

## Heatherwood Nursing Home - Enter & View Report

<b>Service</b>	Heatherwood Nursing Home
<b>Address</b>	47 Foxley Lane, Purley, CR8 3EH
<b>Manager</b>	Mr Amin Virani
<b>Date and time of visit</b>	Wednesday 14 <sup>th</sup> October 2015 10:30am - 3pm
<b>Status of visit</b>	Announced
<b>Healthwatch Croydon Enter &amp; View team - Authorised Representatives</b>	Annamika Koomoshan, Nicky Selwyn
<b>Lead Authorised Representative</b>	Annamika Koomoshan
<b>Healthwatch Croydon contact details</b>	Healthwatch Croydon, 24 George Street, Croydon, CRO 1PB

**Acknowledgements:** Healthwatch Croydon would like to thank Mr Amin Virani the Manager of Heatherwood Nursing Home, staff and residents for their co-operation during the visit.

**Purpose of the visit:** The Health and Social Care Act allows Healthwatch Croydon representatives to observe service delivery and to talk to service users, their families and relatives on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. The visits can happen if people tell us there is a problem with a service, but equally, they can take place when services have a good reputation - so we can learn about shared examples of what they do well from the perspective of the people who experience the service first hand. On this occasion, 2 Authorised Representatives (including a Healthwatch staff member) carried out observations and engaged with residents and staff. Local Healthwatch representatives carry out these visits to health and social care services, to find out how they are being run and make recommendations on areas for improvement if required. Healthwatch Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policy. If at any time an Authorised Representative observes a potential safeguarding concern, they shall inform their lead and service manager. The lead Authorised Representative will then end the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to Croydon Council's Safeguarding Team.

## About the service

Heatherwood Nursing Home accommodates up to 21 people with various complex needs including dementia, mental health and learning disabilities. Most of the residents are from London Borough of Croydon and 2 residents from the London Borough of Sutton. Heatherwood will only accept residents with minimal challenging behaviour due to the size of the home and to prevent existing residents becoming distressed. At present, there are 15 people on the waiting list. The home has been awarded the Gold Standard Framework care home accreditation, an award for high quality of care provided for people in the final years of life. It has a 5 star hygiene certificate, ISO 9001 Certified Quality Systems quality management system and is National Activities Providers Association accredited. One member of staff is a Dignity Champion.

The Manager and Activities Coordinator provided the Authorised Representatives with a tour of the home. Heatherwood Nursing Home provides en-suite rooms with a hand basin and toilet. A few rooms situated on the ground floor have direct access to the garden. All rooms have air mattresses which can be adjusted to the individuals' needs. A communal shower room is situated on each floor. Heatherwood has recently introduced a portable call bell monitoring system which allows residents to have a call bell with them at all times. In addition each room has a second mobile call system within the en-suite toilet.

The call bell monitoring system can also be programmed to remind staff when residents require medication or when bedridden residents need turning to prevent bed sores. The calls cannot be reset by the main screens, only at the call bell itself which ensures that staff immediately attend to residents. The team observed the prompt response time of staff when the monitoring system alarm was tested.

The Healthwatch Croydon poster was displayed advertising the visit to residents and relatives within the foyer, so on arrival family relatives could immediately see it. The poster included the phone number and email address of Healthwatch Croydon so that individuals could provide feedback on the services.

To support new residents with the transition into a nursing home, Heatherwood staff advise family relatives to bring in personal items before the resident arrives. Staff then set up displays in their room with familiar memorabilia so that the room is dressed with all the resident's favourite things ready for their arrival. There are no set visiting times and relatives can come any time of the day or night.

Within the cost, Heatherwood includes a television in each room, toiletries, outings, activities, birthday celebrations and entertainment. The home offers hairdressing twice a week and a chiropody service once every six weeks that residents must pay for themselves. A library service is also offered to residents by Purley Library. Dr Mawgo from Woodcote medical practice visits the home once a week. The medical practice also has an in-house pharmacy. The home does not accept residents who are discharged from hospital after 4pm on a Friday and over the weekend to prevent readmission into hospital due to lack of services over the weekend.

