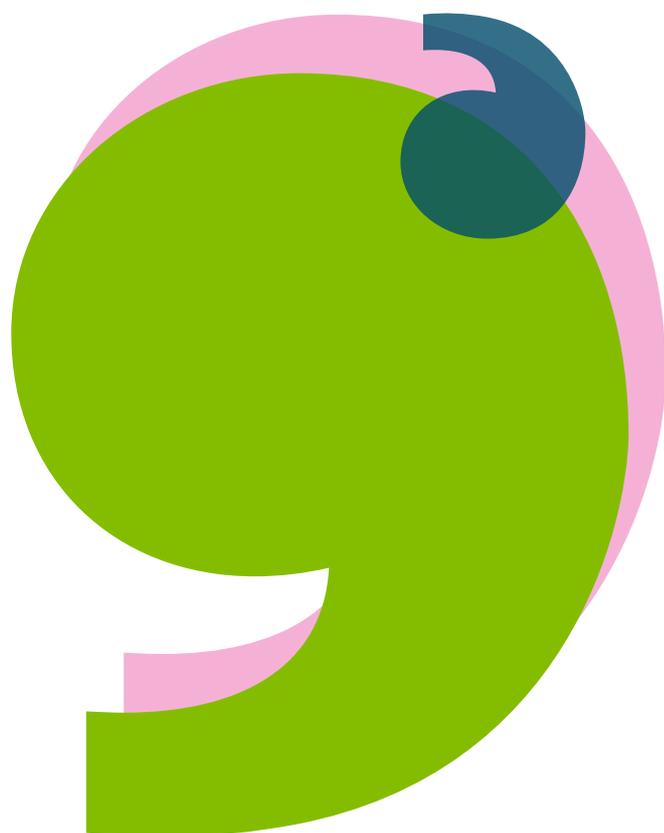




Enter and View revisit report

Shelton Lock Care Home

25 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.....	8
2.7	Evidence of best practice.....	10
2.8	Recommendations	10
2.9	Comparison to last visit	11
2.10	Service provider response	11



1 Introduction

1.1 Details of revisit

Details of visit:

Service address	61a Weston Park Avenue, Shelton Lock, Derby DE24 9ER
Service provider	Bupa Care Homes Ltd (at time of visit)
Date and time	25 July 2017, 2.00 to 5.00 pm
Authorised Representatives	Rebecca Johnson, Vicki Allison, Jenny Watkinson and Carol Wheatcroft
Date of original visit	5 February 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

Shelton Lock Care Home is a purpose built home based in a fairly quiet residential area close to local amenities. It provides personal and nursing care for up to 33 adults mainly aged 65 years and older. Most rooms are single, four are larger and suitable for couples, all rooms have en-suite facilities. Most residents have an element of dementia, some have suffered strokes. The home has two hoists and two stand aids. New residents have a new risk assessment and an updated care plan on arrival. At the time of the visit there were 31 residents, about two thirds of which were female.

There are usually two nurses on duty during the day and one at night along with six or seven care assistants in the morning, four or five in the afternoon and three at night. Care assistants have NVQ2 or are working towards it. Staff members take part in regular fire drills, weekly at the time of the visit, practising what they need to do moving between zones without actually evacuating the residents. The fire bell is tested daily.

All residents are registered at Haven Medical Centre; doctors hold a ward round at the home on alternate Wednesdays or visit when called. Residents can be taken to Coleman Street for dental treatment and a private dentist has visited one resident. A private chiropodist visits every six weeks and an NHS one visits when residents are referred to their service.

Breakfast is a choice of porridge, toast or a full English breakfast. At lunchtime there are two hot options and either high tea or something lighter at teatime. Tea and coffee is served mid-morning and mid-afternoon with cake, fruit or biscuits. There is a four week rolling menu but sometimes there are specialist evening meals including Italian, Indian, Chinese and traditional English. Special diets can be catered for. Birthdays are celebrated with a cake depending on the wishes of the resident and their family and what else they might be doing.

At the time of the visit the Activities Co-ordinator was fairly new in post. She works from 9.00 am to 2.00 pm Monday to Friday and has a dedicated budget from which games and equipment are renewed regularly. She appreciates that residents may need encouragement to take part and engage in activities. Reminiscence activities take place and an activities passport for travelling round the world has been introduced which works with the different cuisine evenings. A lot of emphasis is put on keeping the residents active and this is encouraged by activities such as walking round the garden and balloon tennis. A dog visits every Friday, other visitors sometimes take dogs and the home has resident rabbits. A hairdresser is at the home every Tuesday and this is co-ordinated with pampering activities. The vicar from nearby St Edmund's Church used to visit but has now stopped - the residents wanted a service so started with Godly Play which was not appropriate but was tweaked to make it more relevant. A choir performs near Christmas and the home would like to make links with local schools for activities like penfriends and reading. Resident and relative meetings take place on a quarterly basis but are not well attended.

2.5 Results of visit

Environment

There is a nice garden at the rear of the home with benches, greenhouse, aviary, rabbit hutch and lots of planting areas for the residents and their visitors to enjoy. There is a path round the edge which makes part of the garden at least accessible to wheelchair users and people who find it difficult to walk on grass. It is maintained by a gardener.

The main lounge felt a bit dark because of large trees outside.

Some of the corridors were in need of redecorating.

Facilities

A gentle ramp leads to the wide power assisted front door.

The main lounge is large and has a wide selection of seating to make sure that all residents are comfortable and well supported. The room is decorated with the sorts of furnishings and ornaments that many of the residents would have had at home.



