



Care Home Experience Report 2

May 2018/July 2018

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Introduction

Healthwatch Darlington Ltd (HWD) is a strong independent community champion giving local people a voice that improves and enhances health and social care provision on behalf of the people of Darlington. HWD believe that no matter who you are, where you live or what age you are, you do have a voice and you have the right for that voice to be heard.

Our Strategic Duties include:

Information Gathering

- Gathering views, experiences and needs of local people about their health and social care, focusing on those who are under-represented in decision making or face barriers to influencing the system.
- Gathering and monitoring other key information that tells us how the local health and social care system is working for people.

Influencing

- Influencing services and their commissioners to consider and act upon the views, experiences and needs we present.
- Championing the involvement of Darlington residents in the development and evaluation of services.

Informing

- Enabling people to get the most out of the current system by providing information about service provision, the rights people have in relation to their care, and opportunities they have to influence what care looks like.

Enter & View

In order to enable Healthwatch Darlington to gather the information it needs about services, there are times when it is appropriate for Healthwatch Volunteers to see and hear for themselves how those services are provided. That is why the Government has introduced duties on certain commissioners and providers of health and social care services (with some exceptions) to allow authorised Healthwatch representatives to enter premises that service providers own or control to observe the nature and quality of those services.

Healthwatch Enter and Views are not part of a formal inspection process, neither are they any form of audit. Rather, they are a way for Healthwatch Darlington to gain a better understanding of local health and social care services by seeing them in operation. Healthwatch Enter and View Authorised Representatives are not required to have any prior in-depth knowledge about a service before they Enter and View it. Their role is simply to observe the service, talk to service users, family/friends and staff if appropriate, and make comments and recommendations based on their subjective observations and impressions in the form of a report.

This Enter and View Report is aimed at outlining what they saw and making any suitable suggestions for improvement to the service concerned. The reports may also make recommendations for commissioners, regulators or for Healthwatch to explore particular issues in more detail. Unless stated otherwise, the visits are not designed to pursue the rectification of issues previously identified by other regulatory agencies. Any serious issues that are identified during a Healthwatch Enter and View visit are referred to the service provider and appropriate regulatory agencies for their rectification.

Legislation allows 'Enter and View' activity to be undertaken with regard to the following organisations or persons:

- NHS Trusts.
- NHS Foundation Trusts.
- Local Authorities.

- a person providing primary medical services (e.g. GPs).
- a person providing primary dental services (i.e. dentists).
- a person providing primary ophthalmic services (i.e. opticians).
- a person providing pharmaceutical services (e.g. community pharmacists).
- a person who owns or controls premises where ophthalmic and pharmaceutical services are provided.
- Bodies or institutions which are contracted by Local Authorities or the NHS to provide health or care services (e.g. adult social care homes and day-care centres).

Key Benefits of Enter & View

To encourage, support, recommend and influence service improvement - by:

- Capturing and reflecting the views of service users who often go unheard, e.g. care home residents.
- Offering service users an independent, trusted party (lay person) with whom they feel comfortable sharing experiences.
- Engaging carers and relatives.
- Identifying and sharing 'best practice', e.g. activities that work well.
- Keeping 'quality of life' matters firmly on the agenda.
- Encouraging providers to engage with local Healthwatch as a 'critical friend', outside of formal inspection.
- Gathering evidence at the point of service delivery, to add to a wider understanding of how services are delivered to local people.
- Supporting the local Healthwatch remit to help ensure that the views and feedback from service users and carers play an integral part in local commissioning.
- Spreading-the-word about local Healthwatch.

Details of the Visit

Name of premises visited	Moorlands Riverside North Park Grosvenor Ventress
Type of Service	Care Homes
Registered Manager	Greg Smith Claire Westmorland Kirsty Allen Angela Hutchinson Judy Wray
Date and time of visit	31/05/18 04/06/18 20/06/18 22/06/18 27/06/18
Authorised representatives undertaking the visit	Gill Waite Pat Martin
Support Staff	Diane Lax

Purpose of the visit

Healthwatch Darlington is carrying out a series of visits across premises throughout Darlington to ascertain the quality of life and choices offered to Darlington residents living in a Care Home and how staff and relatives feel about working or having their friend/relative living in a care home.