## Observations

**Reception/foyer area:** Attention to detail was observed within the driveway and reception areas. The reception/foyer area was spotless, fresh smelling, brightly lit and had a modern feel. On arrival, Healthwatch Croydon Authorised Representatives were asked to sign in as part of Health & Safety. The Healthwatch Croydon team were welcomed by the Owner, Manager and Activities Coordinator.

In the reception area, a computer screen displayed the activities offered along with messages and residents' birthdays. The call monitoring system was displayed within this area for staff to access. The owner demonstrated the system and the response time of staff. Below this was a signing in sheet for staff to log in and out after their shift.

**Information displayed:** Heatherwood CQC report was displayed within the foyer area. A complaints and suggestions book was situated within the reception/foyer area under the screen displaying the activities. The complaints procedure was displayed on the noticeboard near the office. Information is also provided in every bedroom. There were no photographs of staff on display.

**Recommendation:** Heatherwood to display the photographs and names of staff.

**Response from Heatherwood:** The photographs were recently removed whilst decorating; there are plans to redisplay the photos

**Lounge:** The lounge area is situated on the ground floor. The area was clean and bright with brightly coloured modern high back chairs. The owner explained that paintings of London and an antique radio were there to encourage reminiscence. The lounge led directly out onto the newly decorated garden.

**Dining area:** The dining area was recently refurbished and had coordinated curtains, place mats and flowers on each table. The area overlooked the garden. Menus were available on the table for residents to read. Within the area there were memorabilia such as a gramophone, an old fashioned rotary dial telephone, an old bus, a classic car and photographs (Roger Moore, The Avengers and vintage Ovaltine advert) to support with reminiscence.

**Odour and tidiness:** All areas visited were extremely tidy and the environment smelt fresh.

**Noise:** The background noise was appropriate for the residents and the music playing was country and western. The level of music was low enough for residents and staff to communicate. Staff were aware that the wrong type of music can upset residents.

**Choice of food and refreshments:** Meals are freshly prepared on site by the cook. In the kitchen there was a spreadsheet displaying the residents' names and dietary requirements. These meals are adapted to the needs of the residents' dietary requirements. This system also enables staff to access the information at all times including when the cook is on leave or off sick.

The Authorised Representatives observed sample menus that listed 2 meal options for lunch and dinner times offering a meat or vegetarian option for each meal. Menus were available on tables and pictorial menus were also available for residents. Halal meat options are also available. For puddings; sweetener options are available for diabetic residents.

**Staff levels of interaction:** Our observation of lunchtime was that staff interacted well with residents. Staff took the time to assist individuals who required assistance with feeding. Staff

were friendly, caring and respectful and obviously know clients really well. Great examples of rapport were seen. We observed a staff member feeding a resident in a gentle, respectful and attentive manner. Staff encourage other residents in a caring manner to finish their meals. Throughout the lunch period there were plenty of staff on hand to assist.

During the activity session, members of staff were interacting well with residents in a sing-along. The Authorised Representatives were informed that residents and family relatives are taken on outings. The last day out was to Hampton Court.

**Activities:** In the reception, a computer screen displays activities that include sing-along karaoke, musical bingo and seated exercise throughout the week. Residents are offered The Daily Sparkle which has articles and quizzes for residents to read at their own leisure. The activities were led by 2 part time activity leaders and a full time activities coordinator.

Heatherwood plans, logs and evaluates all activities in great detail in the activities folder. The pre-planning identifies resources and preparation required (e.g. staff, equipment, rooms) as well as risk assessments. Each activity is identified by a photograph (e.g. a microphone for karaoke) and each is logged into a matrix of potential core outcomes (e.g. socialising, physical wellbeing, reminiscence.) After each activity those residents who are able complete post-activity surveys. Handwritten comments from residents which were seen by the Authorised Representatives included 'excellent' 'enjoy' and 'more'. Staff also complete post-activity evaluation sheets which log the effectiveness of each activity across the core outcomes and the responsiveness and engagement of each resident to each activity. This allows staff to establish the most effective activities, individual's preferred activities and may also highlight cognitive or other changes in residents. Furthermore, these records are useful in reassuring and informing relatives about the activities their loved one has participated in.

Another example of person-centred care was the scheduling of one-to-one room activities with those residents who can't - or prefer not to - leave their room. These activities might include reading, doing puzzles or simply watching TV with the resident, depending on their preferences.

