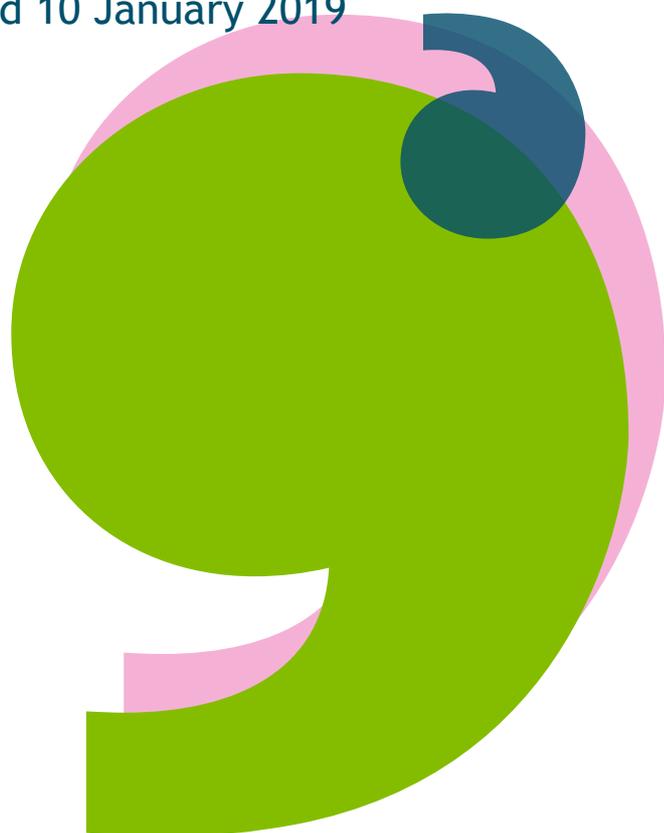




Enter and View report

Derby Heights Care Home

20 December 2018 and 10 January 2019



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1 Introduction

1.1 Details of visit

Details of visit:

Service address	Rykneld Road, Littleover, Derby DE23 4BU
Service provider	Avery Healthcare
CQC rating	Good (October 2017)
Date and time	20 December 2018, 10.00 am - 12.00 pm 10 January 2019, 11.00 am - 1.00 pm
Contact details	Healthwatch Derby, The Council House, Corporation Street, Derby DE1 2FS
Declaration of interest	There were no declarations of interest on this visit

1.2 Acknowledgements

Healthwatch Derby would like to thank the service provider, service users, visitors and staff 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. It is not a representative portrayal of the experiences of all service users, visitors and staff, only an account of what was observed and contributed at the time.

2 What is Enter and View?

Part of the Local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch authorised 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 and nursing 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.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

2.1 Purpose of visit

This visit was part of Healthwatch Derby's work around residential and nursing homes in the city, looking at the experiences of the residents, their visitors and the staff.

2.2 Strategic drivers

Residential and nursing homes are one of Healthwatch Derby's key priorities to ensure the services within the city are of adequate quality and meet the expectations of the service users and their families.



2.3 Methodology

Prior to the visit, the home is contacted in order to explain the purpose of Enter and View. Posters are then displayed advertising the visit and the opportunity for residents, staff and visitors to complete a survey. Therefore, this was an announced visit.

The visit consists of talking to the manager, tour of the facilities and resident interviews. Authorised representatives take advice from staff as to which residents should not be approached/are unable to give informed consent. They introduce Healthwatch Derby and Enter and View, gain their consent to take part and explain that they can withdraw at any time. They ask structured questions in an informal manner.

Visitor and staff surveys are left with freepost envelopes. The surveys include introduction, consent and withdrawal information, questions about their views and experiences and contact details for Healthwatch Derby and other relevant organisations.

A draft report and full anonymised survey results are sent to the home which then has 28 days to respond. The finalised report is sent to the CQC, Derby City Council, Southern Derbyshire and Hardwick Clinical Commissioning Groups and published on the Healthwatch Derby website.