How the visit was conducted

This was an announced visit with the Manager being given a 4-week notice sending out posters and surveys in advance for residents, family/friends and staff to complete at their leisure. Dates were agreed for each visit where we observed the condition of the premises, and interaction between the staff and residents. In addition, we talked with residents, family/friends and with staff about how they felt about living and working in a care home.

Information gathered varied from care home to care home with some homes just having a few responses from residents and others just a few from staff.

Five care homes were visited, these were chosen at random from a list provided by Darlington Borough Council. The option to post surveys back to Healthwatch Darlington was also given, we provided freepost envelopes and a date to be returned..

No surveys were received by post.

The following pages incorporate the questions asked and an overview of the responses received from residents, family, friends and staff. The information received on this second report reflects very much the same as the first report produced January 2018, with a lot of the same responses giving an overall view that people are generally happy with the respective Care Homes they live in, visit and work.

Overview of Responses and Observations

Residents

Do you feel safe in the home?

- All the residents we spoke to say they feel safe in their respective homes with the exception of one who said they felt fairly safe:

“Yes” “yes, very safe”, “Yes I do, very safe” “Yes well looked after”, “Yes, I like it here, I don’t want to leave” “Yes, well looked after”.

“Fairly. Things keep going missing”.

Are there enough staff?

- There was a mixture of comments with some residents thinking there was enough staff with others saying there wasn’t:

“Yes, I find the staff very, very good and they cope very well”, “I think so, there is for me”, “Yes there appears to be” “Yes, I think so” “Yes, most professional” “All the staff we need if not more than we need”.

“Yes, sometimes but sometimes not”, “Less staff lately”, “No it’s a shame often pushed”, “Depends” “Not enough but getting more” “Not always”.

Do staff know you and how to care for you?

- Most of the residents felt that staff knew them, giving some very positive comments about staff:

“Yes, very caring” “Care is very good” “Yes very professional” Of course the staff are brilliant” “Looked after quite well”

“Some do, some new ones don’t look at the files to understand my condition” “Some better than others”.

What do you think about the food? What are the meals like?

- The majority of residents liked the food and the choices they got although there were a few negative comments received:

“Lovely very nice”, “The food is very good, I enjoy my dinner”, Exceptionally good” “Great” “Second to none”.

“Too much mincemeat otherwise quite nice” “Sometimes the tea is not any good at all, lunches are alright” “Alright, sick of repetition, soup and sandwiches”, “Not all that good, no variety”.

Do you get to see healthcare professionals such as GP’s, nurses, dentist?

- Majority of residents were happy that if they need to see a professional then this was arranged:

“Yes, no problem getting them”, Do it all here, get looked after”, Yes, when I need to I see them” “Yes if needed”, “I have no need of them, I get help to go to hospital when I have to go”, No I haven’t seen a GP for a while but I do see the nurses, community matron and the dentist”.

Do they allow you to make decisions about your care and respect these?

- Most residents were happy that they can make own decisions with a couple of people not sure:

“Yes, prefer to stay in my own room”, “Has care plan, which is followed”, “Yes, of course” “Ask “can I help” They will ask or you can tell them”, “Staff listen and do the best they can”.

“Suppose so”, “Sometimes”, “Yes, I think so”.

Have you ever complained and what was the outcome?

- Many residents said that they had not complained or had reason to complain those that had felt things were dealt with adequately:

“No need” “I have never complained”, I have never found anything to complain about”, “Not up to now”.

Yes, I have complained, if it’s something to be done here and then it’s sorted, other complaints go through complaints procedure and I’m given a date when the investigation is completed, I’m due a conclusion today”, “Clothes get muddled up” “Complained several times about food, usually rectified”.

What is the atmosphere like in the home?

