

Date of visit: 8<sup>th</sup> of May 2017

## **Enter and View Report: Deer Lodge**

**22 Sandy Lane, Teddington, TW11 ODR**

A private residential care home located in Teddington, close to Bushy Park. It has accommodation for 14 residents.

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## Introduction

Deer Lodge is an adult residential home owned privately by Mr S. Patel, at 22 Sandy Lane, Teddington, TW11 ODR. Ms Saharla Garane is the registered manager and responsible for the services provided. At the time of the visit the home was registered with the Care Quality Commission (CQC) as 'Residential Accommodation for people over 65 requiring personal or nursing care'. The CQC describes the service being provided as GOOD in their last inspection report of the 1<sup>st</sup> of February 2016.

The home can be contacted on: 020 8943 3013

Healthwatch Richmond is a registered charity that acts as an independent voice for people in the London Borough of Richmond upon Thames. It helps to shape, challenge and improve local health and social care services. Healthwatch Richmond was set up by the Health & Social Care Act of 2012. The Act and its regulations granted Healthwatch powers to request information from health and social care providers and receive a response within 20 days, and to enter and view premises that provide health and or adult social care services.

The reports of Healthwatch Richmond's Enter & View visits can be found on our website: [www.healthwatchrichmond.co.uk](http://www.healthwatchrichmond.co.uk) or are available from the Healthwatch Richmond office, please contact us on: 020 8099 5335

## Rationale

In 2016 Healthwatch Richmond began a new programme of visits to residential homes. In selecting Deer Lodge we analysed a range of data available to us from the CQC, the Local Authority and community sources including if the home was due to have a CQC inspection or a Local Authority visit or whether these visits had occurred recently. This enabled Healthwatch Richmond to identify which homes to visit aside from those with which there are ongoing concerns.

The selection of Deer Lodge for visiting is described in the Rationale above. It was a home that Healthwatch Richmond had never undertaken an Enter & View Visit to before and it was not scheduled to have visits from the CQC or the London Borough of Richmond in the near future. Neither had it been visited by these organisations recently.

## The Visit

An announced visit was arranged with the care home manager, Ms Garane, to commence on the 8<sup>th</sup> of May 2017. The visit was conducted by a team of 2 volunteers and one member of Healthwatch Richmond staff between 11.00 am and 1.00 pm.

A description of the visit is given within the methodology below and undertaken using Healthwatch Richmond's Residential Care Enter and View tool.

## Methodology

Enter and View representatives were authorised via Healthwatch Richmond's Appointment of Authorised Representatives for Enter & View Policy. This includes a written application,

satisfactory references, an enhanced Disclosure and Barring Service (DBS) check, training in safeguarding adults and training in how to undertake Enter and View visits. The visit was planned in accordance with Healthwatch Richmond's Enter & View Policy and undertaken in the spirit of partnership and openness.

Healthwatch Richmond requested Deer Lodge to provide the following information:

- Total numbers of staff and residents
- Management Structure
- Registration Details
- Any guidelines that Deer Lodge had for visitors
- Complaints Policy & Procedures
- Any other information provided for residents and their families

Deer Lodge supplied Healthwatch Richmond with all the information requested.

Healthwatch Richmond visited the manager to discuss arrangements for the visit and agreed a mutually suitable date. Posters and leaflets for the visit were supplied to the home to advertise the visit to residents, staff, families and friends.

All the background information available on Deer Lodge was drawn together by Healthwatch Richmond and made available to the team undertaking the visit. The team met prior to the visit to plan what areas of interest they would like to focus on during the visit. The aim was to gather the experiences of residents, their families and staff and to observe how Deer Lodge met the needs of its residents and, if appropriate, to make recommendations about anything that may be improved.

The areas for focus were:

- Residents' and their families' views on life at Deer Lodge
- Support for residents in the home
- The home's environment
- Staff's views on working at Deer Lodge
- Deer Lodge's views on local services
- Management support

## Limitations

The report relates only to the specific visit by Healthwatch Richmond on the 8<sup>th</sup> of May 2017 and the report is not representative of all the service users, relatives and staff - only those who contributed within the restricted time available.

## Findings

During the Healthwatch Richmond visit the team had 12 conversations with residents and spoke to 3 relatives, 2 care assistants, the chef, 1 volunteer and the manager and deputy manager.

