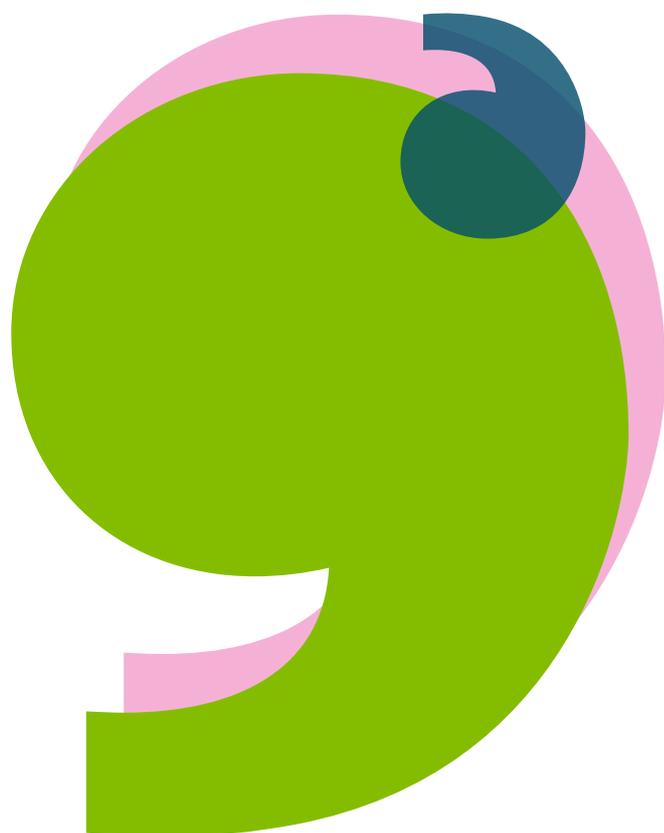




Enter and View revisit report

The Yews Residential Home

4 January 2018



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1 Introduction

1.1 Details of revisit

Details of visit:

Service address	2 Church Street, Alvaston, Derby DE24 0PR
Service provider	Mr R Bhalla
CQC rating	Good
Date and time	4 January 2018, 10.00 am to 1.30 pm
Date of original visit	8 April 2016
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. It was a revisit to see if the recommendations from the last visit have been implemented and to identify any new ones, to check any best practice examples are still in place and to see if anything else has changed. This report should be read in conjunction with the original report.

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 the revisit and to arrange a date. 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

The Yews Residential Home provides residential care for people over the age of 65. It was built by Derby City Council, originally as a children's home. It is situated in a quiet residential area of Alvaston, fairly close to local amenities. It has 23 bedrooms, three rooms have been removed in order to accommodate a new lift but five more will be available once the current extension work is completed. All rooms are for single occupancy and have a washbasin, some including the new ones have an en-suite toilet. At the time of the visit there were 23 residents, 20 of which were female and quite a lot had some form of dementia. At the time of the visit, The Yews was waiting for registration from the CQC as a dementia care provider. As well as permanent residents, the home also caters for respite when beds are available and day care.

There are usually three care assistants on duty in the morning, two in the afternoon and overnight, one of which is always a senior care assistant. Staff ratios will be increased if the dementia registration is approved although the home has struggled to recruit care staff. Agency staff are sometimes used to cover night shifts but the home always uses the same agency and requests certain people who are now familiar with the home and residents. In the daytime there is also the manager, cooking, cleaning and utilities staff. At the previous visit there was an assistant manager - this role has now been replaced by two heads of care, one of whom is on duty in the daytime. Care staff all have or are working on NVQ2, most have NVQ3. They also undertake mandatory training including end of life and



dementia care standards and a course with Royal Derby Hospital regarding nutrition.

All but one resident are registered with Alvaston Medical Centre and the practice does a ward round at The Yews once a week. It is a struggle to find dentists, but residents are sometimes taken to Coleman Street. A couple of residents have kept their old dentists and are taken to appointments by family members. A private chiropodist visits every six weeks and an NHS chiropodist visits as and when relevant. A hairdresser visits every Tuesday.

Breakfast usually consists of cereals, toast, fruit and a cooked breakfast. There are a couple of hot options for lunch. Menus change regularly due to residents' likes and suggestions. There is a snack menu on offer mid-morning, afternoon and evening and fruit, 'lite bites' and drinks are available at all times. Residents can make their own drinks, but staff members generally do it for them. Two residents have their own teapots; risk assessments and consent forms are kept on their file.

Since the last visit, The Yews has recruited an activities co-ordinator who works four days a week. Entertainers visit the residents and visitors are encouraged to bring pets. Nobody visits from the local church but a couple of residents were taken to a church service at Christmas. Family members can visit at any time, take residents out or have meals with them at The Yews.

