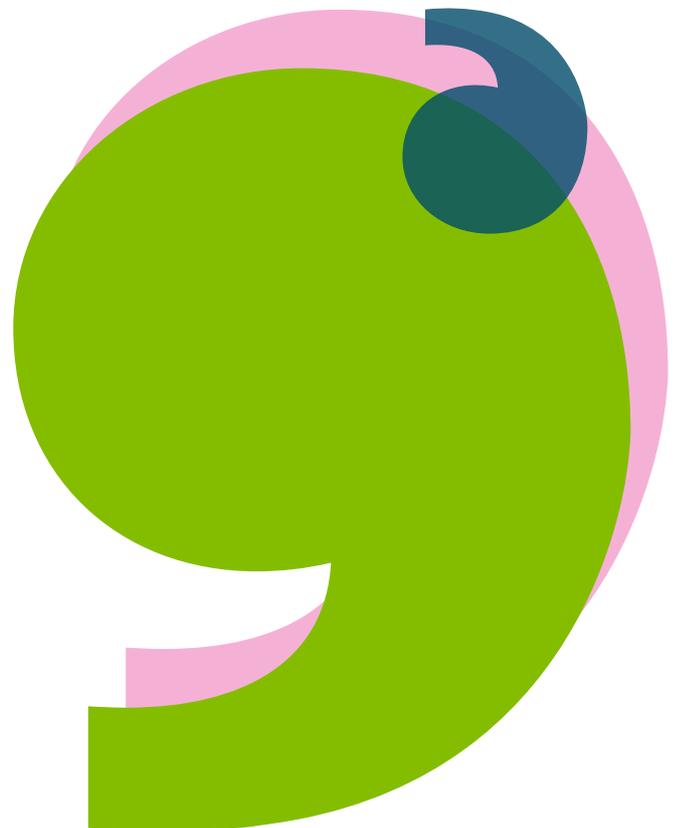




Enter and View report

St Werburgh's House

8 March 2016



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1 Introduction

1.1 Details of visit

Details of visit:

Service address	1 Church Street, Spondon, Derby DE21 7LL
Service provider	Embrace Group
Date and time	8 March 2016, 10.00 am to 12.00 pm
Authorised Representatives	Rebecca Johnson and Margaret Hall
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.

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, Southern Derbyshire and Hardwick Clinical Commissioning Groups and published on the Healthwatch Derby website.

2.4 Description of service

St Werburgh's House provides nursing and residential care for people over the age of 65. It is situated in a quiet area of Spondon, off the main road behind St Werburgh's Church. The building is listed but has been restored and extended for its current use. It has the capacity of 35 residents with 29 rooms, six of which can be shared or single. Some of the rooms have en-suite facilities. At the time of the visit there were 28 residents, a quarter of which were male. Pre-assessments for new residents are done at home or in hospital. Respite stays can be offered if a bed is available.

Usually there are two nurses and five or six care assistants on duty in the morning, one nurse and three or four care assistants in the afternoon and one nurse and two care assistants at night. Some care assistants have NVQ2, two are doing the new Care Certificate and team leaders have NVQ3.

Any new residents who need a GP in the area are registered with Derwent Valley Medical Practice, a few are under Chapel Street Medical Centre and one resident is with Park Medical Practice. All of these practices visit when necessary; Derwent Valley Medical Practice and Chapel Street Medical Centre have fortnightly surgeries at St Werburgh's House with a regular doctor. A dentist from Chapel Street Dental Practice visits once a year. A private chiropodist visits every six to eight weeks and



a community chiropodist visits residents with certain conditions. A hairdresser visits every Tuesday.

Generally, residents can have whatever they would like for breakfast. There are usually two hot choices and one cold alternative for lunch and at teatime there is a hot option, soup or sandwiches. Alternatives are offered if a resident does not like anything from the menu. Snacks are offered midmorning, mid-afternoon and at suppertime.

Two Activities Co-ordinators cover six days a week. They arrange outings, cinema nights in the snug, Oomph chair based exercises with CDs and props, baking, gardening, games, card bingo and quizzes. Care assistants take residents in wheelchairs into the village for coffee. Entertainers perform for the residents and children from the nearby St Werburgh's Primary School visit at Christmas. Residents can attend St Werburgh's Church if they would like to as members will fetch them and representatives from the church visit at Christmas.