## General

Deer Lodge is a care home for up to 14 older people situated in Teddington, in 12 single rooms and 1 double room. It provides residential accommodation for older people requiring personal or nursing care, including people with dementia.

The Healthwatch Richmond team was warmly welcomed by the manager on arrival, who was most helpful in showing us around. The atmosphere in the home was friendly, cheerful and caring and the residents and their families seemed happy with the care they were receiving. They and the staff were happy to talk to us about their experience of living and working at Deer Lodge and their comments are included throughout this report. Conversations with some residents were limited by their capacity to engage with us.

Posters were on display advertising the Healthwatch Richmond visit.

## Accommodation

Deer Lodge is based in a two storey nineteenth century house with an additional attic floor used only by staff. The outside signage for the home was not very clear and would benefit from replacing. Since our visit Deer Lodge has informed us that the sign will be repainted to stand out more, within 4 weeks. The outside of the home, the internal building and the garden were all in good condition and looked well maintained. Access to the building is level and secure and staff were observed ensuring that the front door was locked. The key for the door was hung inconspicuously elsewhere.

The overall appearance inside was attractive, light, very clean, well decorated and well furnished, giving it a homely feel. Residents and their families commented on the cleanliness and their comments included: “they clean every day, there’s never any dust”. The main lounge was very attractive with a good use of space and large windows looking out onto the garden and the residents had their own blankets on their chairs for an individual feel. Posters clearly displayed the Complaints Policy and relevant regulatory information and a noticeboard in the lounge displayed pictures and photographs related to the residents. A good sized, well-kept garden was accessed from the lounge, where residents can sit out or have meals in better weather. Residents commented on the garden as a place they enjoyed going to.

One of the two main staircases has a chair lift as there is no lift in the property and we were told by a senior staff member staff that the residents on the first floor can manage to use the stairs with help from staff and that they are encouraged to do this as much as possible to maintain mobility. The stairs to the attic floor from the first floor are steep and we would welcome feedback from Deer Lodge on whether they had considered if it was necessary to have a stair gate here to prevent residents wandering up these stairs. The home has responded to inform us that they will install a stairgate within 2 weeks.

Residents’ rooms, that we were invited to visit, were well kept with personal possessions creating a homely feel and whilst there were few en-suite facilities there were plenty of bathrooms and toilets.

Most of the décor was white and we would encourage the home to think about colour coding specific facilities e.g. the toilets, to aid residents with dementia find their way around. Pictorial signage would also help the residents and the home has confirmed they are looking at appropriate signage, which will be installed in about 2 weeks. All the toilet and shower rooms were in good condition and very clean.

## Management

The manager, Ms Garane, had been in post 11 years, she informed us that the home's owners were very supportive and visited regularly. There were no current staff vacancies, most of the staff had been there a long time and they told us that they did not use agency staff, but provide their own cover. Each day shift had 2 or 3 carers plus the manager or deputy manager and the chef and at night from (7.30 pm) there are 2 staff on duty, 1 waking and a senior staff member sleeping and the manager is on call. On the day of our visit the Manager, the deputy manager and 3 carers were present plus the chef. There appeared to be sufficient staff on duty to meet the needs of the residents and we did observe staff respond quickly to residents' needs.

## Residents

The residents of Deer Lodge were mainly in their 80s and 90s and predominantly female, there are currently 14 residents, all of whom had dementia to a varying degree. All the residents looked well cared for and some of them were very responsive and active. Those that we spoke to were very positive about the care they received at Deer Lodge, among their comments were:

- “the manager is amazing, the support is very good
- “the staff are good, nice”
- “a good place, it is a lovely area”
- “the staff are always ready to have a joke”
- “I’m very happy here, there’s nothing to complain about”

## Relatives

The relatives we were able to speak to were generally very positive about the care at Deer Lodge. They told us that they felt included in decisions about any changes to the home. One relative told us “we’re really, really happy, we’ve hit upon a gem in Deer Lodge”. Another relative said that their parent had been there 2 years and they were very pleased with Deer Lodge.

## Staff

Staff members told us that they were happy working at the home and they appeared to genuinely enjoy their roles. One told us that they liked working there and liked that the residents didn't change very much. Other staff commented that:

- “it’s like they are all my Grandmas”
- “I like dancing with them, I am always dancing and singing with them”

## Staff Training

The deputy manager explained that mandatory training was carried out by an external training company yearly, this takes place on site. Staff undertaking NVQs do these online. She felt she was well supported in her role and had had additional training both through online and external courses.