**Accident reporting book:** Nurses are responsible for logging any incidents and the information is stored within the office.

**Tidiness:** All areas visited were clean and tidy and the environment smelt fresh.

**Bedroom:** Outside each bedroom was the name and photograph of the resident along with their key worker and nurse. The downstairs bedrooms were re-decorated and the upstairs bedrooms were waiting to be decorated. One bedroom upstairs had an en-suite shower, toilet and washbasin. The remainder of the rooms had toilets and washbasins. Residents share a communal shower room on each floor. Original metal beds were replaced with wooden frames in an attempt to make them look less institutional.

Heatherwood had a lift and stair lift for residents to use; staff commented all residents preferred to use the lift.

**Outdoor space:** The garden was recently renovated and now has a lawn and outside wicker effect seating area with a barbeque to encourage residents to use the area. The area was resurfaced to ensure level ground and replaced with Astroturf. A resident said the home does outside activities when the weather is good. The front drive is nicely landscaped with a mini (working) vintage post box.

**Other observations:** There were lots of awards displayed in the office rather than on public display; this could be because the reception area was recently decorated. The impression is that staff feel that Heatherwood is foremost the residents' home.

The activities coordinator showed the Authorised Representatives a daily living planner personalised for each resident's preference, person-centred plan, likes, food, bedtime routine and personal care.

**Control of Substances Hazardous to Health cupboard - key left in the door.**

**Heatherwood response:** The home agreed that the key should not be in the door and agreed to replace the lock with a key pad.

## Resident's comments/feedback

One resident asked to speak to the Authorised Representatives about Heatherwood. Their favourite thing about the home was that they feel comfortable and said "Nice room, good food, not lonely. I like my crosswords and quizzes and I like to keep myself to myself, but I can be with people when I want. My room is my CQC - Cosy Quiet Corner - my des res. The staff have got to know my habits; they know us all very well." They said nothing could be improved "It couldn't be bettered, they really know us."

When the Authorised Representative asked about the food, the residents said "I need to watch my diet and the staff are very responsive. There's a good variety and it always tastes lovely; home-cooked food." Regarding morning and bedtime routine the residents said "there isn't one really - everyone's different. I like to go to bed around 9:30 to 10:30 and Sister knows that. I think she looks in on everyone. Sometimes I wake up very early and the night staff will bring me a cup of tea."

The authorised representative asked how staff treat residents and whether they are approachable. The resident said "They're all lovely - they know what I like and they're very caring. Staff know us by our first name. It is lovely having a conversation with staff; I hope they feel the same way." The residents' said the home provides regular activities "We do sing along. I love singing. It depends on what the other residents choose."

The resident then said "I feel very lucky to be somewhere like Heatherwood. A home away from home. I don't think it could be better. I feel I am treated well, nobody gets impatient with you. When I first arrived I was unable to walk and I was in a wheelchair, staff helped me to walk using a walking frame. I can now walk with a frame; I got all the support I could possibly ask for." The resident mentioned in summer they had a party in the garden which their family and residents attended.

## Interview with staff

### **Favourite things about working here?**

The atmosphere is calm and the proprietor is approachable. Everyone works as a team at Heatherwood. The proprietor has agreed to invest money in supporting staff in training and development. Staff enjoy working for a small provider with personalised care. Staff establish a good relationship with residents, management is good and the proprietor is on hand for support.

### **Any challenges or difficulties encountered whilst working here?**

In the past when the home had residents with challenging behaviour, those challenges would have a knock on effect on the existing residents because the home is small. The Manager would provide more staff to provide one to one support for those particular residents. On arrival at the home the Manager made it very clear that they expected high standards from staff, including training and development. Some members of staff resigned but the remainder stayed in the post and the standards of the home have improved since then.

### **Type of training and development opportunities offered to staff?**

The home has devised their own 32 point training schedule based on Skills for Care, including the mandatory training Manual Handling, Mental Capacity Act, Food Hygiene, Fire Safety and Dementia training. In addition to this, staff are accessing additional training such as Management and Leadership and understanding learning disabilities.

### **Do you feel supported by Management? What improvements could be made?**

Staff said they are given extra support if required.

