a structured activity schedule, activities are undertaken ad hoc and on one to one basis with residents. There were some organised activities that take place weekly e.g. exercise, swimming groups, nail days and foot spas. They also engage their residents with third sector organisations such as Alzheimer's Society (Singing for the Brain, Dementia Café) and Age UK.
- Westport organises a **'My Special Day'** for all residents, once a month a resident is selected and they get the chance to do whatever they like e.g. go out, daytrips, do things related to their profession. (see attached pictures on pages 6&7).
- Westport took part in a LBTH Public Health funded project to tackle isolation in care homes, this project was managed by Magic Me on behalf of LBTH. Magic Me developed a pool of befriending volunteers for Westport, that engaged with residents on certain days of the week (Tuesday & Wednesday). At the time of our visit this project was coming to an end and the Home Manager mentioned that she would like to keep hold of the volunteers to continue this work, as it has been beneficial to residents.
- One of the key challenges for the Home Manager is 'access issues' with GP practices that residents are registered with. She mentioned that Jubilee Street Practice is good, but East One Health can be a problem. Westport also has bad experiences with the Royal London Hospital in relation to discharge of patients and how they communicate with the care home, the manager mentioned that the communication of Royal London staff (14E/F) is awful, and said that every time a resident comes back from hospital they have pressure ulcer/bed sores. The Home Manager did mention that they had good experiences with Dr Bell (Leadenhall Ward, Tower Hamlets Centre for Mental Health), she said that he was very responsive.
- The manager mentioned that all residents are monitored for nutrition and hydration.

Observations of Enter and View Representatives

- The main reception area was small (receptionist at the desk) but had orderly up to date information on events and other social information.
- An organisational photo chart (staff) was on the wall.
- The corridors seemed clean and bright- there was good lighting in the home.
- On one floor, there was slight smell of cigarettes.
- There are internet facilities mounted on the wall in the corridors.
- The residents seemed happy about living here, they came across as well maintained and clean.
- Staff interacted well with residents both in the lounge areas and their own rooms.
- We observed staff helping residents that needed support with feeding or cutting their food.
- Most of the residents managed to finish their lunchtime meals, which was a good sign that they are eating well.
- Snacks and drinks are readily available.
- Bedrooms are in good condition, they also had good light coming in and seemed airy.

- External building wood cladding (front and back) seems to be deteriorating, they need maintaining and recolouring.
- Areas that required to be kept lock were locked and notices were clearly displayed.
- Staff did not wear ID badges, however the care home manager explained that this was intentional as staff as she wants the resident to view staff as being part of the home / family member.
- Relatives can visit any time of the day and are encouraged to interact with staff and other residents. We observed one family member that was interacting with other residents in the lounge area and giving out fruits that she had bought herself.
- At the time of our visit residents were watching a film together and were offered sweets and popcorn (cinema).
- There seemed to be good record keeping in manager's office, all records were kept up to date and filed properly. Representative could access resident meeting notes and other files freely. The manager highlighted that 'care plans' are stored electronically, she said that the only things she keeps in the office is a folder for each person with contact details and hospital letters, etc.
- Emergency buzzer system seemed to be working well.

Communal Garden Area

This was a large space, tidy, with a raised level at the back. There are functional garden furniture, tables and chairs, pots plants and hanging baskets - generally it was well maintained. There were ash trays for smokers in the garden and carers were smoking, this was not sectioned off, some residents that do not smoke may be inhibited to use the garden due the smoking.

Resident and Carer Feedback

As substantial majority of the residents suffer from dementia it was challenging for representatives to acquire feedback from the residents and it was also challenging to have expressive conversations with the ones that they did manage to engage with.

Resident 1

Food is quite bland; I take it to my room sometimes but you're not allowed you know. The staff are nice; they help you and give you sweets and I like dominoes. I've got a very big room, it's clean, the staff do talk to you. They help with medicines. My daughter visits me sometimes from Dagenham. I don't feel too lonely, just if I feel down. I have privacy, I like my room.

Female/ Over 60/ White

Resident 2

I've lived here for quite some time. I like it here, I do my crosswords and play cards. The staff are nice. I've put on weight here. I would like my daughter to visit more. My laundry is clean and is my own. I feel safe hear I don't go out much I like it here.

Female/ Over 60/ White

Resident 3

*Staff are helpful; I am happy that people are looking after me...vast majority of people are caring here...its sociable here, we sit down watch TV and eat together, this happens every day. I can eat myself, they cut up meat for me...I would prefer to be a home.
Female/ over 70's/ White*

Carer- Feedback

Carer 1 (*His mum is the resident and she has mild dementia*)

We are from Islington, we saw homes in Islington but decided against them, they seemed regimented and not as friendly as here...here you can come her anytime you want; it's an open-door policy, the Islington ones have restrictions, plus my first impression here was better...the distance is a problem as I live in Islington, but I rather prefer my mum to be in a nicer home and that I can see her freely every day.

