

Enter and View Report

Visit details

Service address:	Annefield House 541-543 Burton Road, Littleover, Derby DE23 6FT
Manager:	Vikki Gibbins
Service provider:	Annefield House Ltd
Date and time:	Friday 26 February 2016, 10.00 am to 12.00 pm
Authorised representatives:	Rebecca Johnson and Sandra Dawkins
Reason for visit:	Healthwatch Derby Enter and View Programme
Declaration of interest:	There were no declarations of interest on this visit

Acknowledgements

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

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

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

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

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

Annefield House is a home for adults with long term mental health conditions. Residents aged 40 and over stay there, usually for a year or more, to learn life skills hopefully to help them move into the community. It is situated on a main road, very close to local amenities and transport links. The home has 17 single bedrooms some of which are en suite, comprising a mixture of just a toilet, toilet and bath or toilet and shower. At the time of the visit there were 17 residents, 10 of which were male. There are usually two support staff on duty in the morning and afternoon as well as the manager and at night there is one waking support worker and one sleeping in the loft where there is an intercom. All support staff have NVQ 2 or 3. The majority of residents are registered at Lister House Surgery which will visit; other residents are registered with Wellside Medical Centre and Macklin Street Surgery. Residents visit dentists at Normanton Road Family Dental Centre, Littleover Dental Practice and the emergency service at Coleman Street. A private chiropodist visits every six weeks and a couple of residents go to see a chiropodist at Peartree Clinic. A hairdresser visits about every six to eight weeks. There is a four weekly menu with choices but residents can choose other meals that aren't on the menu. The menu is always on display on the notice board and residents are asked their meal choices for the rest of the day at breakfast time. Ideas for activities are welcomed at residents' meetings, activities include board games, cooking, baking, manicures, film nights, quiz nights and outings to places like the seaside, Sea Life Centre, Warwick Castle and Derby County home matches. Lots of photographs are taken during activities and when a resident moves on from Annefield House, they are given a leaving present of a photograph album of their time there. Residents are also supported to go to church if they would like to and there is a possibility of an in-house religious service in the future. At the time of the visit, the home was looking at working towards the Derby City Council Bronze Dignity Award.

Observations

General

Observations

- Everywhere was very clean.
- There is a very homely feel to the whole building.
- There is a very informal feel to the home.
- Staff and residents were interacting well and there was a lot of banter.
- There are thermometers in all rooms and communal areas.
- Radiators have signs on warning of the temperature.
- All rooms have a brass nameplate on.
- There are smoke alarms and fire extinguishers round the building.
- Each bedroom, landing and all communal areas have emergency lighting.

Outside

Observations

- There is no sign outside of the home, so first time visitors might have trouble locating it.
- There is off-road parking for six cars at the front of the building at a right angle to the road.
- The home is two old houses which have been knocked together and there is a door on each side. It is not immediately obvious which door to use – one is for residents, staff and visitors, the other is for deliveries.
- The fire assembly point is outside the front of the building.
- Patio doors from the back lounge lead onto a patio with tables and chairs.
- Steps lead down to a lower patio and grassed area with more tables and chairs.
- There were some old mattresses being stored outside to the side of the home.

Entrance hall

Observations

- A feature wall with brightly coloured wallpaper gives a welcoming first impression.
- There is a large dresser with a few leaflets and the signing in book on.
- Information on display includes CQC registration, staff certificates, what to do in the event of a fire, traffic light evacuation system, fire roll folder and safeguarding information.
- Information on how to make a complaint to the manager, the directors and the CQC is on display.
- The residents' notice board shows who is on duty, a copy of the service users'

handbook, leaflets about Alzheimer's Disease and memory loss, minutes of the recent residents' meeting and the week's menu.

- A white board showing the day's menu was fastened onto the notice board.
- A display of photos shows residents and staff enjoying activities and outings.
- There is a payphone for residents to use.
- The staircases from both of the original houses are still in place, one of them has a stair lift fitted.

Front lounge

Observations

- The lounge has a fireplace, three settees which were all angled towards the TV, coffee tables and bright artwork.
- A bay window lets in lots of natural light.

