



Details of visit

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| Service address: | Chase House, House Lane, Arlesey, SG15 6YA |
| Service Provider: | Chase House Ltd |
| Date and Time: | 24 th February 2015 10:00 – 12:00 |
| Authorised Representatives: | Dave Simpson and Linda Grant |
| Contact details: | Healthwatch Central Bedfordshire Capability House, Wrest Park, Silsoe, Bedfordshire, MK45 4HR Tel: 0300 303 8554 |

Acknowledgements

Healthwatch Central Bedfordshire (HWCB) would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View visit.

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.



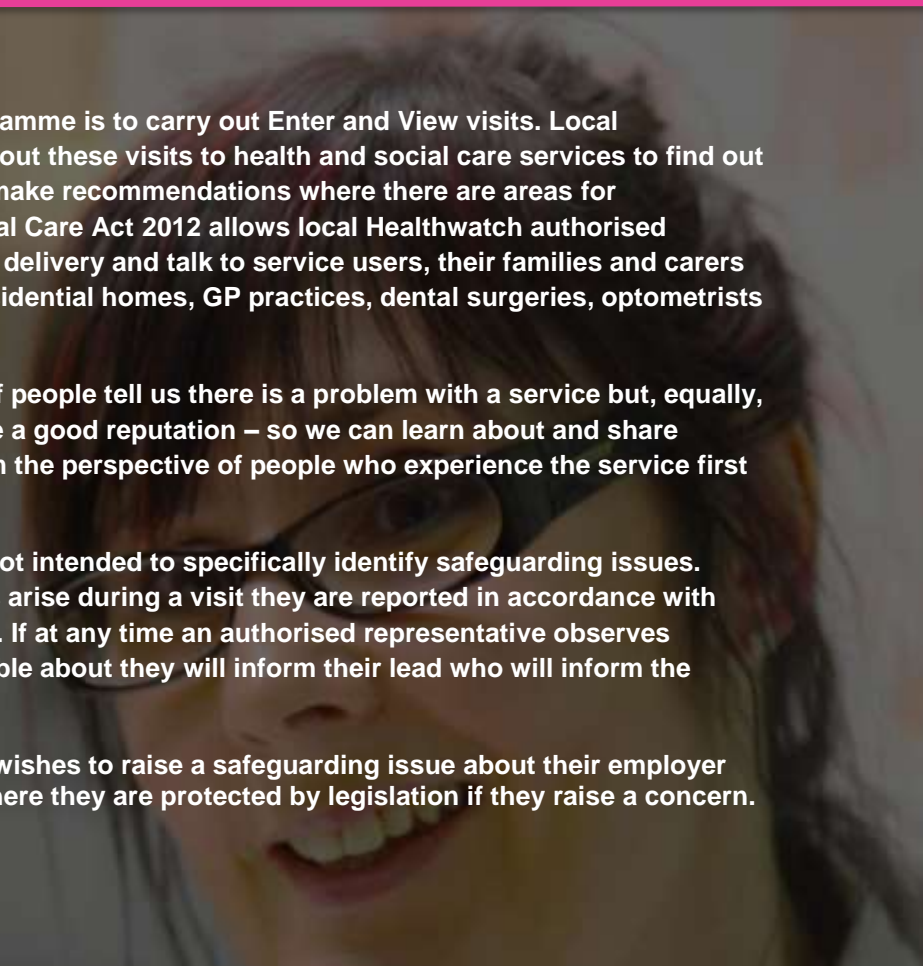
What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being managed and make recommendations where there are areas for improvement. The Health and Social Care Act 2012 allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential 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 will 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 CQC where they are protected by legislation if they raise a concern.



Purpose of the visit

- To engage with service users of care homes and understand how dignity is being respected in a care home environment;
- Identify examples of good working practice;
- Observe residents and relatives engaging with the staff and their surroundings;
- Consult with residents, relatives and staff about their experiences of the environment within the home and how care is delivered.



Strategic drivers

- Care Quality Commission dignity and wellbeing strategy
- Care homes are a Local Healthwatch priority

Methodology

This was an announced Enter and View visit.

Representatives were pleased to see the Healthwatch Central Bedfordshire poster notifying residents and relatives of our visit clearly displayed outside and within the building.

On arrival, representatives were met by the Manager (also the owner), who gave a verbal introduction regarding the home, its history, the number of beds and residents, staff etc.

