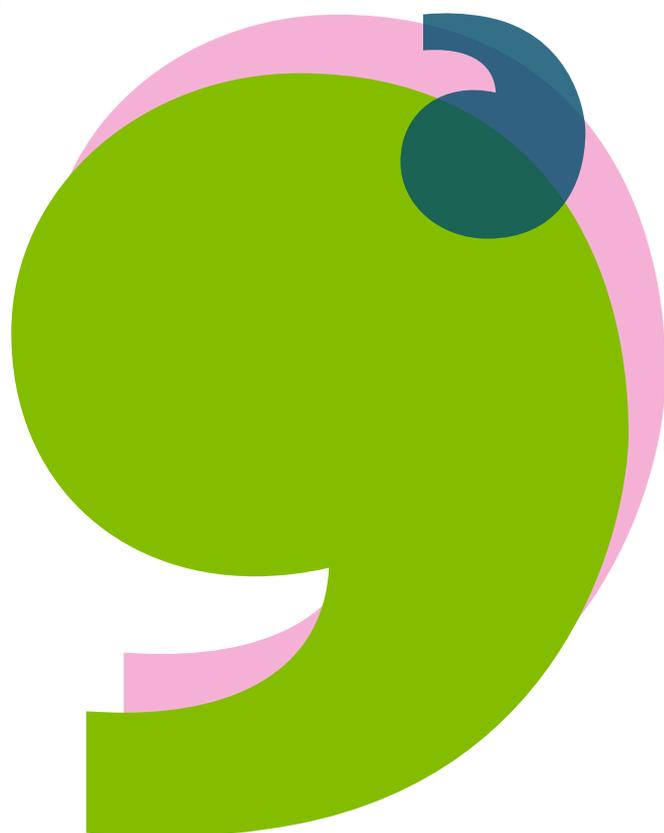




# Enter and View report

South Avenue, Derby

26 September 2019



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# 1 Introduction

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## 1.1 Details of visit

### Details of visit:

Service address	1 South Avenue Chellaston Derby DE73 6RS
Service provider	Voyage Care
CQC rating	Good (March 2018)
Date and time	26 September 2019 10am - 1pm
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.

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## 2 What is Enter and View?

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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, NHS Derby and Derbyshire Clinical Commissioning Group and published on the Healthwatch Derby website.

## 2.4 Description of service

1 South Avenue is a residential care home that caters for Autism, Downs Syndrome, Cerebral Palsy and Learning Disabilities. There are seven single rooms that at the time of the visit were all occupied by service users aged between 23 and 70 years; 3 female and 4 male. The home is located close to local shops and amenities and is on a main bus route to Derby City Centre.

## 2.5 Summary of findings

- South Avenue appears to be a well-run home by a passionate, dedicated and enthusiastic Manager with high standards. Her expertise is apparent and she is a positive role model to her staff.
- There is a natural promotion of Privacy, Dignity and Respect within the home.
- Overall, the experiences of the residents, their visitors and staff are positive.
- There was evidence of interaction between the service users and staff which was natural, respectful and appropriate as and where necessary.

## 2.6 Results of visit

### Premises

The care home has 7 single rooms. Five of those have full en-suite facilities and two have toilets and sinks only. The property has one upstairs bathroom. Residents are encouraged to decorate their rooms with their own personal sense of style and in the last 20 months, 4 have been fully refurbished.

At the time of the visit, staff were in the process of creating a Sensory Room designed by the service users which includes original artwork and a selection of colours, shades and textures. In one of the bedrooms there is a plug-in air freshener so that the resident can identify his surroundings and feel at home.

The kitchen is fully equipped and has a low worktop to enable wheelchair users to use the facilities. A food safety management book is kept at hand and updated daily.

### Promotion of Privacy, Dignity and Respect

At the time of the visit, South Avenue were in the process of committing to working towards the Derby City Council Bronze Dignity Award.

Service users are supported by staff to spend their money appropriately and records of income and expenditure are kept, encouraging and promoting responsibility and independence.

### Promotion of Independence

Staff support independence of the service users in all ways possible including doing the weekly shop, carrying out chores and the general day to day running of the home.

### Interaction between Residents and Staff

On the day of the visit positive interaction between staff and service users was evident. Both parties were referring to one another by name and the relationship between the two seemed genuine and natural. Staff and service users have devised a Makaton guide to be used throughout the service and is personalised to the service user's needs collectively. The guide ensures that all service users including those that are non-verbal can communicate between each other and the care staff.



## Residents

The longest standing resident has called South Avenue their home for 15 years whilst other residents tend to stay once they have made the move to the home.

## Food

Each resident chooses an evening meal for each day. Breakfast and lunch are based on a free choice system for everyone and residents are encouraged to help to prepare and cook the evening meal with the one member of staff allocated to cooking duties. Involvement and inclusion ensure mealtimes are sociable, including the staff that join in on Sundays to organise the menu for the week.

## Recreational Activities/Social Inclusion/Pastoral Needs

Activity planners for each resident are discussed individually on Sundays. Personal plans and positive behaviour are taken into account whilst encouragement to join in with group activities is planned in at the same time. Activities in and out of the home include cinema visits, card games, bowling, visits to the gym, swimming, Zumba classes, drama classes, sensory room, baking, arts and crafts, pool, garden activities, movie nights and one to one reading.

Service users are also encouraged to get involved in chores like cleaning and domestic activities around the home. External visits have recently included Pot to Plate, a Bubble Festival and day trips to Matlock and the seaside.

To be able to cater for resident's cultural, religious and lifestyle needs, a social history is discussed with families and the residents are asked about their needs and preferences. At the time of the visit the majority of the service users had lived at the home long-term but in the case of more recent admissions all relatives have worked closely with the home and new staff are expected to learn about the needs of all the residents.

