

Enter and View Report

Visit details

Service address:	Perth House Athlone Close, Chaddesden, Derby DE21 4BP
Manager:	Caroline Brighthouse
Service provider:	Derby City Council
Date and time:	29 February 2016, 10.00 am to 12.00 pm
Authorised representatives:	Rebecca Johnson, Sandra Dawkins 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

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

Perth House is a purpose built residential home for older people situated in a quiet residential area. It has 36 single bedrooms, split over two floors. At the time of the visit there were 24 residents, seven of which were male. The downstairs rooms are for intermediate care and the upstairs ones are for permanent residents and Social Care assessments. During the day there is a minimum of three care assistants on each floor and at night there are three in total, two upstairs and one downstairs. Most care assistants have NVQ Level 2, one new starter has just signed up, and some are wanting to progress to Level 3. Care assistants wear cloth badges showing their names and qualifications on their uniform, this is informative and also means that the badges cannot drop off or cause any damage. Most residents are registered with Macklin Street Surgery on their first day at Perth House, Derwent Valley Medical Practice oversees the residents in stepdown beds. Residents usually keep their own dentist if they are already registered with one. NHS and private chiropodists visit regularly. A hairdresser visits every Wednesday and more often if necessary. A new three-weekly menu has been introduced and includes fork mashable meals. There are a couple of choices for each meal and residents choose their meals for the next day at teatime. Snacks are available throughout the day. Various items have been ordered in regards to mealtimes – a whiteboard to display the menu, coloured crockery for residents with dementia and moulds for the fork mashable meals to make them look as realistic as possible. The residents from both floors mix to take part in various activities run by the home and visiting occupational therapists. Entertainers and representatives from the local church visit regularly. Perth House has recently achieved Derby City Council's Bronze Dignity Award.

Observations

General

Observations

- Hand sanitiser dispensers have been put up round the building but have not been filled yet.
- The home has had a refurbishment and everywhere is tastefully decorated and colour coordinated – the downstairs communal areas have a green colour scheme and the upstairs is pink, the different bedroom wings also have their own colour schemes.
- Everywhere was clean.
- Fire extinguishers, fire blankets and smoke alarms are positioned round the building.
- The staff and residents were seen to be interacting well.

Outside

Observations

- There is a large, clear sign which is visible on approaching the home. However, one of the letters was missing.
- There is a marked out car park for staff and visitors. The position of the disabled parking bay means that it would be impossible to get in and out of it if the car park was busy.
- There is a pleasant garden at the rear of the building that residents and visitors can use in nice weather.

Entrance

Observations

- Visitors can enter the first door into a covered porchway and then there is a doorbell and entry system.
- Inside the porchway is a signing in book for visitors.
- A white board shows the staff on duty for the day and the weekly menu.
- A Dignity Champion poster is on display.
- Signs with arrows immediately inside the door direct people to different areas of the building.
- CQC registration and Investors in People accreditation are displayed on the wall.
- A fire floor plan is situated near the door.
- There is a row of comfortable seating near the door.
- The Philosophy of Perth House – which includes meeting residents' needs, providing a homely environment, privacy and individuality – and the complaints procedure are displayed in photo frames on the wall.

Telephone room

Observations

- A payphone is available for residents to make and receive calls in private.
- The room has a comfortable chair and small table with a flower decoration.

Day Centre room

Observations

- There is a two-seater sofa, several easy chairs and a small coffee table.
- A dining table, made up of three smaller ones, has room for eight people and is decorated with flower arrangements.
- A dresser has a CD player and CDs.
- Two hoists were stored neatly in a corner.
- Although the window between the room and the corridor has a frosted picture on to provide privacy, the room has lots of natural light.

Kitchenette

Observations

- Visitors and residents can help themselves to drinks and snacks.
- A sign asks residents to make toast under supervision.

Conservatory

Observations

- The light and airy conservatory has comfortable seating and is available for residents when the weather is warm enough.

Lounge

Observations

- A range of comfortable chairs are arranged round the edge of the room. However, residents are able to talk to each other and see the television.
- There is a bookcase full of books.

