

## Enter and View Report

### Visit details

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Service address:	Arboretum House Morleston Street, Derby DE23 8FL
Manager:	Sharon O'Connell (Michelle Payne at the visit)
Service provider:	Derby City Council
Date and time:	10 February 2016, 10.00 am to 12.00 pm
Authorised representatives:	Rebecca Johnson, Steve Barr and Margaret Hall
Reason for visit:	Healthwatch Derby Enter and View Programme
Declaration of interest:	There were no declarations of interest on this visit

### Acknowledgements

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Healthwatch Derby would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

### What is Healthwatch

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Healthwatch Derby is an independent consumer champion created to gather and represent the views of the public. Healthwatch Derby plays a role at both a national and local level, making sure the views of the public and people who use services are taken into account.

### What is Enter and View

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Part of the Healthwatch Derby programme is to carry out Enter and View visits. Healthwatch Derby authorised representatives carry out visits to health and social care services to see how services are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows representatives of Local Healthwatch organisations to enter and view premises and carry out observations for the purpose of carrying on of Local Healthwatch activity including hospitals, residential 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 they can also happen when services have a good reputation – so we can learn about and share examples of what they do well.

**Disclaimer: This report relates only to the service viewed on the date of the visit, and is representative of the views of the service users, visitors and staff who contributed to the report on that date.**

## **Purpose of the visit**

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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 carers, and was therefore an announced visit.

## **Methodology**

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During the visit a tour of the facilities is carried out as well as resident interviews. Visitor and staff surveys are then left with freepost self addressed envelopes to be completed and returned within a two week timeframe.

## **Introduction/summary**

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Arboretum House is situated in a quiet location, off the main road but within easy walking distance of the city centre. It has 26 single rooms, four of which are en suite, and had 24 residents who were mainly female at the time of the visit. Four of the beds are specifically for residents with dementia. The idea is that residents with dementia stay at Arboretum House between being in hospital and returning home. There are usually three care assistants on duty and they all have NVQ Level 2. If extra staff are necessary due to the residents with dementia, the home uses its own staff, an agency or staff from other Council homes. Residents usually keep their own GP – at the moment they are registered with four or five different ones who are all prepared to visit. Short term residents are registered with Osmaston Surgery which is located very close by. Staff take residents to the emergency dentist on Coleman Street if necessary and sometimes family members take residents to a dentist that they are already registered with. A private chiropodist visits every six weeks. Two hairdressers visit on a weekly basis. Breakfast is usually a choice of cereals and toast with a hot breakfast option on alternate days. There are two hot choices at lunchtime or an alternative if necessary and tea is usually soup and sandwiches, something on toast or similar. Residents choose their meals the day before. Activities include music quizzes, manicures, bingo, reminiscence activities, visiting entertainers including Gospel singers once a month, and going out for Christmas lunch, there have been other outings in the past. A registered PAT dog used to visit the home which the residents enjoyed. A local vicar will visit if requested, one resident is picked up to go to church and is also visited by their minister. One resident chooses to look after their own money which is kept in the home's safe.

Inspire, a profound and complex needs day service (formerly Wetherby Day Centre), is moving into Arboretum House. For dignity purposes, the service will have exclusive use of the large conservatory, a smaller room with beds, an assessment kitchen and another separate kitchen.

## Observations

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### General

#### Observations

- Arboretum House is light and airy with lots of natural light.
- Everywhere was very clean.
- Decor and furnishings are all well maintained.
- The home has a resident cat which the residents enjoy.
- The corridors are wide and have handrails.
- Flooring is a mix of carpet and wooden laminate.
- Clear, easy to read signs show the way to rooms and areas of the home.
- Residents may have their own alcohol which is securely stored and labelled.
- There are evacuation sledges on all of the upstairs corridors.
- Residents, staff and visitors were seen to be interacting well with quite a few residents taking part in a music quiz in the upstairs lounge.
- Arboretum House has been awarded the Derby City Council Bronze Dignity Award.

### Outside

#### Observations

- A large sign with the name of the home is clearly visible from the road.
- There is a large, marked out car park directly in front of the building.
- Residents can use the large, secluded garden and path which is suitable for wheelchairs and goes right round the building.

