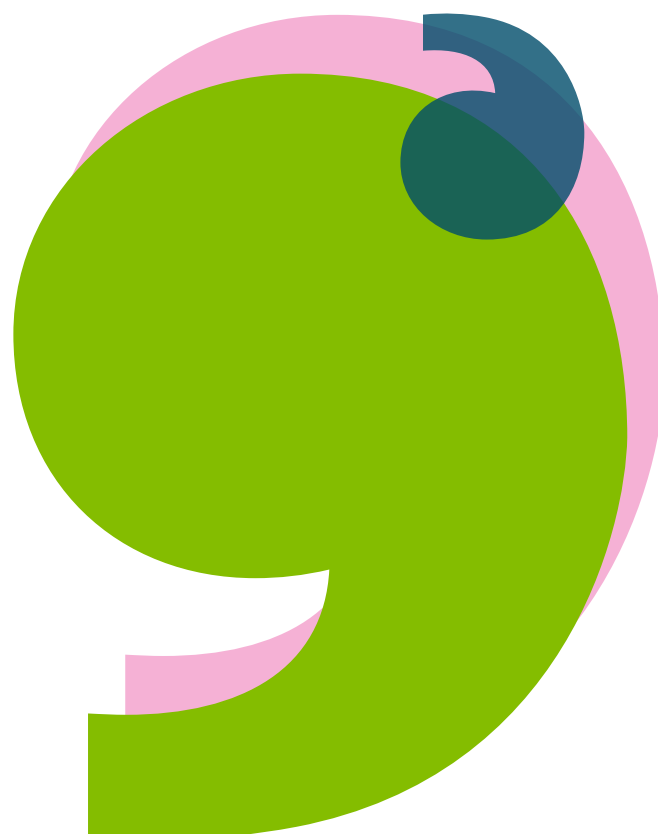




Enter and View report

Royal Manor Nursing Home

10 October 2017



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1 Introduction

1.1 Details of visit

Details of visit:

Service address	346 Uttoxeter New Road, Derby DE22 3HS
Service provider	Pine View Care Homes Ltd
Date and time	10 October 2017, 10.00 am to 12.30 pm
Authorised Representatives	Rebecca Johnson 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

Royal Manor Nursing Home is situated on a main road leading into Derby city centre and offers residential nursing care for up to 30 residents aged 65 and over. At the time of the visit there were 22 residents, most of whom had some dementia and were mainly female. Most of the bedrooms have en-suite facilities, six new rooms are larger than the others and one of the older rooms is suitable for sharing but was being used as a single room at the time of the visit.

There are usually one nurse and four care staff, one of which is a senior, on duty in the daytime along with an activities co-ordinator, cook and domestic staff and one nurse and two carers overnight. Most care staff, apart from a couple of apprentices, have NVQ2 or 3.

Residents at Royal Manor are registered with several GP practices as they often keep their old one if it is in the area. All of the practices will visit, some on a regular basis, but eventually hopefully all residents will be registered with the same one. Access to dental services is not usually an issue as most residents have dentures or implants so do not need to see a dentist. Opticians from Visioncall who specialise in home visits and eye care for people with dementia are booked online to visit residents when necessary. NHS and private chiropodists visit residents regularly.



Breakfast is usually a choice of cereals with a cooked option twice a week. There are two hot choices for lunch and at teatime there is a hot option or sandwiches. Residents choose their meals on the day. Drinks and snacks are offered in the morning, afternoon and suppertime.

Activities include bingo with chocolate for prizes, arts and crafts, hoopla, reading newspapers, exercises, quizzes, cake decorating, watching films and playing board games and dominoes. The activities co-ordinator finds out what each resident likes doing and engages them in individual or group activities as appropriate. At the time of the visit, some residents had been out for a pub lunch and other outings could be introduced. Singers and visitors with animals have got the residents involved and there is hope of future links with local schools. A hairdresser visits every week.

