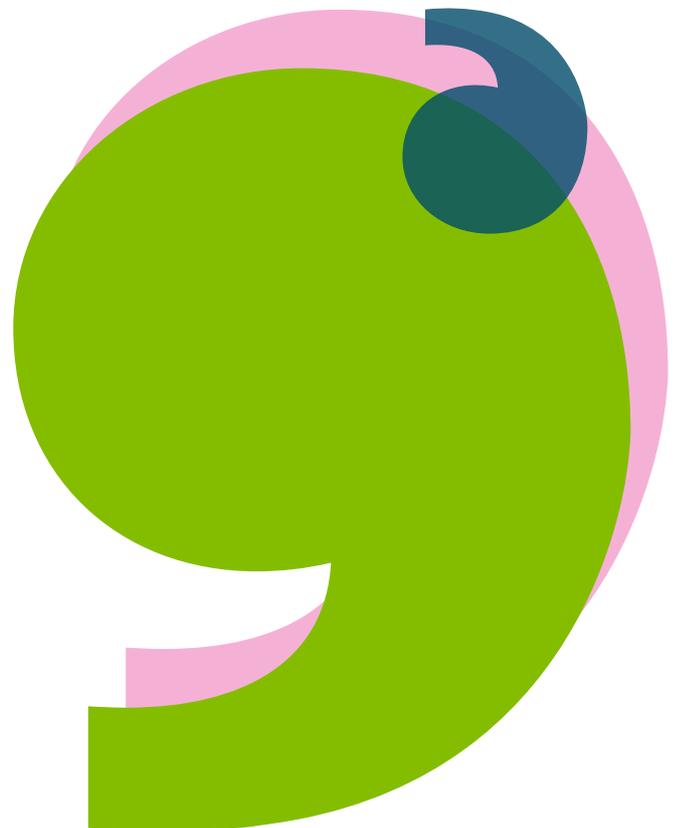




Enter and View report

Lavender Lodge

7 April 2016



Contents

1	Introduction	3
1.1	Details of visit	3
1.2	Acknowledgements	3
1.3	Disclaimer	3
2	What is Enter and View?	4
2.1	Purpose of visit.....	4
2.2	Strategic drivers	4
2.3	Methodology	5
2.4	Description of service	5
2.5	Summary of findings.....	6
2.6	Results of visit.....	7
2.7	Survey results.....	8
2.8	Evidence of best practice.....	9
2.9	Recommendations	9
2.10	Service provider response	9



1 Introduction

1.1 Details of visit

Details of visit:

Service address	40-50 Stafford Street, Derby DE1 1JL
Service provider	Yolanda Karajanni
Date and time	7 April 2016, 10.00 am to 12.30 pm
Authorised Representatives	Rebecca Johnson, Steve Barr 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

Lavender Lodge provides residential and nursing care for residents aged 50 and over, specialising in dementia and mental health conditions. It is situated on a busy section of Derby's inner ring road, close to local amenities and the city centre, and is split into two sides with a connecting upstairs corridor. It has a capacity of 44 residents in 38 rooms. Lavender Lodge does not have specific respite beds but can provide respite care where capacity allows and will accept people for day care. At the time of the visit there were 44 residents, just over half of which were male. The home also has two resident cats.

There are usually two nurses on duty in the daytime (one on each side of the building) and eight carers, two of which work on a one-to-one basis with specific residents. In the daytime there is usually a manager on each shift on weekdays with on call/emergency contacts during the night and at weekends, two admin staff, a receptionist, two domestic staff and a cook, a kitchen assistant and a maintenance person. One nurse is on duty overnight with support from carers. The owner and the manager are both nurses. Staff members undertake an in-house training system which originated in Australia and includes a live TV programme once a month, which once downloaded becomes part of a library of topics, and assessments. They are also encouraged to undertake an NVQ.



Lavender Lodge is aligned with Macklin Street Surgery and more than half of the residents are registered there. There is a plan for a GP from the surgery to visit for a fortnightly surgery as well as the existing emergency visits. Residents can be registered with this surgery on request. Other local surgeries will also visit their patients and staff will take residents to their own surgeries. The dentist at Coleman Street is available but a lot of the residents choose not to go. One resident has been taken to Darren Bywater in Allestree which the home may use again as staff were impressed with the access and facilities. A private chiroprapist visits every six weeks and an NHS one when necessary.

A range of options are available for breakfast including cereal, toast, crumpets or a cooked breakfast. The cook uses a four week rolling menu as a basis for three choices at lunchtime along with a cooked pudding, mousse, jelly and fruit. At teatime there is usually soup, sandwiches or something on toast. Soft diets, cultural meals and alternatives choices are always available. There are occasional takeaway nights while watching a film or a football match. Food is sourced locally from a local butcher, the fish market, greengrocer and egg farm who all deliver. A menu book shows pictures of the different options and information on allergens.

Residents are given a birthday cake and present, an Easter egg and a Christmas present.