Staff are helpful if you ask for anything they will get it for you. If I want to speak to my mum on the phone, they always get her...she eats the food here, since she been here she has put on weight. She is quite difficult to cope with, staff are very patient, they are calm, they don't get agitated. It's a family atmosphere here, you can't fault it...they seem well staffed and I seem to see the same people all the time.

They do her washing daily, always a full cupboard, she is always clean. Here everyone knows everyone, staff are friendly, I feel comfortable. They get residents together; they do encourage interaction. The deputy manager Justin is a decent man...and Denise is great, she is very hands on.

I feel she is safe and secure here...she is getting looked aftered well.

Resident Equalities Data: **Female/ 80/ White British**

Carer 2

My brother has been here 4 years, his from Camden/Islington area. If Denise could clone herself this place would be perfect. This place is homely, quiet and calm, it's a nice place!!

If there are any issues I want to raise, I can say how I feel. If someone does not eat food now, they are happy to give it to them later...when it suits the residents, so they do maintain good nutrition and make sure residents eat properly.

Staff are generally nice...it would be good if staff could be encouraged to do more activities with the residents.

Overall my brother is getting what he needs.

Resident Equalities Data: **Male/ 50-60/ White British**

Feedback Summary (based on resident feedback; representative's observations and comments)

- It was generally very difficult to gather residents feedback on the care they receive at Westport Care Home as majority of the residents are dementia sufferers. Representatives observed that residents looked happy, appeared clean, well dressed and seemed to be engaged well by staff on a one to one basis as well as in a group situation.

- The three residents that representatives spoke with said that they liked living at Westport as they get everything done for them and feel that the environment is sociable. They commented that staff are nice, caring and take time to talk to them.
- Carers feedback was also very positive, the two carers representatives spoke with spoke glowingly about the Home Manager e.g. they praised how she makes them feel welcomed and how she manages the care home in a hands-on way. They also commented positively on the overall care home, they feel that Westport is staffed well, feels homely (family atmosphere), always open to them, see the same staff members working there, staff members are nice and most importantly they feel their family members and other residents get looked after well e.g. staff make sure that they eat properly and that this is monitored well.
- There was a mention from a carer that the staff could organise more activities for residents, she felt this is an area that could be improved.
- Representatives also left Westport with a good impression, representatives feel that Westport is well managed, has a hands-on manager that seems to have the resident's best interest at heart and more importantly representative got the impression that residents are happy in the care home environment and more importantly seemed to be well cared for.

Question for Management

- How do they ensure that residents with dementia do not leave the building - how is this monitored?

Response from provider:

- Door key pad in place at main entrance however this is not a prison and the people that live here are free to come and go as they please unless there is a DOLS in place and then a member of staff would escort the person.

Recommendations

- Representatives would like to strongly recommend that Westport Care Home develop a '**structured activities**' programme/timetable, a structured programme will ensure staff are actively thinking about how to keep residents engaged, we feel this is important tackling loneliness and isolation more proactively.

Response from provider:

Westport as I previously said is not a prison and nothing is structured which allows the home to feel like a home. By giving each individual the opportunity to do what they want and when they want to combats loneliness and isolation.

- Representatives feel that the garden area should have a '**designated smoking area**', which is away from the central areas of the garden, we feel some residents and carers might be discouraged to use the garden because of the smoking.

Response from provider:

This has been written on an assumption and to have a designated area would have to be at the back of the garden and some people are unable to walk that far.

- Representatives feel to improve the image/appearance of the outside of the building (front and back), that the owners should repaint and restore the wood cladding areas.

Response from provider:

This is a personal opinion. Wood cladding is in sound condition.

