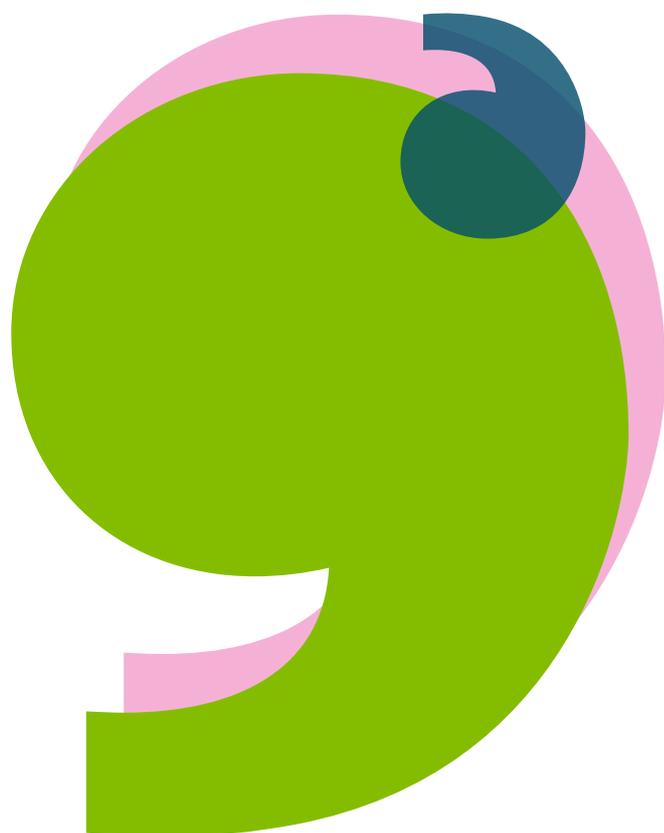




Enter and View report

Ivy House (Mickleover)

11 October 2017



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1 Introduction

1.1 Details of visit

Details of visit:

Service address	The Green, Mickleover, Derby DE3 0DE
Service provider	Optimum Care (UK) Ltd (at time of visit)
CQC rating	Requires improvement
Date and time	11 October 2017, 10.00 am to 12.00 pm
Authorised Representatives	Rebecca Johnson, Sue Cowlshaw and Raj Gill
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

Ivy House provides residential care for up to 19 residents aged 65 and over. It is situated on a quiet side street just off a main road and very close to local amenities. It has 19 bedrooms which are mostly singles although some rooms are larger than others and one couple share a room. At the time of the visit there were 18 residents, most of which were female.

Care staff at Ivy House work 12 hour day or night shifts. In the daytime there are usually one senior and two care assistants and overnight there are two care assistants. Most staff have or are working towards NVQ2 or 3 and the Care Certificate.

Most residents are registered with Mickleover Surgery; doctors from the surgery visit for a monthly ward round and at other times when necessary. Residents' family members usually arrange their own dental care, an optician and private and NHS chiropodists visit the home.

Breakfast is a choice of toast or cereals. There are two hot options provided by Apetito and two puddings available at lunchtime, residents choose their meals on the day. There is a four week menu which was chosen by old residents, the current residents will review the menu shortly. Tea is soup or sandwiches with yoghurts and cakes. Snacks are offered in the morning and afternoon, one of which is fruit.



The activities co-ordinator runs a weekly programme which includes arts and crafts, spa treatments of manicures and facials as well as a hairdresser visiting every week, reminiscence activities, karaoke, singalongs, movie nights, games and quizzes. Exercise to music takes place every morning and residents can see and listen to visiting entertainers. A previous resident was a member of the local church that used to visit at Christmas. Ivy House has a resident cat and a dog visits with one of the care assistants.

2.5 Summary of findings

- The environment is mostly light and airy.
- Some facilities need updating or replacing.
- Lots of information is available for residents, staff and visitors.
- The residents looked clean and comfortable and care staff were attentive to their needs.

2.6 Results of visit

Environment

Ivy House smelt clean. The hallway and communal rooms are spacious and the décor and natural light create an airy atmosphere in much of the home. However, the downstairs corridor is quite narrow in places and feels quite dark.

There is an enclosed garden at the back of the building with garden furniture, planters, a grassed area and a small patio. It is accessed from the hallway.

Facilities

There is a small car park for staff and visitors.

Hand gel is available inside and outside the front door.

The corridors are carpeted and the rest of the communal areas in the home have wooden flooring. The corridor has handrails. The staircase has a stair lift and wheelchairs are stored neatly nearby.

The chairs in the lounge are set out in two groups - to either see the television with DVD player which is on the wall at one end or to be able to hear the radio at the other end of the room. Some of the chairs looked quite old and had stained arms. Activities including games, jigsaws and books are available in the lounge.