St Werburgh's House is in the process of applying for the Derby City Council Bronze Dignity Award.

2.5 Summary of findings

- The environment felt light and airy and everywhere was very clean and tidy.
- Large areas of St Werburgh's House have recently been refurbished.
- A range of information is on display for residents and visitors.
- The residents all appeared to be clean and comfortable.
- There was a good rapport evident between staff, residents and visitors.

2.6 Results of visit

Environment

Areas with windows felt very light and airy and other areas are very well lit. Everywhere was very clean and tidy. St Werburgh's House is set in its own grounds with plenty of green spaces and seating areas for residents and their visitors.

Facilities

There is room for quite a few cars to park at the front of the building and the fire assembly point is in the car park, right away from the building.

Inside the entrance is the signing in book and hand gel, a table and two chairs. There is a wheelchair store under the stairs, a stairgate at the bottom of the stairs and handrails in the corridors.



There are smoke alarms, fire extinguishers and clear fire exit signs situated around the building.

There are three interconnected lounges which had recently been refurbished at the time of the visit. The first lounge has a television on the wall, a CD and record player, and is decorated with a fireplace, chandeliers, old pictures, flowers and a calendar. Chairs, including a reclining one on wheels, are positioned round the edge of the room so that residents can talk or watch television as they prefer.

A light, bright conservatory is used as the dining room. It has laminate flooring throughout. There are seven tables for two with matching wipe clean chairs, fabric placemats and flower decorations. The room has chandeliers and ceiling fans.

The snug is a small lounge with a big television, a fireplace and comfortable chairs. It is a quiet room for daytime use and is also used for film nights.

The hairdressing salon has trolleys to keep equipment tidy, an overhead dryer, chair, sink and mirror and is decorated with old pictures of actresses.

Bedroom doors show the room number, resident's name and a picture of something personalised of interest to the resident. Bedrooms are light and airy and all have a service user guide, a call system and a washbasin. Residents can provide their own furniture and personalise their room.

The toilets, wet rooms and bathrooms are spacious and a bath with a hoist is available. Some of these were due to be decorated at the time of the visit.

Information

There is a big sign for St Werburgh's House at the end of the church drive. Next to it is a small sign with a white arrow on a green background; the same arrow is repeated at the end of the path next to the church, pointing down the drive to the home.

Lots of information is displayed in the entrance hall including a handbook about St Werburgh's House, a comments book, the home's newsletter, hairdressing and chiropody prices, a meet our team board showing each staff member's photograph, name and job title, the current day's menu including food allergens, a magnetic calendar and weather board and a list of staff on duty and food hygiene, Investors in People and CQC certificates. The flower of emotional needs - love, inclusion, comfort, attachment, identity and occupation - is also on display. There is a sign in the downstairs corridor warning about the sloping floor.

Residents

The residents all appeared to be clean and comfortable.

Staff

Staff members were seen as being very attentive to residents' needs and dealing with them in a friendly manner whilst treating them with dignity and respect.

Visitors and relatives

Visitors were seen talking to residents and having a good rapport with staff members.

2.7 Survey results

A total of 2 surveys were completed.

Resident surveys

- How do you feel about living at this home?
2 out of 2 responses said happy.
- Do you feel that you are respected as an individual at this home?
2 out of 2 responses said yes.
- Do you feel that you can make informed decisions about your daily life?
2 out of 2 responses said yes.

Staff surveys

- Unfortunately, no staff surveys were returned.

Visitor surveys

- Unfortunately, no visitor surveys were returned.

2.8 Evidence of best practice

- The flower of emotional needs is a good reminder for staff of the needs of the residents and reassurance for relatives and friends of residents.
- The surveyed residents backed up the observation that they receive a good level of care which is delivered with dignity and respect and also that they are treated as individuals.
- There is a good choice of different sitting area for residents to choose from, depending if they want to talk, watch television or sit quietly.

2.9 Recommendations

- Staff commented that some visitors miss the green arrows on the main sign at the end of the church drive and at the end of the path and do not know where to go once they pass the church. A clearer sign and/or instructions could help reduce this problem.



- Completing the application for Derby City Council's Bronze Dignity Award would reiterate the importance St Werburgh's House puts on the privacy and dignity of the residents.

2.10 Service provider response

Thanks for the feedback.