Dining room

Observations

- The dining room is set out with four tables of four.
- The floor is laminated for hygiene purposes.
- Meals are served from an attached kitchenette. Cooks serve up the main part of the meal but residents can help themselves to side dishes where appropriate.
- More able residents are encouraged to get their own breakfast from the kitchenette; the tables are already set with crockery, cutlery and condiments.

- There is a water fountain.
- Music was playing quietly in the background.
- Wheelchairs are kept neatly in a corner.

Smoke room

Observations

- There are three chairs, two small tables, an ashtray and pictures on the wall.
- There is a notice asking people to put the fan on before smoking and a notice to keep the fire door shut.
- A fire blanket and fire apron, which residents will be encouraged to wear when smoking, are on order.

Corridors

Observations

- At the end of each corridor, upstairs and downstairs, is a small sign denoting the wing name and the room numbers on that corridor.
- There are handrails in the corridors.
- Evacuation mats are situated at the end of each corridor.
- There is a discharge cupboard at the end of each corridor where a resident's belongings can go on the day that they are leaving so that the room can be prepared for the next person.
- There are toilets on every corridor.

Bedrooms

Observations

- All bedroom doors have the room number and name and photograph of the resident.
- Residents can personalise their bedroom door with pictures.
- Each door also has a red, amber or green circle on showing how much help the resident would need in an emergency.
- Another sign on the door shows the resident's drink preference – this is particularly useful for staff doing an early morning drinks round.
- Rooms are furnished with a bed, bedside cabinet, wardrobe, chest of drawers, chair, a big clock and a commode if necessary.
- Residents can provide their own television or can request one.
- Bedrooms are decorated neutrally, but residents can personalise them with their own belongings.
- All bedrooms have laminate flooring for hygiene purposes.
- Emergency call buttons are situated near the bed.
- All downstairs rooms have an en-suite toilet, some also have a shower.

- The rooms with a full en-suite have a walk in, sit down shower.
- The bedrooms which are not en-suite have a wash basin and vanity unit.
- Downstairs rooms have a lockable cabinet in the bathroom for the resident to keep their medication in.

Hair salon

Observations

- The salon has a hairwashing sink, chairs and overhead hairdryers.

Bathrooms

Observations

- The bathrooms are very spacious and have a variety of baths and hoists.
- Each bathroom has a thermometer and a sign reminding staff to check the water temperature.

Upstairs lounges

Observations

- There is some comfortable, slightly secluded seating outside the lift.
- The Philosophy of Perth House, the complaints procedure and residents' rights are displayed in photo frames on the wall.
- The main lounge and dining room are as downstairs.
- A small, more private lounge with a dining table for four people usually has music playing in the background.

Kitchenette

Observations

- There is a whiteboard showing each resident's name, room number and special dietary requirements – for example, fork mashable meals.
- A list of medication that reacts with certain foods is on display.

Concerns Addressed During Visit

- The window in the smoke room was very dirty – this was going to be cleaned as soon as possible.
- Tea towels were drying on a radiator – these were moved immediately.

Interview/Survey findings

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

Resident Surveys

- How do you feel about living at this home?
 - 1 out of 3 responses said happy.
 - 1 out of 3 responses said neither happy nor unhappy.
 - 1 out of 3 responses said unhappy.
- 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 don't know.
- Do you feel you can make informed decisions about your daily life?
 - 2 out of 2 responses said yes.

Evidence of best practice

Evidence of best practice include:

- Care assistants wear cloth badges showing their names and qualifications on their uniform, this is informative and also means that the badges cannot drop off or cause any damage.
- Perth House has recently achieved Derby City Council's Bronze Dignity Award.
- A sign on each bedroom door shows the resident's drink preference – this is particularly useful for staff doing an early morning drinks round.
- Each bathroom has a thermometer and a sign reminding staff to check the water temperature.

Recommendation

- Better use could be made of the car park if some of the bay markings were redone and spaces moved around.

Service Provider Response

Thank you for your report. I agree the car park is an issue and we are looking to provide further parking in the future. We will look at providing more spaces and where these will be best placed.