- The comments were very positive about each of the respective Care Homes:

“Relaxed”, “Very good”, “I like it”, “Nice place to live, “Sometimes it is dead, sometimes it is lively, it varies”, “Nice lasses jolly”, Mostly friendly”, “Friendly”, “Fantastic as far as I’m concerned, I love this place” “Good”.

Tell me one good thing about living here?

- Very positive comments:

“No housework to do” “I feel safe”, “Privacy when you want it” “Everything you need” “Singing” “Everything done for you” “Relaxed and feel comfortable” “Happy not frightened” “Get more company” “you are free form cooking and cleaning” “Well looked after” “Individual rooms”.

Tell me one thing you would like to see improved?

“Less mincemeat” “If I could walk” “Miss shopping” “Short Staffed” “I would like a craft/hobby room” “If there is an infection, could do with more support” “Having a bar” “Heating” “Entertainment, can’t go out for a walk not enough staff” “The food could be a bit different, like some varieties” “Visitors more often” “Collective personalities sometime can be difficult”.

Observations/Comments

- Further comments from residents:

“More or less still your own boss”

“Staff are OK, very helpful”

“Plenty to do”

“I would like to be able to go out for a drink now and again independently”

*“Entertainment on a night, nothing”
“Overall things are ok, the staff do their best with what they got”*

Family/Friends/Visitors

Are you happy that your relative is safe?

- All those who responded felt their relative was safe:

“Yes, very nice care home” “perfectly happy” “Excellent”.

What are staff like? Is there enough?

- Most respondents felt that staff were very good, although they would like to see more staff:

“Staff are excellent and always give 100%, staffing levels could be better at times”, “Friendly and helpful but at times they are run off their feet and help is limited, more staff would be benefit all round”, “Very Helpful”, “Staff are always busy, there’s always something to do”, “Need more sometimes”.

Do staff know you and how to care for your relative?

- Respondents felt that staff knew them and cared well for their relatives:

“Yes, we speak often and I expect them to keep me informed of any changes and they do” “In the main yes, but some staff do not understand the limitations of a Parkinson sufferer” “Yes they do a great job”.

Have you ever visited during meal times? What do you and your relative think of the food?

- Comments received were a mixture of good and bad about the food:

“Yes, food is very good and choice of what to eat”, “Mum loves the food”, Yes often, good choice, hot food, caters for all needs”. “Food is good but wife has a problem feeding”.

It’s not home cooked but acceptable, I bring sandwiches in every day as wife doesn’t like sardines”, Yes regularly, not very keen on variety of food, too many casseroles, stews, hotpots, more chewable food e.g. pasta, rice, roast dinners would be nicer. Hotter would be good”.

Are you involved with the care planning? GP, nurse or care manager visits?

- There are some comments about having good involvement, and some just replying “No”:

"Yes, my dad and I drew up an emergency care plan with the community matron, this has been a big comfort to my dad", "Yes there is an open-door policy with the manager and staff to discuss anything" "Yes I'm able to discuss thing with care staff", Haven't had any need to so far, but would expect to be involved when necessary".

Complaints and compliments how are they dealt with?

- Those that had made complaints said they were dealt with effectively:

"We have had a complaint in the past that was dealt with swiftly", "Diary is always answered", Very well, not many complaints made but dealt with efficiently. I try to give compliments most of the time and these are appreciated", "I would suspect in the same manner that the home is run - impeccably", "Yes dealt with".

Do you feel the home are honest and open with you?

- All respondents felt the home was open and honest:

"Always", "They seem to be", "Yes, they contact me via telephone if it's urgent", "Excellent".

Tell me one good thing about your relative/friend living here?

- Family and friends felt that relatives were safe and had good care:

"They take care of her 24 hours", "He is happy first and foremost but it also takes the pressure off the family knowing he is happy and safe", She is safe and well looked after", "Sleeping better", "They treat with respect", "The standard of care - outstanding".

Tell me one thing you would like to see improved?