Changes to resident's tastes and their health and care needs are updated in their HApp File (Hospital Appointments Folder) and the Communications Folder. All updates are made and staff are notified accordingly and all amends are discussed at handover.

## Health and Wellbeing

A GP can be accessed via Chellaston Medical Practice, the registered practice for South Avenue. Residents have regular, preventative dental and optometry

appointments at Coleman Street whilst a visiting dentist visits one resident. All care updates and practice carried out is recorded in the personal files of the residents. Chiropody appointments are upheld in Derby town centre and residents generally use a hair salon in Chellaston or have their own preference of salon when they are home at weekends.

### Involvement in Key Decisions

Staff are encouraged to have a say in how the home is run in their quarterly supervisions, appraisals and Annual Service Reviews. Residents and their families are involved as their feedback is included in the Annual Service Review, the home is very much person-centred and the manager of the home promotes an open-door policy for any concerns or issues to be brought up as and when the staff, service-users and visitors feel the need.

### Staff

A typical day sees five staff in the morning, five in the afternoon with one carer asleep on nights and one awake, whilst the manager is contactable at all times. Staff are trained to NVQ Level 2 and 3 and includes any other training deemed to be specific to the needs of the home however, all mandatory training is incorporated into the induction process. Staff are encouraged to develop their skills in staff meetings, mapper sessions, role-play and are directly asked in their quarterly supervisions what they would like to do to progress. Some of the members of staff are long standing boasting 15-16 years' service.

There is an allocated handyman for any odd jobs that need carrying out and gardeners tend to the outdoor areas every three weeks.

### Visitors and Relatives

The home sees regular visits from friends and relatives although some of the service users return to the family home for the weekend.



## 2.7 Survey results

It was not possible to speak to any residents. A total of seven surveys were completed.

### 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.

6 out of 6 responses said strongly agree.

Respondent D: The manager is good because she helps us when we are struggling.

Respondent F: The manager is very approachable and takes time to reach out to staff to see how they are doing and managing workloads

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

6 out of 6 responses said strongly agree.

Respondent B: Mentors and senior staff to advise if necessary.

Respondent F: Workload is equally distributed to all staff and I have received all the necessary training to do my job competently and I continue to upgrade my skills through more training.

- I have a good knowledge of each individual resident.

6 out of 6 responses said strongly agree.

Respondent F: I have the opportunity to interact with people we support and read their support guidance to be able to give the best care possible.

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

5 out of 6 responses said strongly agree.

1 out of 6 responses said agree.

Respondent D: The residents get to go on good activities - for example, bowling and cinema.

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

6 out of 6 responses said strongly agree.

Respondent C: As there are seven residents, each day of the week one person picks a meal and go food shopping with staff.

Respondent F: Weekly meal menu is done at the beginning of the week and each service user chooses the meal they want and the day, they can be prompted with pictures where they can't decide.

- All residents regularly see health professionals such as dentists and optometrists (opticians).  
5 out of 6 responses said strongly agree.  
1 out of 6 responses said agree.  
Respondent B: All appointments are noted in HApp files as are follow ups. Support is given to attend appointments and understand the process.  
Respondent F: Appointments and follow up appointments are arranged where appropriate and staff support residents to go to these.
- The home supports and respects residents' personal, cultural and lifestyle needs.  
5 out of 6 responses said strongly agree.  
1 out of 6 responses said agree.  
Respondent C: 1:1 time with them and listen to their needs and wishes.  
Respondent F: Service users are supported with lifestyle needs such as going to church or holidays.
- The home tries to find out and use feedback and suggestions from residents, their family and staff about how the home is run.  
5 out of 6 responses said strongly agree.  
1 out of 6 responses said agree.  
Respondent B: Housemates are included in decisions and their views are considered.  
Respondent F: We have open days which give families a chance to come and visit the service and provide suggestions and feedback to staff.

### Visitor surveys

- I know who the manager is and find them friendly and helpful.  
1 out of 1 response said strongly agree.
- The staff in the home have the time and skills to care for my relative/friend.  
1 out of 1 response said strongly agree.
- The staff have a good knowledge of my relative/friend.  
1 out of 1 response said strongly agree.
- The home has a varied programme of activities and my relative/friend is helped enough to take part.  
1 out of 1 response said agree.



- The home offers good quality and choice around food and mealtimes.  
1 out of 1 response said disagree.
- My relative/friend regularly sees a dentist and an optometrist (optician).  
1 out of 1 response said strongly agree.
- The home caters for my relative/friend's cultural, religious or lifestyle needs.  
1 out of 1 response said strongly agree.
- The home tries to find out and respond to my views and suggestions about how the home is run.  
1 out of 1 response said strongly agree.

## 2.8 Evidence of best practice

- The implementation of a tailor-made Makaton system provides a fail-safe communication platform in which everyone is included.
- Interaction was evident between staff and residents in a stimulating, inclusive and engaging environment.
- A clear staff board inclusive of pictures of staff makes it easy for residents and visitors to recognise care staff. This is likely to encourage communication widely across the home.
- On the day of the visit, South Avenue appeared to be a well organised and caring establishment.

## 2.9 Recommendations

Based on the observations made by Healthwatch Derby Representatives on the day of the visit, there are no recommendations to be made at this time that are likely to improve the quality of this service.

## 2.10 Service provider response

Here at 1 South Avenue we pride ourselves in supporting people to achieve their ultimate goals in a Person Centred way, seeing people becoming empowered and achieving goals that they once thought would never be able to is a fantastic feeling.

The Team go above and beyond to ensure the highest quality of life is achieved every day.