2.5 Summary of findings

- At the time of the visit, Royal Manor was going through a refurbishment programme to expand and upgrade the décor and facilities.
- Lots of information is available including colourful displays about activities and nutrition.
- The residents looked clean and comfortable.
- Care staff were carrying out their duties while showing dignity and respect to the residents.

2.6 Results of visit

Environment

There is a pleasant enclosed garden area with table with parasol and chairs and a bird table.

There are different lounges for residents to sit in depending how much activity they want to be involved in.

Facilities

There is a car park for staff and visitors at the back of the building.

The communal areas have new laminate flooring. There are handrails in the bedroom corridor.

At the time of the visit the dining room was in the process of being decorated. Round tables for four with bright tablecloths are mainly positioned round the edge of the room. There are condiments on the tables and mugs on a dresser. Pictures of old adverts were waiting to be put up on the walls. Part of the room is used as a wheelchair store.



The conservatory was being used for a meeting at the time of the visit but is used for activities and has a mock bar and post office which are used for reminiscence.

Hoists are stored tidily in a corner of the downstairs corridor.

The toilets are spacious and clean. There is a choice of bathrooms or shower rooms, one of which had an unpleasant odour.

Royal Manor has three lounges. The first one is normally quiet and has books, a piano and a television and is decorated with old pictures. The second one of a similar size usually has the television or radio on and is used for musical entertainment, it is decorated with lacy bunting made by the Activities Coordinator. The lounge in between these two is not on an outside wall but has windows to the conservatory which are covered in stained glass pictures.

All lounges have a call system.

A picture of an open window at the end of the corridor creates the feeling of more space.

All bedrooms have got a profiling bed, bedside cabinet, chest of drawers and wardrobe. Residents can provide their own television and personalise their bedroom. At the time of the visit, work had started to decorate bedroom doors in different colours and put door knockers and brass numbers on them. Outside bedroom doors are clear memory boxes for the each resident with the quote 'collect moments not things' on.

Information

There is a sign on the main road that Royal Manor faces onto and there is another small sign on the building by the entrance which is at the back of the building.

There are two doorbells at the entrance and it is not clear which one to use.

In the entrance hall is a weekly activities board with words and pictures, a picture of the Activities Coordinator and a display of artwork by the residents. There is also a board showing photographs of the staff members with their name and job title.

There was a blank chalkboard in the dining room. There were signs using words and pictures on both sides of the dining room door and also one on an internal door in the room.

A display in the corridor shows pictures of the cook, dinners and residents eating and the four week menu. Another display has examples of arts and crafts by the residents including a tree mural with textured flowers and a fluffy owl which the residents made the flowers and leaves for.

Pictures to aid reminiscence including shopping, drinks, fashion, hairstyles and holidays decorate the corridor.

The home's CQC registration and certificates from other organisations including Age UK and Visioncall are on display in the hallway outside the lounges.

Residents

The residents appeared to be clean and comfortable, many of them were asleep at the time of the visit.

At the end of the visit some residents were observed having lunch in the dining room, most of them were sat at a table on their own facing the wall.

Staff

Staff members were observed walking through the lounges checking if the residents would like a drink or needed anything else.

To promote privacy and dignity, when residents are being moved by hoist in the lounges any visitors are asked to leave the room and the door is shut.

Visitors and relatives

No visitors were observed during the visit.

2.7 Survey results

One resident survey was completed. No staff or visitor surveys were received.

Resident surveys

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

2.8 Evidence of best practice

- Displays and pictures of the relevant staff members to do with activities and nutrition help provide recognition for residents and visitors as well as showing the range of activities and examples of residents' meals.
- The bar and post office in the conservatory are useful reminiscence activities.
- Memory boxes outside bedrooms help residents to identify their room and are a good reminiscence tool.



2.9 Recommendations

- A label on the correct doorbell would help avoid confusion.
- The empty chalk board in the dining room could be used to display the menu.
- There are clear signs using words and pictures on the doors of some communal rooms but not others, they would be useful on entering all areas but not necessary on the inside as in the dining room.
- Royal Manor Nursing Home should consider applying to the Derby City's Bronze Dignity Award.

2.10 Service provider response

The home did not respond to the report.