2.4 Description of service

Derby Heights Care Home is a purpose built two storey building and has been open for three years. Most of the residents are aged 65 and over, some require memory care and the home also offers respite care. It is situated on a main road on a bus route and close to local amenities. Derby Heights has 74 rooms which all have private facilities, some of which are suitable for sharing and have adjoining doors. There are also two assisted baths and two larger showers used for double up care. At the time of the visit there were 66 residents, approximately two thirds of which were female - this was due to rise to full capacity by the following weekend. Laundry is done daily and clothes can be labelled. Bedrooms are serviced every day, towels are changed daily and bedding when relevant. Various health and safety checks are undertaken regularly including weekly fire alarm and water tests, monthly mattress and first aid kit checks.

In the daytime there are seven care staff on each floor of the building and five covering both floors overnight. In the daytime there are also four housekeepers, a laundry assistant, four kitchen staff and four hostesses as well as the manager and deputy manager. Derby Heights only recruits experienced carers following references and DBS checks and involves residents and family members in the recruitment process and does not use agency staff. Before care staff start work they are paid to undertake 19 online courses, then they take part in a four day



induction with the training manager and then spend three or four days buddying with an experienced carer. After six months care staff are offered the opportunity to gain QCS (formerly NVQ) 2 or 3, depending which is relevant. Care staff also attend training sessions that are relevant to particular residents such as oxygen needs and Parkinson's Disease awareness. One advanced carer is trained to give injections although they are usually given by district nurses. Heads of each department have a daily catch up at 10.00 am. At the time of the visit, an explanation of staff uniforms to be displayed to aid residents and visitors was being organised.

All permanent residents are registered with Friargate Surgery which holds a weekly two-hour ward round at Derby Heights. A team of 12 district nurses visit regularly as well as a dentist and optician. Residents are supported to clean their teeth twice a day and to carry out daily care for their dentures and where they are not able, this is done by the staff. Two private chiropodists visit on alternate fortnights.

All residents undergo a pre assessment before moving into Derby Heights and a section in their care plan helps staff members get to know their life history, personality and health and care needs. New residents receive a welcome pack. Each resident has a key worker and they build a memory board and box together which is kept in the resident's bedroom. They also build a playlist for music for health. Fully insured visiting hairdressers, nail technicians and massage therapists use the home's salon.

The menu at Derby Heights offers a wide range of choice and also caters for allergies and different texture diets. Residents are shown two plated dinners to see the choices available. There are no set times for meals and room service is available for any residents who would prefer to eat on their own. Snacks such as squash, juice, milkshakes, crisps, cake and fruit are always available in the dining rooms. Pre-dinner drinks are offered at lunchtime and wine is served with dinner. Birthday cakes are provided for residents and monthly parties take place in the private dining room. Eight local people who haven't got any family are invited to spend Christmas Day at Derby Heights and they also receive a gift.

Derby Heights has four activities staff. On the day of the visit, the home's cinema was showing sports in the morning and a film in the afternoon. Some residents had gone on a trip to Kedleston Hall in the home's minibus. Eight children from the Old Forge Nursery visit every Wednesday and there is a visit from Derby County Football Club every Thursday which includes games with the residents. Other activities on the week of the visit included art, board games, reminiscence, exercises, singing and visiting entertainers. Individual residents are encouraged to take part in personalised activities - as an example, one resident speaks to a relative in Finland via Facetime. Residents have the opportunity to go to a different church every week in the minibus and representatives from local churches have also visited Derby Heights. The home sponsored a Christmas tree in one local



church. A weekly activities diary sheet is produced and residents and visitors can also read the Daily Sparkle newspaper. All staff members are aware of what activities are taking place each day and can therefore encourage residents to take part. They understand which residents like what activities, and which ones to repeat. As part of each resident's pre assessment before moving into the home, information is sought about their cultural, religious and lifestyle needs.