"None that I can think of" "Maybe a code for relatives to get in and out so staff don't have to stop what they are doing. Also more opportunities for my mother to be active, even though I know it's difficult", "Food, better variety and hotter please" "Nothing Dad thinks it's a 5 hotel" "Maybe more games for residents, like bingo or local talks", "More staff, more activities, staff able to take residents to local park" "To move her to lower floor for recreation".*

Observations/Comments

- Further comments from family/friends/relatives.

“Would be happy if I came here at a time when I cannot look after myself in the future”

“GP unseen for two and a half years, one visit to hospital”

“My wife has been in this home since January 2018, her dementia seems to have slowed down and she seems more responsive to me when I visit (most days) so I leave with a happy(ish) mind. The trouble is I miss her so much, but all the staff are very understanding and helpful to me”

“As a church visitor we come and hold a service each month. We get to know residents who come to our service. Feel welcome.”

“He is very pleased with the care his wife receives”,

“Both relatives are pleased with the care

Staff

What is the process for raising concerns/safeguarding issue?

- There was a very good knowledge among staff on how to address concerns:

“Inform senior member of staff if nothing dealt with or not happy with outcome inform manager, local authority or CQC”, “Report any issue to management”, “Senior, then manager”, “Document, report to manager”, Tell senior/management, write everything down”.

Do you think there are enough staff, are they all trained to the right level?

- Staffing levels, there was a mixed response which was mostly around sickness levels. Most respondents said that training was provided and all staff completed training:

“We have a matrix system and each member of staff is updated on training regularly. I feel there is enough staff”, “Yes all trained, staff can call in sick so we try to cover as best we can”, “Yes we get trained at least once a month”, “Need more staff on occasions, all staff trained well”, Most of the time, all well trained” “No always short staffed”.

Do you involve people in decisions about their care? How do you do this?

- There was a good response with staff talking about care planning and person-centred care:

“Encourage decisions and listen to the people”, “Yes, everyone always has a choice, that’s why care plans are in place” “Yes we sit with people and ask question about their care” “Yes we invite family and relative’s professionals to meeting”, “Always explain what I’m doing and offer choice, outfit, meals, where to sit etc. Residents have care plans which are made up following a meeting with resident’s family and senior/deputy. Care plans are updated accordingly” “Yes all residents have a care plan

which is reviewed as needed". "Chat with resident's be involved, ask family".

How do you ensure people eat and drink healthily? How is it recorded?

- Food charts used to help monitor and record food and liquid intake choice in the menus:

"Food and drink charts, progress chart", ill in food diaries in each individual daily record every meal time", " Food and fluid chart will be put in place if needed to be monitored" "Weekly menus, healthy options, care records" "The menu is set to a suitable nutritional standard" "Juice, tea, coffee is always available, we also have a tea trolley twice a day with snacks and refreshments".

How do you promote peoples independence?

- Staff ask the residents what they would like encouraging independence where appropriate:

"Residents are encouraged to do as much as possible for themselves, one resident sets up tables after breakfast and one resident helps out in the garden. Promoting independence is an agenda item at residents and staff meetings", "Encourage people to do tasks they can manage themselves, ensure time is taken to allow them to do it at their own pace", "Speak with dignity, encourage small tasks initially to maintain an achievable goal. Listen to them, know them holistically and build up rapport, humour".

How are people able to give their opinions on the service?

- Most respondents said that they use regular meetings with residents, families talking to staff as well as surveys:

"Survey on company iPad, chat to staff relative meetings", "Questionnaires are given out on a regular basis, the residents attend meetings, staff have monthly supervisions, families are invited to reviews", "We have a feedback box on ground floor for family and residents", "Resident meetings", .

What is the atmosphere like in the home? Do you enjoy working here?

