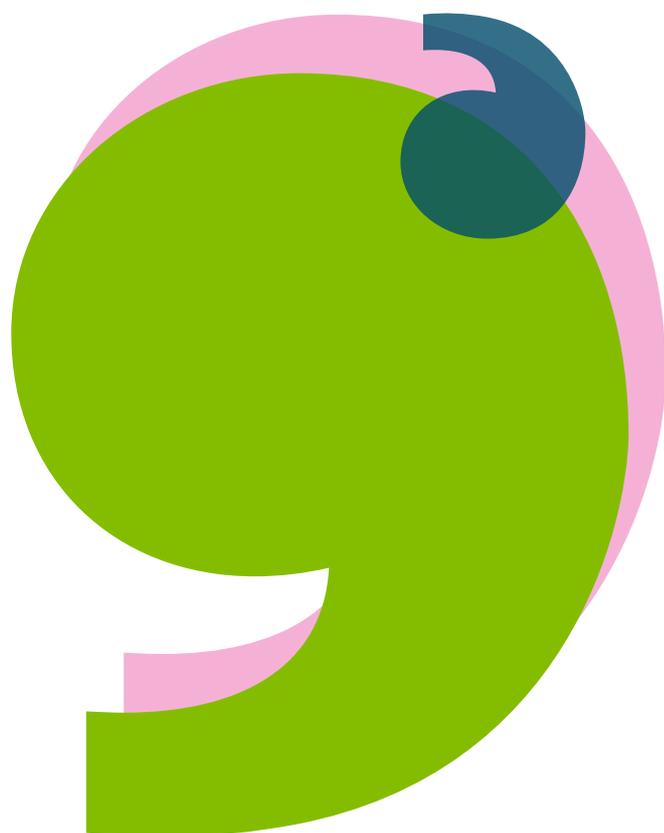




Enter and View revisit report

Littleover Nursing Home

7 July 2017



Contents

1	Introduction	3
1.1	Details of revisit	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	Results of visit.....	6
2.6	Survey results.....	7
2.7	Evidence of best practice.....	9
2.8	Recommendations	10
2.9	Comparison to last visit	10
2.10	Service provider response	11



1 Introduction

1.1 Details of revisit

Details of visit:

Service address	149 Stenson Road, Derby DE23 1JJ
Service provider	Far Fillimore Care Homes Ltd
Date and time	7 July 2017, 10.00 am to 12.00 pm
Authorised Representatives	Rebecca Johnson and Carol Wheatcroft
Date of original visit	2 March 2015
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

Littleover Nursing Home is a 40 bed nursing home for people aged 65 and over in an extended Victorian building. It also offers respite facilities when beds are available and specialises in end of life care. Most rooms have en-suite facilities, some with a larger wet room - the rooms which are not en-suite have a washbasin. It is situated on a main road, close to local shops and amenities. At the time of the visit there were 36 residents, seven of which were male.

Usually there are two nurses and seven care assistants in the morning, two nurses and six care assistants in the afternoon and one nurse and three carers at night. This is in addition to the matron/manager in the daytime. A lot of the care staff have NVQ3, many of the others were previously qualified as nurses in India.

All except for one resident are registered with Village Surgery, Dr Dew visits for a ward round on a weekly basis but doctors can be called out in between when necessary. Residents' families make their own arrangements for dental care, one resident goes to Coleman Street regularly. A private chiropodist visits every six weeks and an NHS one visits when appropriate and necessary.

Two hot choices are available at lunchtime with an alternative for anybody who would prefer. At teatime there is soup, sandwiches and a hot option, usually something on toast. Cakes and biscuits are available with tea and coffee during the day and birthday cakes are also provided.

There is a dedicated activities co-ordinator who provides a range of activities suited to the residents including dominoes and baking. Funds are raised for the Residents' Fund by raffles, coffee mornings and summer fayres and are used for things such as items and plants for the garden. Representatives from local churches sometimes visit Littleover Nursing Home as do choirs, singers and pet therapy. Children from local schools talk to the residents and perform carols at Christmas.

There is a hair salon upstairs and a hairdresser visits once or twice a week.

2.5 Results of visit

Environment

In general, the home feels light and airy. It has a calm atmosphere with a homely but modern feel about it.

Patio doors from the lounge and dining room lead to a paved patio area with seating and a bird table. The car park is covered in pebbles which are hard to negotiate with a wheelchair.

Facilities

The large lounge is split into smaller areas for residents to sit and relax on a variety of chairs which suit different needs. The back area is a conservatory with lots of natural light. There are televisions in two of the areas and a clock in each area. Some areas have entertainment equipment including a CD player, DVD player, books and an electric piano. Other decoration includes flower arrangements in old fireplaces and a fish tank.

The dining room tables are colour coordinated with matching tablecloths and decorations, which in turn coordinate with the chairs and curtains. A small kitchen for use by visitors is located off the dining room.

There are handrails on both sides of the downstairs corridor to help with mobility. There is also a quiet area in the corridor which overlooks the patio. It has a meaningful quote on the wall, a chair and table. This area can be used if somebody is upset or needs some privacy. A lift, which is big enough to take a stretcher, and stairs are available between the two floors. A hoist is stored neatly by the stairs and evacuation sledges are kept at the top of the stairs.