Authorised representatives also approached some residents at the care home to informally ask them about their experience of the home. It should be noted that due to the extent of the majority of the resident's medical conditions (dementia and long term nursing residents), it was difficult for HWCB representatives to fully interact with the residents. Several family members and members of staff were also spoken to.

The authorised representatives explained to everyone spoken to why they were there and took notes.

After speaking with the residents and staff, on leaving, Healthwatch Central Bedfordshire leaflets were given to the Manager for distribution and display in the home.



Summary of findings

At the time of the visit, the evidence is that the home was operating to a very good standard of care with regard to dignity and respect.

- Residents looked tidy, clean and well cared for, representatives saw no evidence of dignity not being respected.
- Representatives saw evidence of staff interacting with residents positively and regularly, including just checking on them if they appeared to be soporific.
- Residents spoken to were generally happy with the meals, the menu was balanced and nutritious and mealtimes were suitable for the residents. Residents could also choose where to take their meals.
- Clear evidence of social activities was evident and the residents spoken to were given the option of taking part in organised activities along with their relatives.

The manager advised representatives that the current capacity of the home is as follows:

- 49 beds, with two currently unoccupied.
- Seven beds located in the East Wing are designated for younger residents (22-67years).
- 26 beds are currently CBC funded plus one respite bed, five are funded by other councils, six are privately funded and ten directly funded by the CCG.
- There are no rehabilitation beds.
- A total of 98 members of staff are employed, including nurses, carers, cooks, gardeners, activities coordinators, office staff and cleaners.
- Two nurses are on duty during the daytime (plus the manager who is a qualified nurse) and one nurse on evening and night shifts, with nine carers on duty in the morning, seven in the afternoon and at least three at night. This excludes East Wing – East Wing has an additional nurse and two Senior Carers on morning and afternoon shifts plus one at night.
- Currently three residents receive 'one-to-one' care, each with a dedicated carer.
- The types of residents catered for includes dementia, end of life and long term nursing residents.

Results of Visit

Environment

On entry, representatives found the environment to be clean, warm, light and airy. The atmosphere was 'neutral' in that there were no apparent smells, good or bad. However, during the walk around the home, the smell of cigarette smoke was noticed in the corridors adjacent to the residents' dedicated smoking room.

The premises are much larger than on first impression, as a result of extensions which have been added to the original building in the mid-1980s and also in 2008. These extensions are sympathetic to the original Chase Farm building and maintain the same high ceilings and general appearance.



There are two dining rooms and four communal lounge rooms which were being well used at the time of the visit, with one room being used as a 'Reminiscence Area' for residents with dementia.

There is a well-tended landscaped garden, accessible to residents including those in wheelchairs, including seating, plus an aviary and 'chipmunk house', bird feeders, tables and flower beds, which residents are able to help cultivate.

The door to each resident's room is numbered of which a few display the residents' name. All rooms are individually decorated so that each room looks quite different.

All rooms are en-suite with WC, basin and underfloor heating. Rooms in the 2008 extension have 'wet rooms'. Throughout the home, the upper floors are accessed by lifts or stairs.

Promotion of Privacy, Dignity and Respect

All the residents seen at the time of the visit appeared to be well dressed and cared for. Representatives were advised that each resident has a key worker who also works with the family.

There is a laundry situated in the home; each resident has their own laundry box which is changed daily and all their clothes are labelled. All bed linen is changed daily or as necessary.

Each residents care plan is kept available for them and their family to view. 'Turning' charts, night charts, food and drink and bowel movement records for bedbound residents are also kept at hand.

Rehabilitation beds are not available at the home; however an NHS physiotherapist can be accessed when and if necessary. Representatives were advised that the home also provides the following visiting services:

- Hairdresser – twice per week.
- Chiropodist – six weekly.
- Dentist – residents are taken to Shefford dental surgery.
- Optician – annually and now has a 'rolling programme' of visits.
- Church service – monthly.

Promotion of Independence

Residents are encouraged to bring their personal possessions, photographs, pictures, ornaments and small pieces of furniture to create familiar surroundings.

All residents are offered the opportunity to be involved in social activities organised at the home including organised trips out and relatives are also included in the planning.

Representatives observed residents in wheelchairs being moved around the home without undue difficulty; there is plenty of space to facilitate this.

Interaction between Residents and Staff

HWCB representatives spoke with residents in the communal lounge. The residents spoken to advised they were comfortable in the home and quite happy. Residents were impressed with the activities available and the care received.

Residents

The most important aspects of the home, according to some residents, were feeling warm, safe and secure; the friendliness of staff and other residents; the cleanliness of the home and engagement with the staff.