### Entrance

#### Observations

- There is a door entry system and a press to exit button.
- Hand gel is situated next to the signing in book.
- The reception area was clean and tidy and smelt of air freshener.
- Fire equipment is easily accessible.
- Lots of information including the home's mission statement is on display.
- A payphone for residents to use is discreetly tucked away with a comfy chair.

### Bedrooms

#### Observations

- The door of each bedroom has the name and a photo of the resident.
- Rooms on Poppy Wing (for residents with dementia) also have a frame outside the bedrooms for something to aid recognition for the resident.
- Bedroom doors have a coloured label showing staff how much help each

resident needs in the event of an evacuation.

- All vacant rooms are locked and clearly marked as vacant to aid in an evacuation situation.
- All rooms on Poppy Wing have a basic Telecare system set up ready for customisation. Wardrobes are fixed to the wall, each room has a locked medicine cabinet, an en suite with a walk in shower and the mirrors have blinds to cover them over.
- The bedrooms are different sizes and the smaller, older ones do not have an en suite toilet.
- Some of the rooms are extra-large with lots of mobility space for wheelchairs.
- Some rooms have a hoist over the bed.
- Bedrooms have a bed, wardrobe, chair and chest of drawers.
- Residents can provide their own televisions which are checked by a visiting PAT technician.
- Residents are encouraged to personalise their room with photographs and ornaments.

### **Hair salon**

#### **Observations**

- The hair salon is well maintained and made to look like a proper salon with a hair washing sink and overhead dryers.
- It has a laminate floor and is decorated with modern pictures.

### **Activity room**

#### **Observations**

- The activity room is a good size and has a divider so it can be split into two smaller rooms.

### **Smoking room**

#### **Observations**

- This is a small room with chairs and a table for residents to use.
- The ashtray was overflowing.

### **Library**

#### **Observations**

- There is a small, well stocked library with comfy chairs.
- The room's furniture and decorations are nicely colour coordinated.
- The library does not appear to be used much and had a slight odour.

## Medication room

### Observations

- The medication room is kept locked and all cupboards and cabinets secured.
- The medication book and Medical Administration Record (MAR) sheets have photos of the residents to aid with identification and are taken out on the drug trolley.

## Lounges

### Observations

- The upstairs lounge is well appointed and has regular entertainment for residents.
- There is a large television in the lounge.
- There is an interactive calendar/weather chart for the residents to update.
- There is a display of photographs of residents taking part in activities in the upstairs lounge.
- A notice board has information on the hairdressers, fire evacuation, dignity and some poems.
- A smaller lounge is available for residents and guests with sofas, comfortable chairs and a foot spa.

## Dining room

### Observations

- The day's menu is shown on the wall.
- Tables for four people are set up and have flower arrangements on them.

## Bathrooms

### Observations

- Bathrooms are clean and bright with hoists and assist bars.
- The shower room has a large step in shower with swivelling seat which ensures that staff do not get wet when assisting residents.
- Toilets have clear signs which are easy to recognise for residents with dementia.
- A poem on dignity is on display on some toilet walls.

## Kitchen

### Observations

- There is a kitchen for residents and visitors to use with kettle, fridge, water cooler and microwave.

## Concerns Addressed During Visit

- There were no concerns addressed during the visit.

## Interview/Survey findings

During the visit, Healthwatch Derby Authorised Representatives were not able to speak to residents, and left visitor and staff surveys to complete anonymously. No surveys were returned within a two week timeframe.

## Evidence of best practice

Evidence of best practice include:

- Arboretum House has been awarded the Derby City Council Bronze Dignity Award.
- A payphone for residents to use is discreetly tucked away with a comfy chair.
- All vacant rooms are locked and clearly marked as vacant to aid in an evacuation situation.
- Bathroom mirrors in the rooms for residents with dementia have blinds to cover them over.
- The medication book and MAR sheets have photos of the residents to aid with identification and are taken out on the drug trolley.
- The shower room has a large step in shower with swivelling seat which ensures that staff do not get wet when assisting residents.
- A poem on dignity is on display on some toilet walls.

## Recommendations

Recommendations include:

- More use could be made of the activity room(s) so that activities do not disturb residents in the lounge who do not wish to take part.
- The smoking room should be regularly checked for full ashtrays.
- The library is a pleasant space which could be utilised to greater advantage for the residents. Therefore, more use would help to ventilate it.

## Service Provider Response

I think this is a true reflection so have no comments to add – Michelle Payne.