Derby Heights operates resident of the day once a month when their care plan is reviewed, a medication audit is carried out and the resident has a chat with the kitchen and activities staff about their likes and dislikes. Family members also have the opportunity to get involved in this process. At the time of the visit, electronic care plans were about to be introduced to go with the eMAR electronic medication records already used.

Pat Partington, the wife of a former resident and who is now an ambassador for Avery, holds monthly surgeries for residents to share their ideas and experiences. The Aries Committee meets quarterly and is a forum for residents and their relatives. Residents have had input in choosing menus and activities, changing the café opening times, helping with recruitment and suggested staff member of the month. Staff can also give suggestions and two champions are being trained in regards to staff surveys. The manager walks round the building every hour or hour and a half to talk to residents, staff and visitors.

Dignity is very important at Derby Heights - dementia friends have been identified, posters about dignity and do not disturb signs for bedroom doors were being prepared at the time of the visit.

Derby Heights has been awarded Derby Care Home of the Year and other awards for dementia care and catering.

2.5 Results of visit

Environment

There is a large car park and each suite has dedicated bays for disabled people which are located close to the entrance. At the back of the home there is a large garden with raised flowerbeds, a vegetable patch which the residents look after, garden furniture, a gazebo, fences all round and some free roaming chickens. The home inside has a bright and airy feel and is very tastefully colour coordinated, decorated and furnished throughout.

Facilities

The reception area is light and bright and has a reception desk, chairs and refreshments for visitors.

There is a cinema room with a large screen, range of comfy chairs and footrests, candy floss and sweets with Netflix and Sky TV. The cinema room is also used for training.

The hair salon includes a basin, nail bar and a massage chair behind a screen.

The lounge (garden room) leads to the garden and is decorated with croquet and bird wallpaper and has a selection of gardening books and a stand housing pairs of wellies.

In the piano lounge, the piano plays itself and leads to the main garden that has a path around the edge.

The library is home to books, small groups of chairs with tables and a chess set.

As well as the lounges, there are chairs in nooks in corridors for residents who prefer to be on their own or in a quieter atmosphere.

The premier bedrooms have a choice of pillows, weather card, tea and coffee making facilities, chair, bed, smart TV, Wi-Fi, bedside table, a lockable dressing table, wardrobe, a drawer for medication/valuables, a three quarter size electric bed and an en suite wet room. Red cords by the toilet and shower and a call system by the bed can be personalized. Bedrooms on the ground floor have patio doors with their own little area. Rooms are redecorated and deep cleaned for new residents and carpets shampooed or replaced as necessary.

The Memory Floor is home to Wren's Café with an atrium, a terrace with tables and chairs, magazines, groups of chairs, glass table decorations, high and low coffee tables. The café is self-service.

Each wing has a reception desk and suite manager. They also have a dining room which is quite small and intimate with tables for four set with linen tablecloths and napkins and table decorations. There is a feedback book available to complete in each dining room.

The Kedleston Wing has a TV in one lounge whilst they are all decorated differently. There is an assisted shower with a robe on a stand, lots of space, a personal shower chair and toilet raisers. There are pictures of old commercial adverts on the corridor walls and a changeable calendar to which days can be added on.

In the Sudbury Wing there were residents in the lounge and the radio was on. In the dining room there was music on and again the facility for private dining.

Information

Signs are large and clear on the approach to the home and are easily visible from the road.

The name of each wing is displayed on a plaque upon entry and other rooms are also clearly named.

The current menu and activities are on display.

Throughout the home in the corridors on each bedroom doors is a silver number and door knocker. Each resident's name is displayed on their bedroom door - silver



writing is used for permanent residents and write writing indicates a person in respite care.

Residents

On the day of the main visit groups of residents were interacting in most lounges and communal spaces. On the second day of the visit, a group of residents were involved and engaging in the residents' meeting.