Lavender Lodge does not have an activities co-ordinator as often planning does not work for the residents and spontaneous activities work better. Music therapy takes place twice a week - once on each side of the building. Colouring books are available, staff sometimes do manicures for residents and will take them to football matches if a ticket is available. Sixth formers working on the Generation Bridge project visit over the summer for activities such as manicures, henna painting, music and dancing. A hairdresser visits once a month and some staff also have hairdressing qualifications. Representatives from the Polish Catholic church, the Polish community, the Cathedral, a local Baptist church and Age UK visit residents. Visitors are welcome at any time including overnight if the resident is poorly - staff just ask visitors to let them know when they will be there. Staff can escort residents to town and family members can take residents out.

Family members, Derby City Council appointees or paid representatives look after residents' Personal Allowance - hopefully residents will have a £5 per week allowance in the future. Lavender Lodge will keep up to £200 for residents, some are given money in an envelope to manage themselves and go out on their own.

Lavender Lodge has got information about the Derby City Council Bronze Dignity Award and is looking into applying for it.

2.5 Summary of findings

- The newer part of the building felt light and airy.



- The residents appeared to be clean and comfortable.
- The facilities at Lavender Lodge are suited to the need of individual residents.
- The staff members were seen to be interacting well with the residents.

2.6 Results of visit

Environment

The newer part of the building felt light and airy. Everywhere was clean and tidy although there was a slight odour in one of the lounge areas in the older part of the building. There is a pleasant covered patio at the back of the building.

Facilities

Lavender Lodge is made up of two buildings. There is a gateway which links the two with an upstairs corridor, through the gates there is a car park at the back of the buildings. The gates open on approach but a code is needed to exit.

The main entrance is situated to the side of the building which opens into reception. Access from the car park is either through a wooden gate into the old side of the building or up a ramp into the new side of the building. There was a step at the patio door of the old side of the building at the time of the visit but a flat replacement was due shortly.

New side of the building

This side of the building has laminate flooring throughout, matching wooden handrails in the corridors, hand gel is positioned at regular intervals and an evacuation sledge is kept on the corridor. This side of the building generally feels light and airy.

Various areas are available for residents to relax in including a large lounge, a more secluded area or another large seating area.

Old side of the building

Residents can have their bedroom door painted a colour of their choice which gives a cheerful aspect to the corridor.

A mobile bath can be put into wet rooms. At the time of the visit, three bathrooms at Lavender Lodge were being refurbished. There are three toilets upstairs and four downstairs.

A stained glass effect coloured flower pattern is used on some internal windows for privacy in certain areas.

There are three partitioned off seating areas with different colour schemes. They are decorated with big pictures, mirrors and clocks. There was a slight odour in one of the seating areas.

The dining room has modern decoration and furniture and a mixture of large and small tables. Fabric place mats are used as they are quick and easy to wash.

Bedrooms

There are a variety of bedrooms, including six twin rooms and 19 are en-suite (toilet, combination of shower/spacious wet room, one with a bath with a shower over). All bedrooms have got a vanity unit. Three rooms have access to the roof terrace. Rooms have a nurse call point, fire sensor, profiling beds, flat screen TV and radio as standard and can have a phone fitted on request. Hoists and other adaptations are fitted where necessary. Residents can provide their own furniture and are encouraged to decorate their room with photographs and personal belongings. Bedroom doors have brass numbers on them, and an extra section of door which can open wider to enable easier access.

Information

There is a small sign on the front of the building by one of the doors. It is not obvious that the main entrance is round the back of the building, but if potential visitors contact the home before their visit they are told to drive through the gateway between the two buildings.

All bedrooms have a sign on the door saying 'All staff please respect the privacy and dignity of xxx, thank you' and symbol denoting what help the resident needs in the event of an evacuation. The home's complaints procedure is displayed on the bedroom walls, along with a sign saying '(name of resident), your named nurse is xxx, your keyworker is xxx'.

There are clear signs to fire exits around the building.

Residents

The residents appeared to be clean and comfortable. Some residents were engaging in a music session - some were singing and others were dancing with staff members.

Staff

Nursing staff can choose whether or not to wear uniform or their own clothes. Care and domestic staff wear Lavender Lodge tunics or t-shirts. They were interacting well with residents in the music session.

Visitors and relatives

A few visitors were enjoying and joining in with the music session.

2.7 Survey results

It was not possible to speak to any residents. Unfortunately, no staff or visitor surveys were returned.



2.8 Evidence of best practice

- The signs inside and outside of the bedrooms shows that staff members take privacy and dignity seriously and treat residents as individuals.
- The extra section of door which can open wider to enable easier access on the bedroom doors on the new side of the building.
- The mobile bath gives flexibility for residents and gives them more choice.
- The stained glass effect on internal windows again shows that privacy is important.

2.9 Recommendations

- A sign giving clear indication of how to access the building from the car park would be beneficial to visitors.
- If possible, a deep clean could be undertaken to help alleviate any unpleasant odours.
- Completing the application for Derby City Council's Bronze Dignity Award would reiterate the importance Lavender Lodge puts on the privacy and dignity of the residents.

2.10 Service provider response

There is a domestic now employed solely for regular deep cleaning.