### **Procedure for reporting a safeguarding issue?**

Staff were aware of the safeguarding procedure and understood the reporting procedure for Croydon Council. They would report any safeguarding issues to the person in charge or the manager. In addition, they knew about the whistleblowing policy and if they felt an issue was not being dealt with properly they would then call the owner or the Council.

All members of staff are provided with a USB memory stick with policies, procedures and training information.

### **Staffing level**

Dementia Unit (am)	4 Health Care Assistants and 1 Registered Nurse
(pm)	3 Health Care Assistants and 1 Registered Nurse
(night)	1 Health Care Assistant and 1 Registered Nurse

Plus extra staff for parties, outings or one to one needs and an activity coordinator.

**Staff turnover:** In the last year, 2 members of staff left, 6 new staff joined (2 nurses, 3 care workers and 1 chef). The remainder of staff have remained in post.

### **Are residents and relatives involved in reviewing their care plan? How are care plans structured?**

Residents and relatives are involved in reviewing care plans. The care plans are reviewed every 3 months. Inbetween this time if there are any physical or medical changes, the relatives are informed. It is the responsibility of the nurses for writing the care plans.

### **How does the home involve relatives?**

Relatives (and, where possible, residents themselves) contribute to the pre-assessment care plans for new residents before they arrive, informing staff of their likes, dislikes and preferences and the type of care they prefer; pre-assessment includes their life history and career. Relatives can visit any time of day or night, attend family meetings every quarter and they are also encouraged to view residents' activity logs. In addition family members are invited along to outings and parties.

### **Meal times**

Depending on the needs of residents:  
Breakfast is served at from 8:15am  
Tea, coffee and juice are served at 10:30am  
Lunch from 12:45pm  
Tea and coffee 3pm  
Supper from 5pm  
Tea, coffee and Juice 7pm

Snacks and drinks are also available outside these times if requested by residents.

### **What is the bedtime routine?**

Residents decide what time they wake up and when they go to bed and staff respond to the needs of the residents.

### **How are faith, spiritual and cultural needs catered for?**

Once a month a Church of England service is held in the home.

### **Other comments**

The home communicates well with residents and their families; they encourage relatives to make comments and suggestions.

Staff said they know residents so well that they usually know what residents like and can tell from their actions, expressions and body language.



## Conclusion

### Best practice

Overall the Authorised Representatives thought that Heatherwood provided person-centred care to residents. This was evident from the feedback from a resident. This home is an excellent example of good practice.

- Residents involved in pre-admissions plan
- A good example of person-centred care offer is that residents can choose to have one to one activities such as reading or watching television
- Rooms are prepared in advance of the new resident's arrival to ease the transition into the nursing home
- Staff support reablement where possible and appropriate - for example the resident who entered the home as a wheelchair user and now walks with a frame.
- The rooms were clean, bright and airy
- Pictorial activities list
- Residents are offered a wide variety of activities and are taken on outings
- Activity log - to assess resident participation and outcome and inform future planning.
- Residents evaluated activities
- Residents are offered one to one activities
- Portable call bell monitoring system (to remind staff to give residents medication and when to turn bedridden residents to prevent bed sores)
- Staff provided with a USB memory stick of up to date policies and procedures including training information
- Pictorial food menus
- A member of staff is a Dignity Champion
- An Activity Coordinator is National Activity Providers Association accredited
- Staff felt supported by management
- Staff are provided with a variety of training and development opportunities
- Observed staff interacting well with residents

### Recommendations

- Ensure the Control of Substances Hazardous to Health cupboard key is removed from the door when not in use.

**Response from Heatherwood:** Agreed that the key should not have been in the Control of Substances Hazardous to Health cupboard door. To ensure this does not happen again a key pad will replace the lock.

- Heatherwood to display the photographs and names of staff.

**Response from Heatherwood:** The photographs were recently removed whilst decorating; there are plans to redisplay the photos.

### *Disclaimer*

*This report is a representative sample of the views of the residents and staff that Healthwatch Croydon spoke to within this timeframe and does not represent the views of all the residents and staff at Heatherwood Nursing Home. The observations made in this report only relate to the visit carried out at Heatherwood Nursing Home on Wednesday 14<sup>th</sup> October 2015 10:30am - 3pm.*