We didn't have the opportunity to speak to any other members of staff about their views on the training they had received.

## Residents, Relatives and Staff Interactions

Healthwatch Richmond observed that the staff treated the residents with dignity and respect and we observed that they were attentive to residents' needs. Staff were seen to engage well with the residents and their relatives and the interactions between staff and residents seemed caring, positive and friendly.

## Resident and Relatives Involvement

The manager told us that there used to be regular 3 monthly consultation meetings but this had been changed because of relatives' availability. This was now more ad hoc when any changes to the home were being discussed. Any changes are now also discussed with families at their regular care plan meetings. Since our visit Healthwatch Richmond have been informed that there has been a relatives' house meeting.

## Activities

Staff and volunteers provide a range of activities for the residents, one of the regular volunteers, previously a member of staff, explained the wider programme of activities. She spoke at length about how they engaged with the residents and strived to meet their individual needs and abilities. Activities included music, visits into Bushy Park, nail care, visits from volunteers and college students to talk with the residents. Healthwatch Richmond saw clear evidence of the thought and effort they put into activities for the residents.

Deer Lodge told us that they encouraged residents to go out and some did with their families. Other residents were said to have no real desire to leave the home. At the recent relatives meeting one of the topics discussed was going out and the home has informed us that the families attending thought it was more important to have stimulating in house activities than going out. Deer Lodge say they will look into providing further in house activities but they will still provide opportunities for the residents who are able and willing to go out, to do so.

On the day of our visit one of the resident's birthday was being celebrated and a musician was entertaining them, all appeared to be enjoying the music and some were able to join in and dance with the help of staff. We were informed that an entertainer always came in on a resident's birthday and that this was in addition to other regular activities.

## Mealtimes

The kitchen looked clean and well organised and the chef explained to us how the menus were organised on a 4 week rota, displayed on the noticeboard in the lounge. She was observed talking to each of the residents and explaining what was on the menu and asking for their choice. Meals were served at an attractive dining table on one side of the lounge. The choice of food looked sufficient and the food was presented well and looked appetising, it was served to most of the residents at the dining table. Those residents requiring help with eating were observed to be being given appropriate help in a kind and sensitive manner. The residents were generally positive about the food and their comments included: "it is very good", "it is quite all right, but not a lot of choice" and the "food is very good".

## Continuity of Care

### Local services

The manager told us that they were generally very happy with the care they received from local health services and their GP practice, Park Road Surgery. However they had concerns

about how long it took for residents' records to transfer from another practice. In one case this is taking over 5 months and means the new GP cannot get the background information they require on the person's medical history. Healthwatch Richmond has followed this up with Primary Care Support England (provided by Capita), who are responsible for the transfer of patients' records. They have informed us that the transfer should only take 3 to 6 weeks and we are liaising with Deer Lodge to assist them in investigating this further.

## Hospital Visits, Admissions & Discharges

Deer Lodge told us of their concerns about some of their residents' experiences of care at Kingston Hospital. They considered the hospital not to be 'dementia friendly', despite this being something the hospital are promoting. We would welcome further details from Deer Lodge on their concerns about how residents with dementia are treated when admitted to hospital. The home also has a number of concerns about patient discharge procedures including catheters not being removed and no indication of this in the discharge notes. Again we would welcome more details from the home about this.

## Conclusions

### Good Practice

We observed that Deer Lodge is a well-run care home, with good systems in place to care for their residents and that they worked to a very high standard. The home had a welcoming atmosphere and we saw evidence of good relationships and good communication between management, residents, their relatives and staff.

## Outcomes

Healthwatch Richmond would welcome feedback from Deer Lodge on the following:

1. Whether Deer lodge had considered colour coding specific facilities, e.g. the toilets, in the home to aid residents with dementia to find their way around?
2. If the first floor accommodation has to be used by residents who can no longer use the stairs can Deer Lodge still meet their needs in terms of access to the ground floor?
3. Any further details of their experiences of local hospital care and discharge procedures

Healthwatch Richmond will:

1. Follow up why clinical records are taking so long to transfer between GP practices.  
This is in progress
2. Note the concerns raised about:
  - the poor discharge experiences at Kingston Hospital
  - the care of residents with dementia admitted to Kingston Hospitaland Healthwatch Richmond will raise these with the hospital