Dining room

Observations

- The room has a laminate floor which helps to keep it clean.
- The dining table seats up to 10 residents; there are two sittings for each meal.
- Self-service hot and cold drinks and fruit are available to residents all day.
- There is a charity sweet machine.
- There is a CD player and books available for residents' use.

Shower room

Observations

- The toilet has handrails.
- The shower has a seat in it.
- There is an offensive waste bin.
- There is an emergency pull cord.

Back lounge

Observations

- There is a bookcase with books and games on it.
- There is a TV and stereo for the residents to use.
- Pictures and a clock decorate the room.
- There are a variety of coloured chairs round the edge of the room, some of which have splits in the arms and seats.
- All of the chairs face the television.

Upstairs landing

Observations

- There is a small step which is clearly marked with black and yellow tape and a warning sign.

Bedrooms

Observations

- Room numbers and name plaques are on the doors.
- Residents can personalise their bedroom door with pictures or similar.
- Each door has a red, amber or green card on showing how much help the residents would need in an emergency.
- There is an emergency pull cord in each room – a flashing light outside each room denotes which room's alarm is going.
- Each room has a smoke detector.
- Each room has a bed, bedside table, dining chair, two armchairs, dressing table, two wardrobes and an en-suite toilet and wash basin.
- Residents can personalise their rooms.

Bathrooms

Observations

- There is a walk-in bath in one bathroom and a lie in bath in the other.

Concerns Addressed During Visit

- There has been no sign outside the home since the new owners took over. However, a new one is going to be erected soon.

Interview/Survey findings

During the visit, Healthwatch Derby spoke to residents and left visitor and staff surveys to complete. Nine surveys were returned within a two week timeframe.

Resident Surveys

- How do you feel about living at this home?
 - 3 out of 4 responses said happy.
 - 1 out of 4 responses said unhappy.
- Do you feel that you are respected as an individual at this home?
 - 4 out of 4 responses said yes.
- Do you feel you can make informed decisions about your daily life?
 - 4 out of 4 responses said yes.

Visitor Surveys

- Are you made to feel welcome when you come to visit this home?
 - 1 out of 1 response said yes.
- Do you feel that visiting times are flexible at this home?
 - 1 out of 1 response said yes.
- Are visitors supported by staff in regards to visiting or taking the resident on day trips?
 - 1 out of 1 response said yes.
- Do you feel that the staff are friendly and helpful?
 - 1 out of 1 response said yes.
- Are you happy with the service of physical and medical care provided?
 - 1 out of 1 response said yes.
- Are you happy with the service of emotional care provided?
 - 1 out of 1 response said yes.
- Are you happy with other aspects of service, such as food and activities?
 - 1 out of 1 response said yes.
- Do you feel that the resident's care plan is followed successfully?
 - 1 out of 1 response said don't know.
- Do you feel you are fully informed and kept up to date with the health and care of the resident?
 - 1 out of 1 response said yes.
- Do you feel that the residents are treated with respect and dignity?
 - 1 out of 1 response said yes.

Staff Surveys

- Do you feel that there are enough care assistants on shift to meet the needs of the residents?
 - 4 out of 4 responses said yes.
- Do you feel that there are enough housekeeping staff on shift to meet the needs of the residents?
 - 4 out of 4 responses said yes.
- Are you satisfied with your present job?
 - 4 out of 4 responses said yes.
- Do you feel that you are asked to do things against their better judgement?
 - 4 out of 4 responses said no.
- Do you feel you have enough time to fulfil your duties on shift?
 - 4 out of 4 responses said yes.
- Do you feel you receive adequate support, both physically and emotionally?
 - 4 out of 4 responses said yes.
- Do you feel your work is valued at this home?
 - 4 out of 4 responses said yes.

Evidence of best practice

Evidence of best practice include:

- Self-service hot and cold drinks and fruit are available to residents all day.
- There is a small step on the upstairs landing which is clearly marked with black and yellow tape and a warning sign.
- Each bedroom door has a red, amber or green card on showing how much help the residents would need in an emergency.

Recommendations

Recommendations include:

- A small sign at the front of the building pointing out which door is for residents, staff and visitors and which is for deliveries could help avoid confusion.
- Visitors would find it useful to have a clock near the signing in book.
- Some of the chairs in the back lounge need mending or replacing.

Service Provider Response

The service provider did not respond to the report.