Staff

On the day of both visits hostesses were seen chatting to residents.

Visitors and relatives

Visiting is not restricted at Derby Heights but no visitors were observed during the visit.

2.6 Survey results

A total of 22 surveys were completed.

Resident surveys

- I know the manager and find them easy to talk to.
4 out of 6 responses said strongly agree.
2 out of 6 responses said agree.
Respondent D: Approachable and visible.
- The staff have time to stop and chat with me.
3 out of 6 responses said strongly agree.
2 out of 6 responses said agree.
1 out of 6 responses said disagree.
All comments made reference to the high quality of staff and their manner.
- The staff know what I need and what I like and don't like.
3 out of 6 responses said strongly agree.
2 out of 6 responses said agree.
1 out of 6 responses said disagree.
Respondent D: I never feel like a nuisance.
- There is a range of activities that I can join in with including some of the things I used to enjoy before I lived here and going on trips.
2 out of 6 responses said strongly agree.
4 out of 6 responses said agree.

Respondent A: I've been on all the trips I can.

Respondent B: There are some fantastic activities.

- There is a good choice of what to eat and when I eat.

4 out of 6 responses said strongly agree.

2 out of 6 responses said agree.

All comments mentioned the quality of the food and the very good choice.

- I have seen a dentist to check my teeth or an optometrist (optician) to check my eyes recently.

1 out of 2 responses said strongly agree.

1 out of 2 responses said disagree.

Respondent A: They have got dentists, I'm not sure about an optician.

- My religion or culture is respected at this home.

2 out of 5 responses said strongly agree.

3 out of 5 responses said agree.

- The home tries to find out and respond to my views and suggestions about how the home is run.

5 out of 5 responses said strongly agree.

Respondent B: Three-weekly meetings.

Staff surveys

- I receive support from the manager and it is easy to talk to them when I want to ask a question or raise an issue.

7 out of 9 responses said strongly agree.

2 out of 9 responses said agree.

All comments made reference to the manager being approachable and supportive.

- I have the time and skills to properly care for the residents.

5 out of 9 responses said strongly agree.

3 out of 9 responses said agree.

1 out of 9 responses said disagree.

Respondent D: I make time to go the extra mile for the residents and ensure they get the care they deserve.



Respondent G: I would say I have the time to look after the residents and my skills are improving, training does help and encourages me to do better and perform better at my job.

- I have a good knowledge of each individual resident.

6 out of 9 responses said strongly agree.

3 out of 9 responses said agree.

Respondent A: I make time to talk to all residents and read up on their background as they have a lot of knowledge about things I don't know about.

Respondent H: My knowledge is based on daily contact not 'care' needs

- The home offers a varied programme of activities and supports all residents to take part.

9 out of 9 responses said strongly agree.

All comments mentioned the variety of activities available and that residents choose whether or not to take part.

- The home offers good quality and choice around food and mealtimes.

8 out of 9 responses said strongly agree.

1 out of 9 responses said agree.

Respondent B: The menus provide choice for all our residents and opportunity for families to join their loved ones.

Respondent D: There is plenty of choice on the menu and the kitchen will make anything else requested.

- All residents regularly see health professionals such as dentists and optometrists (opticians).

8 out of 9 responses said strongly agree.

1 out of 9 responses said agree.

Respondent J: There is a ward round every week, every resident has routine checks and a treatment file in their care plan including six-monthly medication review, annual eye test and annual dentist and chiropodist.

- The home supports and respects residents' personal, cultural and lifestyle needs.

7 out of 9 responses said strongly agree.

2 out of 9 responses said agree.

Respondent A: All residents are offered the choice of going to a place of worship every week.

Respondent D: We will always ensure each resident's cultural and lifestyle needs are met.

- The home tries to find out and use feedback and suggestions from residents, their family and staff about how the home is run.

7 out of 8 responses said strongly agree.

1 out of 8 responses said agree.

