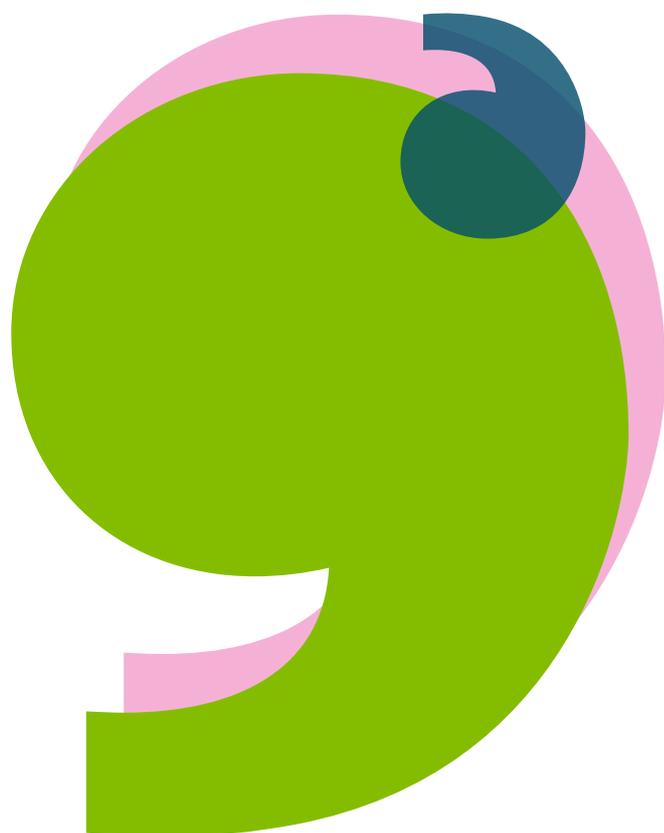




# Enter and View report

The Yews Residential Home

8 April 2016



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# 1 Introduction

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## 1.1 Details of visit

### Details of visit:

Service address	2 Church Street, Alvaston, Derby DE24 0PR
Service provider	Mr R Bhalla
Date and time	Friday 8 April 2016, 10.00 am to 1.30 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

The Yews Residential Home provides residential care for people over the age of 65. It was built by Derby City Council, originally as a children's home. It is situated in a quiet residential area of Alvaston, fairly close to local amenities. It is registered for 27 residents and has 26 bedrooms, one room is suitable for sharing. All rooms have a washbasin and 10 have an en-suite toilet. At the time of the visit there were 20 residents, 18 of which were female and quite a lot had some form of dementia. At the time of the visit, The Yews was registering as a 'light' dementia care provider. As well as permanent residents, the home also caters for respite and day care.

There are usually three care assistants on duty in the morning, two in the afternoon and overnight on a three-week rolling rota. In the daytime there is also a manager, assistant manager, cooking, cleaning and utilities staff. Care staff all have or are working on NVQ2, most have NVQ3. They also undertake mandatory training including end of life and dementia and a pilot course with Royal Derby Hospital regarding nutrition.

All but two residents are registered with Alvaston Medical Centre and the practice does a ward round at The Yews once a week. The other two residents are registered with Parkfields Surgery, doctors from this practice are also good at visiting residents. It is a struggle to find dentists, but residents are sometimes

taken to Coleman Street. A couple of residents have kept their old dentists and are taken to appointments by family members. A private chiropodist visits every six weeks and an NHS chiropodist visits as and when relevant. A hairdresser visits every week and a couple of residents have their own who also visit.

Breakfast usually consists of cereals, toast, fruit and a cooked breakfast. There are a couple of hot options for lunch. Menus change regularly due to residents' likes and suggestions. There is a snack menu on offer mid-morning, afternoon and evening and fruit, 'lite bites' and drinks are available at all times. Residents can make their own drinks, but staff members generally do it for them. Residents can buy their own cigarettes but they are kept in the office.

Care staff run activities while The Yews tries to recruit an activities co-ordinator, at the time of the visit an advertisement had not brought any luck. Entertainers visit the residents and The Yews has made links with the new vicar at St Michael and All Angels Church who will visit regularly and conduct a service at Christmas. Family members can visit at any time, take residents out or have meals with them at The Yews.

## 2.5 Summary of findings

- The environment felt light and airy and everywhere was very clean.
- They Yews has lots of homely touches.
- Everywhere is nicely decorated and adds to the homely feel.
- Lots of information is available to residents and visitors.
- The staff were observed as being friendly and caring.
- Nutrition of the residents is very important.

## 2.6 Results of visit

### Environment

The building feels light and airy and also has a homely feel due to the décor and decorations.

### Facilities

There is a large car park with marked out spaces. There is ramped access to all doors. The back door is alarmed as residents can use it but not on their own. Patio doors from the lounge and dining room lead to seating areas that residents can use. First aid kits are situated in the corridors and there is a cupboard for wheelchairs and hoist slings. At the time of the visit, some wheelchairs were blocking a fire escape.



