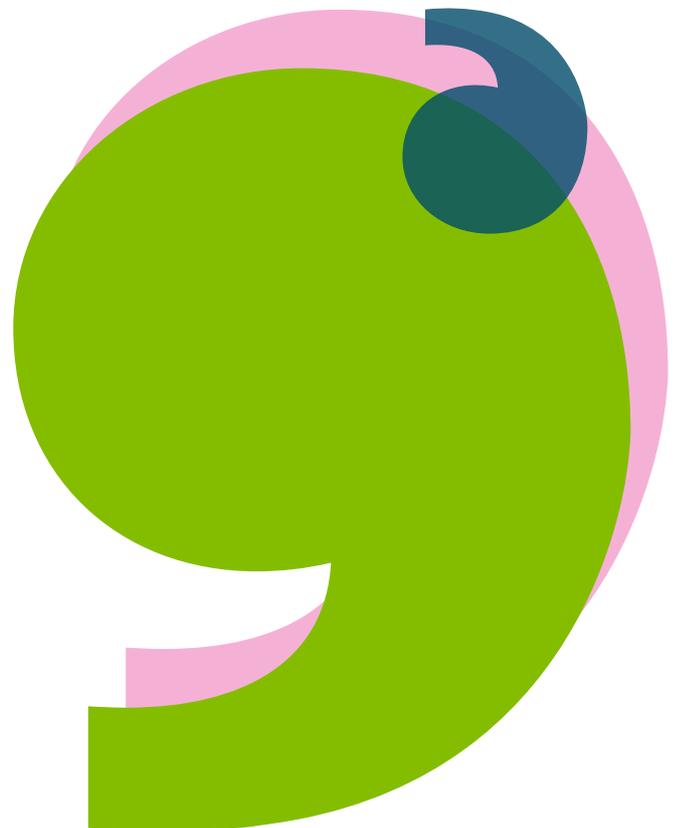




# Enter and View revisit report

Castle Park Care Home

11 April 2017



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# 1 Introduction

## 1.1 Details of revisit

### Details of visit:

Service address	176 Siddals Road, Derby DE1 2PW
Service provider	ADL plc
Date and time	11 April 2017, 10.00 am to 12.00 pm
Authorised Representatives	Rebecca Johnson, David Corrigan, Jenny Watkinson and Carol Wheatcroft
Date of original visit	30 January 2014
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. It was a revisit to see if the recommendations from the last visit have been implemented and to identify any new ones, to check any best practice examples are still in place and to see if anything else has changed. This report should be read in conjunction with the original report.

### 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 the revisit and to arrange a date. 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

Castle Park is a purpose built residential home based in the city centre close to local amenities. It provides care for up to 37 adults aged 65 years and over, the majority have some form of dementia. The home also has four interim beds. Most rooms have en-suite facilities and two are double rooms. At the time of the visit, there were 34 residents, about two thirds of which were female. The home also has two resident cats that have been given and the residents love them.

In the morning there is usually one nurse, five or six care assistants, two domestic staff, a cook and a kitchen assistant. In the afternoon there is usually one nurse and four or five care assistants. At night there is usually one nurse and two care assistants with one extra care assistant covering 7.00 to 11.00 pm. The manager is also a nurse.

Dr Johnson from Lister House visits two or three times a week. A nurse practitioner also visits three times a week but is leaving. Residents are taken to Coleman Street if they need to see a dentist. A community chiropodist visits diabetic residents and a private one also visits about every two months.

Breakfast is not at a fixed time and usually consists of cereals and toast but residents can have a cooked breakfast if they would like one. Lunch is served at 12.30 pm and there are two hot choices. Cake is available during the afternoon. Tea is at 4.30 pm and consists of soup, sandwiches and a hot choice. Supper of sandwiches and cake is served at 8.00 pm and some residents have this in their

bedrooms. Alternatives are always available at every meal for anybody who does not like the menu choices. The chef has a requirement chart for dietary needs (for example, gluten free diets) and this is updated to include new residents. Residents are given a birthday cake and family members are invited for lunch on special occasions such as Mother's Day or Valentine's Day. The staff sometimes put on a show which is accompanied by a buffet and a party.

There is an Activities Coordinator for 27 and a half hours a week. In-house activities include bingo, pass the parcel on a resident's birthday, chair exercises, arts and crafts, gardening, karaoke and pamper mornings, a hairdresser visits weekly. Some activities are on a group basis, others on 1-to-1 which includes trips into Derby which make a real difference to some of the residents with dementia. St Peter's Church hold monthly services at Castle Park and once a month there is afternoon tea at the church for residents from any care homes. Entertainers and ZooLab also visit the residents. Lots of shows take place to raise money for charity, recently £100 was raised for Comic Relief, or facilities for the residents. At the time of the visit, a summer fair was being organised and also the possibility of hiring a minibus for trips.

## 2.5 Results of visit

### Environment

There are handrails round the edge of the corridors. There were some paint chips on the handrails.

Evacuation mats and first aid kits are situated round the building.

Housekeeping staff do audits of the home to look for specialist jobs that need doing as well as having their usual cleaning schedule.

A new lift is being installed and the hoists - two electric, two manual and two toilet ceiling hoists - had new batteries and were in full working order.

The stairwell between the first and second floor was untidy.

Hand gel dispensers for use by visitors and staff were empty.

There was an unpleasant smell in the small ground floor lounge.

### Facilities

The reception area has the signing in book, comfortable chairs, a clock and a radio playing.

There are two small quiet lounges that residents can use to watch television or just to get away from lots of noise or if they don't want to take part in activities.

There is a large airy lounge on the second floor with groups of different chairs.

New furniture had been ordered for the lounge and the carpet has been replaced.