Respondent A: The home has regular meetings for staff, residents and relatives.

Respondent F: We have feedback books around the home for visitors, relatives and residents to write in with any suggestions and feedback.

Visitor surveys

- I know who the manager is and find them friendly and helpful.

7 out of 7 responses said strongly agree.

Respondent B: Lance is very visible at Derby Heights - always chats on passing to residents and relatives.

Respondent C: The door of the office of the manager and deputy is always open and one can just call in or stop them in the home and discuss things if required.

- The staff in the home have the time and skills to care for my relative/friend.

5 out of 7 responses said strongly agree.

2 out of 7 responses said agree.

Respondent A: Weekends appear to be slightly different with reduced staff levels.

Respondent F: All the staff, not just care staff who are excellent, are friendly and helpful where my mother is concerned.

- The staff have a good knowledge of my relative/friend.

6 out of 7 responses said strongly agree.

1 out of 7 responses said agree.

Respondent B: Staff have taken pains to make a source of background information about Mum from relatives and from engaging with her, they already know her character well.



Respondent F: Initially my mother was independent which they respected but now that she is less so physically, the help she requires is available to her.

- The home has a varied programme of activities and my relative/friend is helped enough to take part.

4 out of 7 responses said strongly agree.

3 out of 7 responses said agree.

Respondent A: Lots to do on a weekly basis and residents encouraged (not forced) to join in.

Respondent B: There is a programme of morning and afternoon events - as a regular visitor I can see that on arrival Mum is very often engaged in singing/fitness/bowls led by either home staff or visiting entertainers.

- The home offers good quality and choice around food and mealtimes.

4 out of 7 responses said strongly agree.

3 out of 7 responses said agree.

Respondent C: There is always a choice of food for each meal and drinks and snacks are available throughout the day, visitors are also always welcome to have a drink and cake or biscuit.

Respondent E: Staff have been very helpful over Mum's diet, she is a vegetarian and has an intolerance to certain foods.

- My relative/friend regularly sees a dentist and an optometrist (optician).

2 out of 5 responses said strongly agree.

3 out of 5 responses said agree.

Respondent C: The home has an agreement with a dentist and optometrist who visit regularly and they advise if work etc is needed.

Resident G: Not sure if the home provide a visiting dentist or optometrist?

- The home caters for my relative/friend's cultural, religious or lifestyle needs.

3 out of 6 responses said strongly agree.

3 out of 6 responses said agree.

Respondent C: The home takes the residents to various churches to suit their religion, the visits are alternated.

Respondent F: They are still trying to arrange 'in house' services which would be something my mother would appreciate.



- The home tries to find out and respond to my views and suggestions about how the home is run.

2 out of 5 responses said strongly agree.

3 out of 5 responses said agree.

Respondent B: Lance's door is always open, there is a resident and family committee (ARIES) which meets regularly to collect ideas/improvements from residents/family to pass to management for action.

Respondent F: Over the 18 months my mother has been a resident I have discussed various aspects with the staff and they have always listened and tried to implement.

2.7 Evidence of best practice

- Residents are shown two plated dinners to see the choices available.
- Each resident has a key worker and they build a memory board and box together which is kept in the resident's bedroom.
- Open dialogue between management, staff, residents and visitors is encouraged, listened to and acted upon.
- Residents and visitors have opportunity to leave feedback, anonymously if they wish, in the books in each dining room
- Do not disturb signs for bedroom doors will promote dignity and respect of residents.

2.8 Recommendations

- Derby Heights should apply for the Derby City Bronze Dignity Award to underpin the importance already given to dignity of the residents.
- Some residents and their family members may benefit from being reminded about services available such as opticians and dentists.
- Another recommendation of a display of staff uniforms to aid residents and staff was already underway at the time of the visit. It would be useful if this was accompanied by named photographs of the senior staff members/heads of departments.

2.9 Service provider response

The home did not respond to the report.