A spacious half tiled bathroom with a permanent hoist and shower chair is used a lot. The shower room is tiled and has a shower chair behind a curtain and is decorated with glass ornaments and ducks.

Upstairs is a library with a good selection of books and a comfortable seating area.

The bedrooms are all different but are a good size and nicely appointed. There is a room number and slot for the resident's name on each bedroom door. All bedrooms have a bed and coordinating curtains and bedding, wardrobe, chair and table, lockable bedside cabinet, television and plug in sensor mats to alert staff if residents get out of bed. The en-suite facilities which are in some of the rooms are quite small but adequate. Residents can have a commode in their bedroom if required or necessary. Residents can bring their own furniture and are encouraged to personalise their room with photographs, ornaments and so on. There is a note inside the door with a picture of the resident's keyworker, who they are and what they do.

The hair salon has a sink, chair, big mirrors and shelving and is decorated with big pictures. There is also a call system to alert staff to fetch somebody who has finished or to bring the next client.

There are two dining rooms - one small and one large. The large one is spacious and has two tables for six and one for three, there are a variety of chairs with wooden skis or front casters and back stoppers. The tables are decorated with small flower arrangements. Aprons are available if required. There is laminate flooring, an old fireplace, ornaments, pictures, a large clock and an interchangeable calendar on a corkboard. A fridge is available for staff and residents personal use.

The small lounge is labelled and has a TV, CDs, DVDs, radio, fireplace, flowers, ornaments, a cabinet with activities such as games, music, arts and crafts in boxes. A Dignity tree has leaves with comments about what dignity means to the residents on the leaves. A glass case showcases residents' paintings. There is also a smaller separate sitting area with four chairs. The main lounge has a large television, patio door and lots of windows, chairs round edge and across the middle, a fish tank and pictures of old Derby.

### Information

The Yews is clear to see from the main road with a big sign at the end of the car park and the name on metal gates.

Lots of information is displayed in the hallway including a forthcoming events board, hairdressing prices, fire emergency plan, the home's newsletter a current survey and results from previous surveys, a poem regarding dignity, nurse call extension numbers and a board showing the names and photographs of the staff.

Fire safety information, including a fire zones sign and plans of the building, is evident.

Carers easy to identify by wearing a lilac tunic which is embroidered with the name and logo of the home and their first name.

For security of the residents, there is a note on the front door to ask visitors to tell a member of staff that they are leaving after they have signed out.

The current menu is displayed in plastic holders on dining room tables with snacks on the other side.

Stickers on doors indicate oxygen usage.

### Residents

The residents all appeared to be clean and comfortable. They were interacting well with each other both in the lounge and in the dining room at lunchtime.

### Staff

The staff were seen to be caring and friendly whilst attending to residents and making sure they were all comfortable. Staff members were playing a game with residents and were engaging everybody in the room, ensuring they were all included.

### Visitors and relatives

No visitors or relatives were observed during the visit.

### Food tasting

The Enter and View team tasted the full lunch menu:

- Fish, chips, peas, parsley sauce
- Quiche, chips, salad, baked beans
- Salmon, chips, mushy peas
- Fruit salad with ice cream or cream
- Bakewell tart with custard

All dishes were tasty, hot where appropriate, well presented and very generous portions. Condiments are on the dining room tables for residents to use themselves.

## 2.7 Survey results

A total of six 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 completed staff surveys were received.

### Visitor surveys

- Are you made to feel welcome when you come to visit this home?

4 out of 4 responses said yes.

- Do you feel that visiting times are flexible at this home?

4 out of 4 responses said yes.

- Are visitors supported by the staff at this home in regards to visiting, or taking the resident on daytrips?

4 out of 4 responses said yes.

- Do you feel that the staff are friendly and helpful at this home?

4 out of 4 responses said yes.

- Are you happy with the service of physical and medical care provided at this home?

4 out of 4 responses said yes.

- Are you happy with the service of emotional care provided at this home?

4 out of 4 responses said yes.

- Are you happy with other aspects of service at this home, such as food and activities?

4 out of 4 responses said yes.

- Do you feel that the resident's care plan is followed successfully?

3 out of 4 responses said yes.

1 out of 4 responses said don't know.

- Do you feel you are fully informed and kept up to date with the health and care of the resident?

4 out of 4 responses said yes.

- Do you feel that the residents are treated with respect and dignity?

4 out of 4 responses said yes.

## 2.8 Evidence of best practice

- The availability of the snack menu at times of day when residents might appreciate more to eat.
- Key worker information in bedrooms gives residents and their relatives a named contact for any queries or concerns.
- Plug in sensor mats alert staff if residents get out of bed.
- The library provides an activity that residents can undertake on their own and a quiet place to sit.

## 2.9 Recommendations

- The Yews should consider applying for Derby City Council's Bronze Dignity Award to reiterate the importance the staff and management put on the privacy and dignity of the residents.
- Fire doors should be kept clear.

## 2.10 Service provider response

Thank you so much for the report, I am really pleased with it. The staff were really happy and it's nice to know that what we are doing is good and caring for our residents. Thank you for the recommendation to put in for the Bronze Dignity Award.