Each bedroom door has the room number and resident's name on. All bedrooms are decorated for new residents with colour coordinated fixtures and fittings and have a profiling bed, wardrobe, thermometer, flat screen TV and a telephone if the resident would like one. Residents are encouraged to personalise their room.

There are toilets, bathrooms and shower rooms on each floor - a new mobile shower chair tilts for ease of use. The upstairs bathroom has a tilt bath which is not used much and a screen for privacy.



Information

The home has a very clear sign which is easily visible from the road.

An in and out board for staff is located by the front door. Also in the entrance area is a suggestion box with a supply of comment slips, the menu for the day, the home's CQC registration certificate and latest report, End of Life quality award and a leaflet rack containing information on various relevant organisations. Notice boards show the home's health and safety policy, information on end of life and bereavement, a service user guide for the home and details on how to make a complaint.

In the corridor is a display of staff photographs which also gives each staff member's first name, job title and qualifications of some of the care staff.

A large activities board with the timetable for the week is on display - it has morning, afternoon and evening down the side and the days of the week along the top, it has hooks to put laminated cards with words and pictures showing the activities. On the week of the visit, activities included pet therapy, Wimbledon and Songs of Praise. A residents' activity book with photographs of them taking part in various activities was also on display.

In the lounge is a large interactive calendar showing the date, season and weather.

The current week's menu is on display in the dining room.

Inside each bedroom is an individual fire risk assessment for the resident, a service user guide and a notice board for any relevant information for the resident.

Residents

All residents looked clean and comfortable.

Some residents were sitting on the patio and interacting well with each other. Others were inside taking part in a music quiz and singalong. Many residents stay in their rooms; care assistants regularly check on them.

Staff

Staff and residents were observed sitting on the patio and interacting well with each other. Staff members were encouraging residents to take part in the singalong.

Visitors and relatives

No visitors were observed at the time of the visit.

2.6 Survey results

A total of 18 surveys were completed.

Resident surveys

- How do you feel about living at this home?

5 out of 5 responses said happy.

- Do you feel that you are respected as an individual at this home?
5 out of 5 responses said yes.
- Do you feel that you can make informed decisions about your daily life?
4 out of 5 responses said yes.
1 out of 5 responses said don't know.

Staff surveys

- Do you feel that there are enough registered nurses on shift at this home to meet the needs of the residents?
9 out of 9 responses said yes.
- Do you feel that there are enough care assistants on shift at this home to meet the needs of the residents?
5 out of 9 responses said yes.
2 out of 9 responses said no.
2 out of 9 responses said don't know.
- Do you feel that there are enough housekeeping staff on shift at this home?
8 out of 9 responses said yes.
1 out of 9 responses said no.
- Are you satisfied with your present job?
7 out of 9 responses said yes.
1 out of 9 responses said no.
1 out of 9 responses said don't know.
- Do you feel that you are asked to do things against your better judgement?
1 out of 9 responses said yes.
7 out of 9 responses said no.
1 out of 9 responses said don't know.
- Do you feel you have enough time to fulfil your duties on shift?
9 out of 9 responses said yes.
- Do you feel you receive adequate support at this home, both physically and emotionally?
7 out of 9 responses said yes.



2 out of 9 responses said no.

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

8 out of 9 responses said yes.

1 out of 9 responses said don't know.

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?

2 out of 4 responses said yes.

2 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.

2.7 Evidence of best practice

- Last visit

- Near the front door, a display of staff photographs also gives each staff member's name, job title and qualifications.
- The large, light and airy lounge is split into smaller areas for residents to sit and relax on a variety of chairs which suit different needs.
- A large, interactive calendar shows the date, season and weather.
- A small kitchen which can be used by visitors is located off the dining room.
- This visit
 - The large activities board with the timetable for the week is bright and colourful and an instant reminder of current activities.
 - There is now a display and book of residents enjoying activities.
 - Inside each bedroom is an individual fire risk assessment for the resident, a service user guide and a notice board for any relevant information for the resident.

2.8 Recommendations

- Last visit
 - The activities notice board could have a nice, colourful display and photos showing residents engaging in activities. This would be appreciated by both residents and visitors.
 - Littleover Nursing Home should consider applying to the Derby City's Bronze Dignity Award.
- This visit
 - One visitor mentioned the need for more mugs in the visitors' kitchen.
 - One visitor suggested having a named member of staff to talk to in the early stages of their relative moving in to the home would have helped with the transition for both the resident and family members.

2.9 Comparison to last visit

- Littleover Nursing Home has not applied to the Derby City's Bronze Dignity Award as the manager feels that dignity should be ingrained in everything the staff do rather than it being looked at specifically. However, the home has been awarded an End of Life Award.



- The car park was due to be tarmacked with marked spaces after the last visit but is still covered in pebbles.
- There is still a display of staff photographs which also gives each staff member's first name, job title and qualifications of some of the care staff.
- Staff and residents were seen to be interacting more than at the last visit.

2.10 Service provider response

We are happy for the report to be published.