Important Information for Management

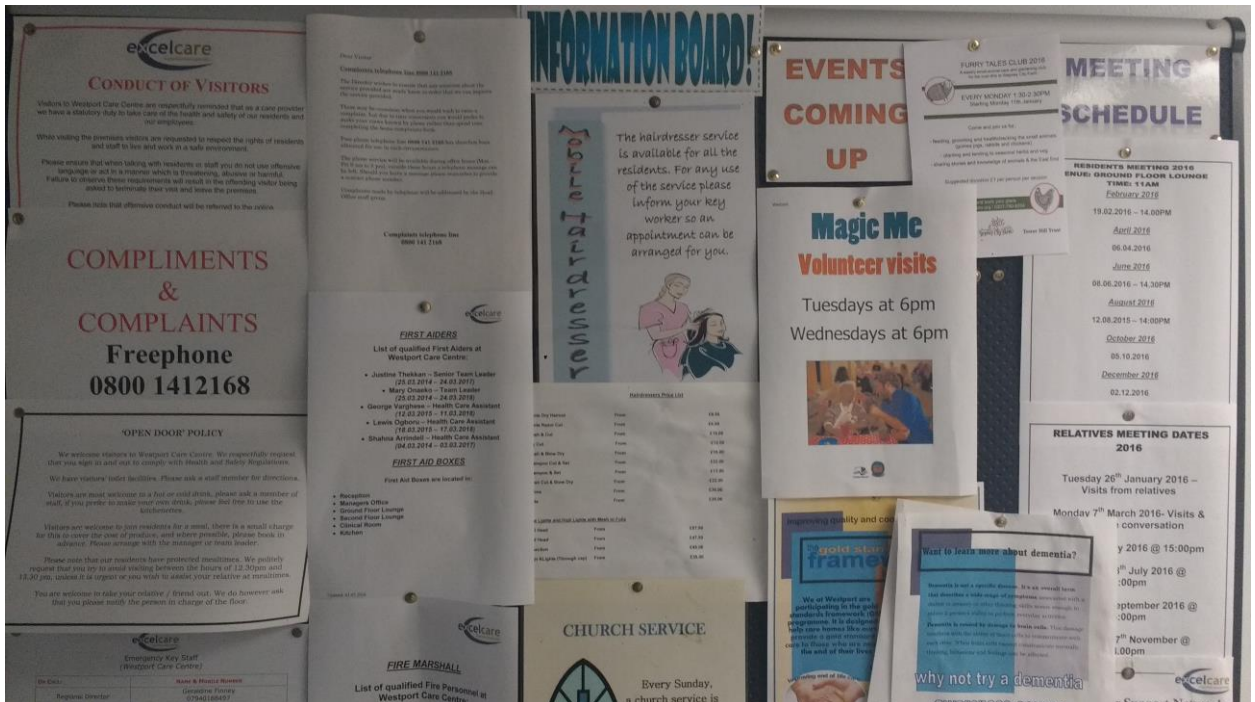
- We expect the management of Westport Care Home to respond to any questions and recommendation raised in this report with an action plan (if applicable).
- Copies of this report will be circulated to LBTH Adult Social Care Commissioning Team, CQC and will also be available on Healthwatch Tower Hamlets website.

Healthwatch Tower Hamlets representatives and staff would like to thank Denise Marks (Home Manager) for making all the necessary arrangements in organising the visits and for helping us during our visits.

Disclaimer

1. The observations made in this report relate only to the visit carried out at Westport Care Centre on the 21st September 2016, which lasted for a total of two and half hours.
2. This report is not representative of all the residents that live at Westport Care Centre. It only represents the views of those who were able to contribute within the restricted time available

Pictures from the visit





Special trip down memory lane for former firefighter

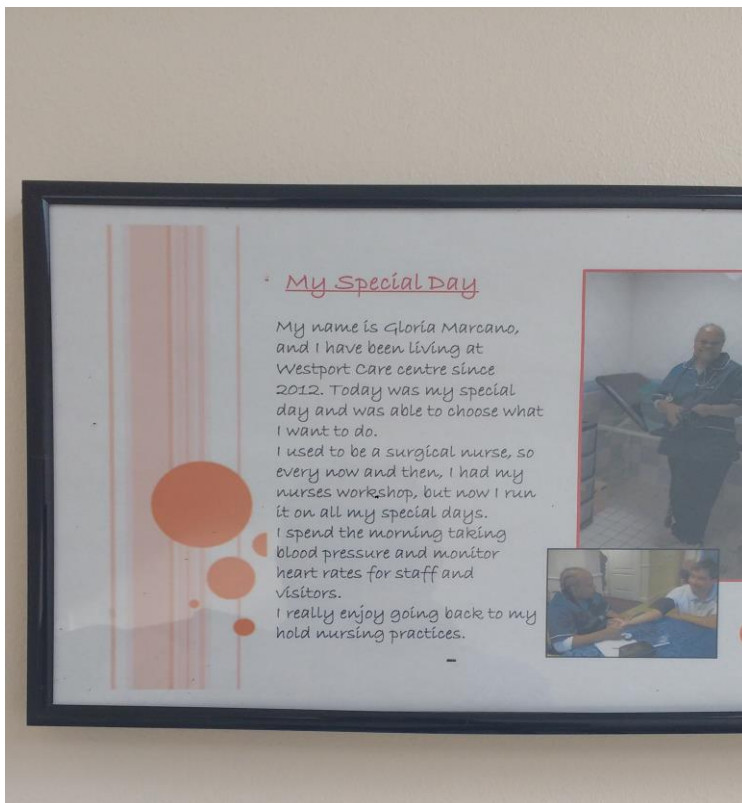
An open day at Dagenham fire station had special significance for one man.

Ronald Rowan, an 84-year-old dementia patient who lives at Westport Care Centre, used to be a firefighter. Centre manager Denise Marks hoped Sunday's trip would bring back happy memories for him.

She said: "His whole face lit up, as if he was reliving it."

Carer Lewis Ogborn said that Ron and fellow care home resident Richard Rhule, 69, had "a very good time".

■ For more pictures from Dagenham fire station's open day see pages 20-21.



My Special Day

My name is Gloria Marciano, and I have been living at Westport Care centre since 2012. Today was my special day and was able to choose what I want to do.

I used to be a surgical nurse, so every now and then, I had my nurses workshop, but now I run it on all my special days.

I spend the morning taking blood pressure and monitor heart rates for staff and visitors.

I really enjoy going back to my hold nursing practices.



Response from Provider (Excelcare Holding)

I will not be actioning any recommendations.