Representatives were advised that residents are all assessed by the manager prior to acceptance and induction packs are given to all residents and family members on arrival. Residents are registered with the Arlesey Medical Centre.

Residents Care Plans are stored in the two nurses' stations, with any DNRs in the front of the care Plans. Medication charts include a photograph of the resident and medication is issued by a nurse and qualified senior carer at all times.

Food

The daily menu is managed on a four week cycle and appears to be comprehensive. Food is freshly prepared from locally sourced and home-grown ingredients, many of which come from the home's own garden including soft fruits.

Residents are able to help with the cultivation of food and a few residents are also able to assist in the preparation of food in the kitchen.

Representatives witnessed residents and relatives being offered refreshments during the visit. The residents appeared content with the care they received at mealtimes and were able to choose where to take their meals; in the lounge dining area or in their rooms. The residents that representatives spoke to all thought the standard and variety of food served was very good.

During the visit representatives were aware of a visit by the Food First team and were also advised that a Food First certification had been awarded to the home.

The chef at the home confirmed to representatives that he encouraged the use of 'natural' laxatives (prune and fig juices) as alternatives to drug based laxatives and also promotes wholemeal bread and fresh fruit for the digestive health of the residents.

Recreational activities/Social Inclusion/Pastoral needs

An Activities Co-ordinator organises events to involve residents and their relatives as much as possible. The communal lounges are used for the majority of activities. At the time of the visit, representatives did not see any evidence of residents being forced to take part in activities; it is optional for all residents.

Representatives were advised by both staff and residents that activities included trips outside of the home plus knitting, crafts, film clubs and other interests. Visits to the home by local schools and their choirs are encouraged.

The Senior Activities Coordinator confirmed that the home has access to two mini buses which are used for trips out to pubs, theatres and the beach. The home also holds a successful Summer Fete in the gardens. Residents' interests and requests are ascertained '*by talking and listening to them*'. The use of Skype is promoted and the home has Wi-Fi.

Representatives were advised that there are regular visits from a Roman Catholic priest and the home also encourages visits from other religious denominations. Residents are able to visit local churches. During the visit, representatives witnessed a service being conducted in one of the lounges by a pastor and his assistant.

Involvement in Key Decisions

Representatives were advised that meetings with residents and their relatives are held every two months. The purpose is to give both residents and their relatives the opportunity to raise any issues and/or concerns.

Concerns/Complaints Procedure

The manager, residents, relatives and members of staff all confirmed there is a complaints procedure, although no resident or relative spoken to mentioned having used it.

Representatives noticed the complaints procedure displayed on the notice board in the hall.

Staff

All the staff seen and spoken to during the visit were friendly and helpful to the representatives and to the residents they were observed interacting with. All the staff, observed speaking to residents, clearly knew them well, using their first names. The staff appeared to be well trained and representatives were confident the residents were well cared for.

A sitting room is used for staff training and all training is mainly conducted 'in-house'. Management encourages staff career development and representatives were advised that the home currently has a low turnover of staff. The Senior Activities Coordinator confirmed training in NAPA (National Association for Providers of Activities for Older People).

Visitors and Relatives

Representatives observed family members visiting residents in the home and spoke to several of them, all of whom spoke highly of the care afforded to their relatives.

The Healthwatch Central Bedfordshire notice was displayed in the care home advising relatives of the visit; however Healthwatch Central Bedfordshire was not contacted directly by any relative prior to or since the visit to the home.

Additional Findings

The management of the home is attentive to all suggestions for improvement and clearly has a significant interest in the continued quality of life and wellbeing of both residents and staff.

There are four resident cats at the home and these roam freely among the residents contributing to Chase Houses' 'homely' atmosphere.

Recommendations

This report highlights the good practice that was observed and reflects the resident's and relative's satisfaction with the care and support provided.

- HWCB recommends that consideration be made to installing powerful extractor fans in the residents' smoking room to prevent the smell permeating adjacent corridors.
- Representatives recommend that Chase House continues to provide the level of care and compassion witnessed during this visit and maintains its' progressive outlook.
- Healthwatch Central Bedfordshire recommends that this report is shared with the residents of Chase House and their family members and to advise that if they should wish to contribute any additional comments about the report, to contact Healthwatch Central Bedfordshire direct on 0300 303 8554.



Service Provider response

Recommendations:

Extractor fan for the smoking room is in the process of installation, which will automatically turn on when the door is opened.

Thank you for your report.

Dee McGuire, Manager