An activity room has a television, collection of DVDs and games and is well stocked with art and craft materials and is also used for entertainment. There are several bookshelves around the home with donated books that can be borrowed or bought, with the money going to the residents' fund.

The dining room is bright and spacious. At the time of the visit, soft music was playing in the background. A water cooler is available for residents and visitors. A large display board shows all of the menu options available.

The conservatory has a large, room length window overlooking the garden and aviary. Comfortable seating is arranged in small groups.

The reminiscence room provides a comfortable and more private space than the main lounge. It is decorated and furnished to aid reminiscence for the residents. The room has a large patio door which is not used but does mean that residents who do not go outside can see the garden.

The visiting hairdresser uses the well-equipped dedicated hair salon

The old lift is not always reliable.

Two toilets downstairs are quite roomy but there was an unpleasant odour in both of them. The downstairs bathrooms are a good size for wheelchair users to be able to use it, there was a damp patch on the ceiling. The baths were due to be taken out to be replaced by wet rooms.

Information

The home is well signposted but it can be quite easy to miss the turning as it is set back from the road.

It is not clear which intercom to use to gain entry to the building.

Various information is on display in reception including the home's CQC registration certificate, photographs and names of staff and dates for people's diaries. There is also a hand sanitiser point with a sign explaining the importance of using it.

Information boards are displayed throughout the home providing details of upcoming events and services, answering common questions and giving general information for residents, staff and visitors. There is also a thank you board.

There are well laid out fire points with evacuation mats, detailed evacuation instructions and extinguishers are found throughout the home.

Residents

The residents looked clean and comfortable, some were talking in groups and others were chatting to staff who were doing a drinks round.

Staff

Staff members were observed using a hoist to move a resident; they explained what they were doing as they went along to provide reassurance. Another care



assistant was seen to be chatty and friendly with all of the residents, checking that they were comfortable and talking appropriately to a resident with dementia.

Two members of staff commented to the authorised representatives that they were very happy working at Shelton Lock Care Home and found the manager and assistant manager very approachable.

Visitors and relatives

A few visitors were observed chatting quietly with residents.

2.6 Survey results

A total of 22 surveys were completed.

Resident surveys

- How do you feel about living at this home?
7 out of 8 responses said happy.
1 out of 8 responses said neither happy nor unhappy.
- Do you feel that you are respected as an individual at this home?
6 out of 8 responses said yes.
2 out of 8 responses said no.
- Do you feel that you can make informed decisions about your daily life?
8 out of 8 responses said yes.

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 10 responses said yes.
1 out of 10 responses said don't know.
- Do you feel that there are enough care assistants on shift at this home to meet the needs of the residents?
5 out of 10 responses said yes.
5 out of 10 responses said no.
- Do you feel that there are enough housekeeping staff on shift at this home?
10 out of 10 responses said yes.
- Are you satisfied with your present job?
9 out of 10 responses said yes.
1 out of 10 responses said don't know.



- Do you feel that you are asked to do things against your better judgement?
10 out of 10 responses said no.
- Do you feel you have enough time to fulfil your duties on shift?
5 out of 10 responses said yes.
3 out of 10 responses said no.
2 out of 10 responses said don't know.
- Do you feel you receive adequate support at this home, both physically and emotionally?
10 out of 10 responses said yes.
- Do you feel your work is valued at this home?
8 out of 10 responses said yes.
2 out of 10 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?
3 out of 4 responses said yes.
1 out of 4 responses said don't know.
- 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?
3 out of 4 responses said yes.
1 out of 4 responses said don't know.
- 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?
2 out of 2 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
 - Information was well presented at the home regarding activities, events and services, answering common questions, general information and the importance of hand sanitising to reduce the risk of infection for residents, visitors and staff.
 - The staff were observed being very attentive to the residents' needs, showing both dignity and respect.
 - A water and snack pot dispenser has been provided for residents and visitors at the home.
- This visit
 - Having a dedicated room for activities gives more choice to residents about what they do and do not wish to take part in.
 - Again, the staff were observed being very attentive to the residents' needs, showing both dignity and respect.

2.8 Recommendations

- Last visit
 - Clearer signage from the road could be used to locate the home.
 - Staff should ensure the staff board is up to date on each shift.
 - Some doors and bathrooms could be decorated to ensure they are up to date in line with the rest of the home.
 - Bupa should install a better heating facility in the reminiscence room for it to be used throughout the year.
 - Shelton Lock should consider applying to the Derby City's Bronze Dignity Award.



- This visit
 - It is not clear which intercom to use to gain entry to the building. A small sign would help avoid confusion.
 - Sliding doors in the reminiscence room would open it up more to make an alternative lounge.
 - Some corridors and bathrooms could be decorated to ensure they are up to date in line with the rest of the home.
 - Residents commented on the need for a new lift as the old one breaks down regularly.

2.9 Comparison to last visit

- The signage visible from the road is still the same due to objections from neighbours about having a bigger and clearer sign.
- Shelton Lock Care Home has not applied for Derby City Council's Bronze Dignity Award. However, staff are working towards DELQA (Derbyshire End of Life Quality Award).
- The old Bupa bunting from outside the main entrance has been taken down.
- There is a new portable heater used in the reminiscence room.

2.10 Service provider response

We are working hard to complete our DELQA award and the Bronze Dignity award. We have an excellent team of staff who support the residents with great kindness. We may not be the poshest home but we will continue to strive to be the happiest homeliest home where all residents are cared for individually with kindness, dignity and respect.