2.5 Results of visit

Environment

The building feels light and airy and also has a homely feel due to the décor and decorations.

The Yews is very busy but has a calm atmosphere.

Facilities

There is a large car park with marked out spaces although they were looking quite worn at the time of the revisit. There is ramped access to all doors. The back door is alarmed as residents can use it but not on their own. Patio doors from the lounge and dining room lead to seating areas that residents can use. First aid kits are situated in the corridors, there is a storeroom for wheelchairs and hoist slings and an umbrella stand for walking sticks near the front door. Hand gel is available near the front door.

The new lift is light and spacious with a handrail and has a list of emergency numbers inside and outside on each floor. The main stairs are gated and have a sign about the steep drop and an evacuation sledge at the top. The emergency only stairs are also gated. In the corridors there are handrails, a neat stack of folding chairs and ornaments on the high windowsills.



A spacious half tiled bathroom with a permanent hoist and shower chair and lots of room for manoeuvring round the toilet is used a lot. A big chip was missing out the enamel on the bath, the toilet was not flushing properly and there was a musty smell in the bathroom. The downstairs shower room is tiled and has a shower chair behind a curtain and is decorated with glass ornaments and ducks. An upstairs toilet and bathroom is similar with a hoist but does not feel as homely as it has no ornaments.

There is a quiet seating area at the top of the stairs.

The bedrooms are all different but are a good size and nicely appointed. There is a room number and slot for the resident's name on each bedroom door, residents can choose whether or not to have a photograph of themselves on the door.

All bedrooms have a bed with coordinating bedding and curtains, wardrobe, chair and table, lockable bedside cabinet, television, clock, ceiling light over the bed, bedside lamp, plug in sensor mats to alert staff if residents get out of bed and a call system by the bed. The en-suite facilities which are in some of the rooms are quite small but adequate. Residents can have a commode in their bedroom if required or necessary. Residents can bring their own furniture and are encouraged to personalise their room with photographs, ornaments and so on. There is a note inside the door with a picture of the resident's keyworker, who they are and what they do.

The hair salon has a sink, chair, big mirrors and shelving and is decorated with big pictures. There is also a call system to alert staff to fetch somebody who has finished or to bring the next client.

There are two dining rooms - one small and one large. The large one is spacious and has two tables for six and one for three, the small one has two tables for three and one for four. Both dining rooms have a variety of chairs with wooden skis or front casters and back stoppers. The tables are decorated with small flower arrangements. Aprons are available if required. There is laminate flooring, an old fireplace, ornaments, pictures and a large clock. A fridge is available for staff and residents' personal use.

The small lounge is labelled and has a TV, CDs, DVDs, radio, fireplace, flowers, ornaments, a cabinet with activities such as games, music, arts and crafts in boxes and cold drinks available on a table. A Dignity tree has leaves with comments about what dignity means to the residents on the leaves. There is a magnetic calendar showing the day, date, month, year, season and weather. A glass case showcases photographs of residents and activities. There is also a smaller separate sitting area with four chairs. The main lounge has a large television, patio door and lots of windows, chairs round edge and across the middle, a fish tank and pictures of old Derby. At the time of the visit, staff members were moving the chairs from the middle of the room to make a circle of chairs for residents to take part in parachute games if they wanted to.



Information

The Yews is clear to see from the main road with a big sign at the end of the car park and the name on metal gates.

Lots of information is displayed in the hallway including certificates, a forthcoming events board, a craft board showing photographs and examples, a thank you folder, fire emergency plan, the home's brochure and newsletter, a current survey, notices about the next resident and family meeting, a poem regarding dignity, nurse call extension numbers and a board showing the names and photographs of the staff.

Fire safety information, including a fire zones sign and plans of the building, is evident.

For security of the residents, there is a note on the front door to ask visitors to tell a member of staff that they are leaving after they have signed out. There is also a polite and friendly note on the outside of the door explaining that staff will answer the door as soon as they can but they might be busy. The front door is kept locked and alarmed and the key is not left in the door.

Mealtimes are displayed on a wipe off board in the dining room and the menu for the next meal is displayed in plastic stands on the tables.

Residents

The residents all appeared to be clean and comfortable. They were interacting well with each other in the lounge but not so much in the dining room at lunchtime.

Staff

The manager has a very caring attitude and has a very good understanding of the individual needs of the residents in her care. She has a relaxed manner which gets passed to the staff and in turn benefits the residents.

The staff were seen to be caring and friendly whilst attending to residents and making sure they were all comfortable. Staff members were playing parachute games with residents - they were chasing around after balls while the residents sat still which a lot of the residents found very amusing - and were engaging everybody in the room, ensuring that everybody who wanted to be was included.