There was an electric socket hanging off the wall. This leads to a conservatory and



roof garden with chairs and tables - the chairs were metal and did not look very comfortable. There were also flower boxes that had been used as a litter tray by the cats. At the time of the visit, work was taking place to integrate the lounge and dining room. The current dining room was dark and felt very formal. The menu was on display in the dining room but the print was very small.

Bedroom doors have brass knockers, numbers and name badges. The bedrooms have large windows and are light and airy. Furniture is provided, but residents are welcome to provide their own and personalise their room. Wardrobes are fixed to the wall. The bedrooms were in the process of being redecorated and are also deep cleaned in between residents.

The downstairs bathroom is used for storage. The ground floor shower room was clean and has a wet room shower area with a variety of shower chairs. There is also a toilet with a copy of the Bristol Stool Chart as a reminder for staff members. On the second floor one toilet appeared to be leaking and another one did not have a lock on the door.

The hair salon has a price list on the door.

### Information

A large sign outside welcomes people to Castle Park.

On the ground floor there is a fire evacuation folder, alarm panel and zone map.

Signs on communal rooms have words and pictures on a yellow background.

A staff gallery in reception has each staff member's photograph, first name and job title split into job categories.

Lots of information is on display in reception including: framed notices for visitors on subjects such as personal possessions, fees, benefits, going away and taking residents out; an end of life care display; a This is Me booklet; CQC registration and latest report; the day's menu; the home's monthly newsletter; resident and staff birthdays; activities list; information file with a note from the directors, service user guide, planner, terms and conditions, complaints, finance, fire procedure, inspection reports, compliments and thank you cards and survey results; and leaflets on wills, safeguarding, interim assessments and the Alzheimer's Society. Some of the information was very out of date.

There is an activities photograph display on the first floor.

### Residents

Some residents were talking to staff, one was watching television in a quiet lounge and many were asleep.

### Staff

Staff and residents were seen to be interacting well.

One member of staff was observed having a chat with a resident in their bedroom.



### Visitors and relatives

No visitors were observed during the visit.

## 2.6 Survey results

A total of seven surveys were completed.

### Resident surveys

- How do you feel about living at this home?  
2 out of 3 responses said happy.  
1 out of 3 responses said unhappy.
- 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

- Do you feel that there are enough care assistants on shift at this home to meet the needs of the residents?  
3 out of 3 responses said yes.
- Do you feel that there are enough housekeeping staff on shift at this home?  
2 out of 3 responses said yes.  
1 out of 3 responses said no.
- Are you satisfied with your present job?  
3 out of 3 responses said yes.
- Do you feel that you are asked to do things against your better judgement?  
1 out of 3 responses said yes.  
2 out of 3 responses said no.
- Do you feel you have enough time to fulfil your duties on shift?  
2 out of 3 responses said yes.  
1 out of 3 responses said no.
- Do you feel you receive adequate support at this home, both physically and emotionally?  
1 out of 3 responses said yes.



2 out of 3 responses said no.

- Do you feel your work is valued at this home?

1 out of 3 responses said yes.

2 out of 3 responses said no.

### 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 the staff at this home in regards to visiting, or taking the resident on daytrips?

1 out of 1 response said yes.

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

1 out of 1 response said yes.

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

1 out of 1 response said yes.

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

1 out of 1 response said yes.

- Are you happy with other aspects of service at this home, 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 yes.

- 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.

## 2.7 Evidence of best practice

- Last visit

- The activity programme was being well delivered in the home and the home is involved in a project supported by Southern Derbyshire CCG and the Care Home Advisory Group to develop a network of activity coordinators to develop best practice.
- It was observed by the authorised representatives that residents were involved in making decisions about the home in which they lived.
- A memory tree was being developed in one of the communal areas.
- This visit
  - The home's newsletter keeps family members up to date with activities and news at Castle Park.
  - Housekeeping staff do audits of the home to look for specialist jobs that need doing as well as having their usual cleaning schedule.

## 2.8 Recommendations

- Last visit
  - Waiting times for residents to use the toilet and after meals in the dining room should be reviewed.
  - Equipment such as hoists should be charged to their full capacity each day to ensure residents are moved in safety and dignity.
  - If possible, a deep clean could be undertaken to help alleviate the unpleasant odour in the communal lounge on the top floor.
  - Castle Park should consider applying to the Derby City Council's Bronze Dignity Award.
- This visit
  - Fixtures and fittings should be maintained and/or repaired to a safe and working standard.
  - If possible, a deep clean could be undertaken to help alleviate the unpleasant odour in the lounge on the ground floor.
  - The information on display should be reviewed regularly to be kept up to date.
  - Hand gel dispensers should be kept filled to a reasonable level.
  - Bigger menus in the dining room would enable more residents to read them.
  - Staff meetings could include ways to make staff feel supported and valued as two thirds of the staff members who completed a survey did not feel that they were.



## 2.9 Comparison to last visit

- The library is not now being developed.
- It was observed by the authorised representatives that residents were involved in making decisions about the home in which they lived.
- Waiting times for residents to use the toilet and after meals in the dining room have been reviewed and seem to work much better.
- The hoists all have new batteries and are kept charged to their full capacity each day to ensure residents are moved in safety and dignity.

## 2.10 Service provider response

- The electric socket was not live and has now been removed.
- There is no odour in the ground floor lounge - it is mainly used for visitors and the hairdresser.
- The notices in reception have been reviewed and updated.
- Hand gels have been replaced.
- We will review the menus and change them to make them easier to read. We are replacing the menu with a picture board.
- We are doing supervisions with our staff and we do give them the opportunity to have their say in staff meetings and the home manager has an open door policy.