The dining room has tables with different numbers of chairs to give residents more choice. The dining chairs have ski bottoms for ease of movement. The tables are decorated and there is a flower display in the old fireplace. Cold drinks are always available in the dining room.



A downstairs bathroom has a toilet with a frame, bath with hoist and a call system. During the visit, access to the wash basin was blocked by packets of incontinence pads. Towels are stored neatly on a trolley. Spare bags for the offensive waste bin and gloves for staff are easily available. Some tiles near the bath were missing.

Bedroom room numbers are displayed on different coloured circles showing staff how much help residents need in the event of an evacuation. The doors also have a photograph of the resident and their first name in large print with their full name in smaller type underneath. Bedrooms all have a bed, wardrobe, drawers and a chair, some have a feature wall and they have a mixture of flooring. Residents can replace furniture with their own, personalise their bedroom and provide a television if they would like to. There was a stained footstool in one bedroom.

Information

There is a large sign outside which is visible from the road and another on the building.

A sign asks visitors to press the doorbell but appears to be next to the wrong bell.

Lots of information is on display in the hallway including the signing in book for visitors, a display about activities with a weekly timetable, upcoming events such as parties for Halloween and Christmas and photographs, staff photographs with names, safeguarding, the home's CQC registration, health and safety law, prices for hairdressing and chiropody, thank you cards and list of the 10 Dignity Do's.

Residents

The residents all appeared to be clean and comfortable. At the time of the visit most were watching television or sleeping, one was knitting. They did not appear to be interacting amongst themselves.

Staff

Care staff were observed being attentive to the residents and their needs and encouraging a resident to eat a snack. Staff were undertaking some minor medical treatments in the lounge.

Staff at Ivy House do not wear uniform but do put on disposable aprons when providing personal care. Some staff wear a name badge.

Visitors and relatives

No visitors were observed during the visit.

2.7 Survey results

A total of 13 surveys were completed.

Resident surveys

- How do you feel about living at this home?
1 out of 2 responses said happy.
1 out of 2 responses said neither happy nor unhappy.
- Do you feel that you are respected as an individual at this home?
2 out of 2 responses said don't know.
- Do you feel that you can make informed decisions about your daily life?
1 out of 2 responses said yes.
1 out of 2 responses said no.

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?
3 out of 3 responses said yes.
- 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?
3 out of 3 responses said no.
- Do you feel you have enough time to fulfil your duties on shift?
3 out of 3 responses said yes.
- Do you feel you receive adequate support at this home, both physically and emotionally?
3 out of 3 responses said yes.
- Do you feel your work is valued at this home?
3 out of 3 responses said yes.



Visitor surveys

- Are you made to feel welcome when you come to visit this home?
8 out of 8 responses said yes.
- Do you feel that visiting times are flexible at this home?
7 out of 8 responses said yes.
1 out of 8 responses said don't know.
- Are visitors supported by the staff at this home in regards to visiting, or taking the resident on daytrips?
5 out of 8 responses said yes.
1 out of 8 responses said no.
2 out of 8 responses said don't know.
- Do you feel that the staff are friendly and helpful at this home?
8 out of 8 responses said yes.
- Are you happy with the service of physical and medical care provided at this home?
7 out of 8 responses said yes.
1 out of 8 responses said don't know.
- Are you happy with the service of emotional care provided at this home?
5 out of 7 responses said yes.
2 out of 7 responses said don't know.
- Are you happy with other aspects of service at this home, such as food and activities?
4 out of 7 responses said yes.
3 out of 7 responses said don't know.
- Do you feel that the resident's care plan is followed successfully?
4 out of 7 responses said yes.
3 out of 7 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?
5 out of 7 responses said yes.
2 out of 7 responses said don't know.
- Do you feel that the residents are treated with respect and dignity?
8 out of 8 responses said yes.



2.8 Evidence of best practice

- Residents take part in exercise to music every morning.
- Healthy snacks are offered in the morning.

2.9 Concerns addressed during visit

- A tub of Diprobase cream was left open and unattended in the lounge for a period of time.
- The toilet near the kitchen was very dirty.
- Fire extinguishers kept on the back stairs were causing a trip hazard.

2.10 Recommendations

- Equipment, fixtures and fittings should be kept clean and well maintained to improve infection control and minimise health and safety risks.
- Equipment and medical supplies should be stored appropriately.
- It is not clear which doorbell to use - the sign should be moved to avoid confusion.
- To maintain privacy and dignity, some medical treatments should be carried out in residents' bedrooms or somewhere other than the lounge.
- For ease of recognition for residents, words and pictures could be used on doors of the different rooms.

2.11 Service provider response

The home did not respond to the report.