During lunch service staff members were very attentive, helping where necessary, cutting up food, walking round checking that everybody was OK, topping up drinks and chatting with residents.

Depending on their role, staff members wear different colour tunics which are embroidered with the name and logo of the home. Carers wear maroon, seniors wear navy blue and other staff wear blue. Since the new uniform was introduced, staff members do not have their name on their uniform or a badge.



Visitors and relatives

One visitor was observed sitting in a corner talking to a resident. Other visitors arrived during the visit and were welcomed by name and offered a drink.

Food tasting

The Enter and View team tasted the full lunch menu:

- Cheese and onion pie, mashed potato, broccoli, mixed peas and carrots - although on the menu it said that it was served with salad
- Sweet and sour chicken, rice and broccoli
- Eton mess
- Jam and coconut sponge with custard

All dishes were tasty, hot where appropriate, well presented and very generous portions. Salt and pepper are on the dining room tables for residents to use themselves.

2.6 Survey results

A total of 14 surveys were completed.

Resident surveys

- How do you feel about living at this home?
3 out of 3 responses said happy.
- Do you feel that you are respected as an individual at this home?
2 out of 3 responses said yes.
1 out of 3 responses said no.
- Do you feel that you can make informed decisions about your daily life?
2 out of 3 responses said yes.
1 out of 3 responses said no.

Staff surveys

- Do you feel that there are enough care assistants on shift at this home to meet the needs of the residents?
4 out of 6 responses said yes.
2 out of 6 responses said no.
- Do you feel that there are enough housekeeping staff on shift at this home?
6 out of 6 responses said yes.

- Are you satisfied with your present job?
6 out of 6 responses said yes.
- Do you feel that you are asked to do things against your better judgement?
6 out of 6 responses said no.
- Do you feel you have enough time to fulfil your duties on shift?
4 out of 6 responses said yes.
1 out of 6 responses said no.
1 out of 6 responses said don't know.
- Do you feel you receive adequate support at this home, both physically and emotionally?
4 out of 6 responses said yes.
2 out of 6 responses said don't know.
- Do you feel your work is valued at this home?
6 out of 6 responses said yes.

Visitor surveys

- Are you made to feel welcome when you come to visit this home?
5 out of 5 responses said yes.
- Do you feel that visiting times are flexible at this home?
5 out of 5 responses said yes.
- Are visitors supported by the staff at this home in regards to visiting, or taking the resident on daytrips?
5 out of 5 responses said yes.
- Do you feel that the staff are friendly and helpful at this home?
5 out of 5 responses said yes.
- Are you happy with the service of physical and medical care provided at this home?
5 out of 5 responses said yes.
- Are you happy with the service of emotional care provided at this home?
5 out of 5 responses said yes.
- Are you happy with other aspects of service at this home, such as food and activities?
5 out of 5 responses said yes.



- Do you feel that the resident's care plan is followed successfully?
4 out of 5 responses said yes.
1 out of 5 responses said don't know.
- Do you feel you are fully informed and kept up to date with the health and care of the resident?
4 out of 5 responses said yes.
1 out of 5 responses said don't know.
- Do you feel that the residents are treated with respect and dignity?
5 out of 5 responses said yes.

2.7 Evidence of best practice

- Last visit
 - The availability of the snack menu at times of day when residents might appreciate more to eat.
 - Key worker information in bedrooms gives residents and their relatives a named contact for any queries or concerns.
 - Plug in sensor mats alert staff if residents get out of bed.
 - The library provides an activity that residents can undertake on their own and a quiet place to sit.
- This visit
 - Residents can have some independence by having their own drink making facilities.
 - There is a polite and friendly note outside the front door explaining that staff will answer the door as soon as they can but they might be busy.
 - Instead of the library, the quiet seating area at the top of the stairs gives the residents an alternative place to relax.

2.8 Recommendations

- Last visit
 - The Yews should consider applying for Derby City Council's Bronze Dignity Award to reiterate the importance the staff and management put on the privacy and dignity of the residents.
 - Fire doors should be kept clear.



- This visit
 - Clearer car park markings would make parking easier for visitors.
 - All equipment and fixtures and fittings should be maintained to improve infection control and minimise a health and safety risk.

2.9 Comparison to last visit

- The Yews has been awarded Derby City Council's Bronze Dignity Award.
- All of the evidence of best practice from the last visit is still in place apart from the library.
- Some bedrooms are no longer available but new ones will be when the extension is complete.
- The library has been removed.
- Fire doors were clear at the time of the visit.

2.10 Service provider response

I would like to thank you for your visit and yet again your wealth of knowledge. We are always striving to improve our home to enhance the lives of our service users. We are currently in the process of our extension and we will be renovating our bathrooms.