- Feedback was very positive with most enjoying the team work and the atmosphere in the home, there was a couple of exceptions where pay and lack of staff on occasions brings morale down:

"Lovely, very homely and welcoming and I love it" "Most days lovely, yes I like my job here" "I love my job, the other care team is positive, friendly and predominantly a good working atmosphere throughout. We all have a

common goal, the wellbeing of the residents”, “Most of the time the atmosphere is good and moral is high, however at times this isn’t the case” “Depends on how many staff are on shift” “Depends on staffing, I do enjoy my job”

Tell me 1 good thing about the service?

- Lots of good comments about working together, family atmosphere:

“Small family home where hopefully residents, staff and visitors feel valued respected and are safe”, “On our job we all work together as a team” “Approachable management, being able to talk to them, ask questions, training received from the company especially dementia”, “The residents” “I love talking to the residents and if I can put a smile on their faces I have done a good thing” “”The home is well run and residents are well cared for”, “We really care” “Everyone works to their best with the number of staff on shift” “A family atmosphere”.

Tell me 1 thing you would like to see improved?

- Most responses commented about improving things for the residents and rates of pay for staff:

“The rate of pay, it does not reflect the work we do. After working 12 hours flat and earning less than below average is a kick in the teeth. As carers, a lot of people think we only do this job because we cannot get any other. This is wrong, I do my job because I love it - seeing residents happy, smiling and content. I feel happy going home knowing I have given 100% in whatever I have done. Also, I would like to see other health care professionals speak to care staff with respect as most of the time we are treat unfairly”, “Rate of pay is ridiculous, the roles are very challenging/demanding and feeling undervalued”, “Decoration and furnishing changes/improved more regularly”, “More financial input from the government to allow us to upgrade and refurbish our facilities and better reward our staff”, “Not enough time to spend with residents as I would like”, “Day out trips for residents”, “The rate of pay does not reflect the work we do”, “More activities”, “More time in the garden”.

Observations / Comments

- *“The staff are our biggest asset and we pride ourselves on staff training and mentoring. We also try to think of different activities to try out”.*
- *“Worked here for 20 years, I believe in the ethos, small and friendly”.*
- *“This is a great care company, I have been with the company many years and would recommend all the services that we provide”*
- *“This home is one of the best homes you can work in, just my opinion”.*

- *“Overall this a great place to work, all carers have the residents best interest at heart. Manager is very approachable. One complaint I have is it is very busy getting everyone up on a morning when everyone buzzers for assistance, I think seniors/management could help to ensure breakfasts aren’t served to late”.*
- *“Very friendly and helpful”.*

Healthwatch Darlington Observations

This second report has followed very much the same as the first report with residents being very happy with the respective homes they live in and relatives feeling that their family member was looked after. Interaction between residents and staff was very kind and caring.

Each of the homes were very welcoming, with the manager or senior member of staff greeting us and introducing us to the environment, staff, visitors and residents.

The cleanliness of all the homes was very good although some décor was a bit dated. On entering we were pleased to see that all the homes were displaying our information of the visit. In the communal areas notice boards were up to date.

“As a volunteer I visited three care homes and was pleased at the atmosphere in them. I was impressed with the standard of care that is given and has eased my mind should I, or a relative need to enter such a home”

Recommendations

- Promote ratio of staff to number of residents so that the staff delivering the service, the residents receiving the service, and relatives of residents visiting understand the requirements set out by the Home regarding the number of staff per number of the residents.
- For staff to spend more time with residents where possible, giving a better 1 to 1 service.
- For residents to be given the opportunity to get out doors in the fresh air more, either in the garden or by trips out.

- Being aware of small housekeeping and meal time issues as these can make a big difference to residents if rectified.

Acknowledgements

The Healthwatch Darlington team of staff and volunteers would like to thank all residents, family, friends and staff for their time in completing the surveys and talking to us. All the homes were very welcoming, open and honest during our visit and is very much appreciated. Our report will be shared with the Care Homes involved as well as the Care Quality Commission, Darlington Borough Council Commissioning Team and the public.

Control Sheet

Date Draft Submitted	16 th July 2018
Date Response due	30 th July 2018
Date Response Received	30 th July 2018
Follow up actions	N/A
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