



Details of visit

Service address:	Claremont House, Lovent Drive, Leighton Buzzard, LU7 3LR
Service Provider:	Abreu Ltd
Date and Time:	19th February 2015 10:00 – 12:00
Authorised Representatives:	Nicola King, Margaret Roberts
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.



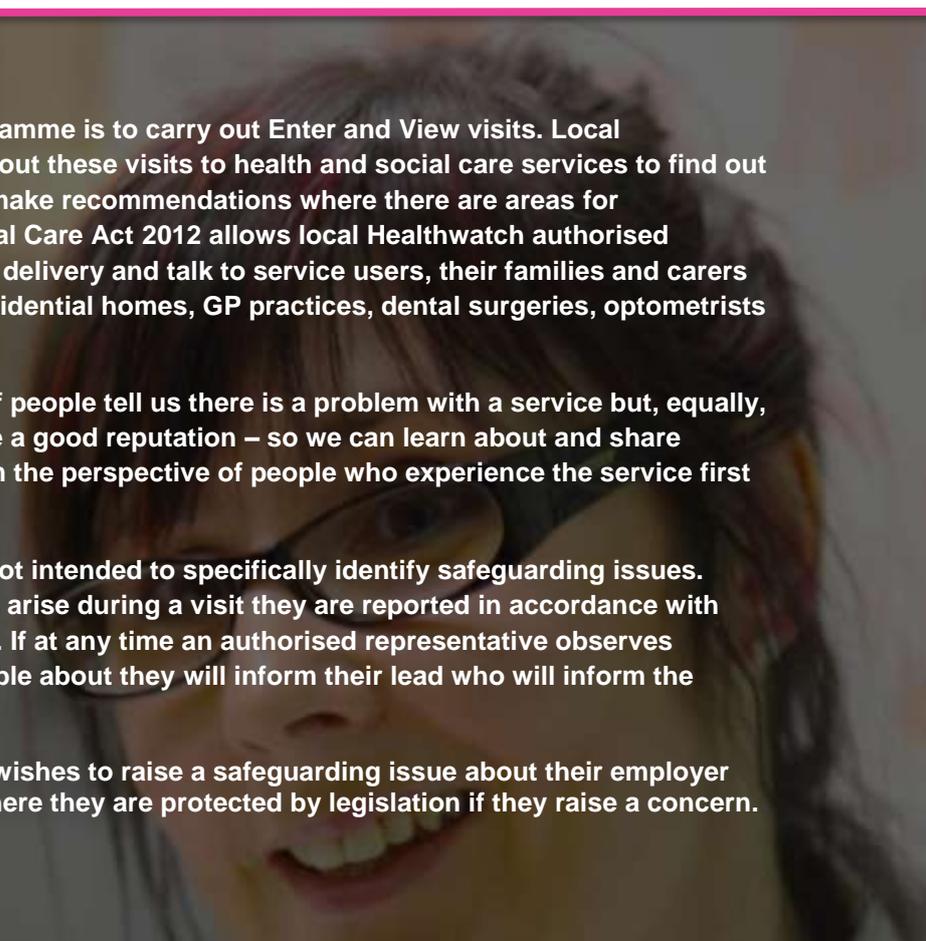
What is Enter and View?

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.

HWCB representatives were met by the Duty Manager who confirmed that she had viewed Healthwatch Central Bedfordshire's website and also read HWCB information leaflets.

On entry to Claremont House foyer HWCB representatives were asked to sign in and advised of the visitor's policy clearly displayed on the wall. A table in the foyer displayed leaflets and information relating to various different services and organisations; there was also a noticeboard with resident and relative information about activities and meals.

Representatives were pleased to see the HWCB poster clearly displayed on the inside wall of the foyer and on the relatives / residents notice board.

The Duty Manager gave HWCB representatives a verbal introduction regarding the home, its history, the number of beds and residents, staff etc.

Authorised representatives approached residents at the care home to informally ask them about their experience of the home. Several family members and members of staff were also spoken to. 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

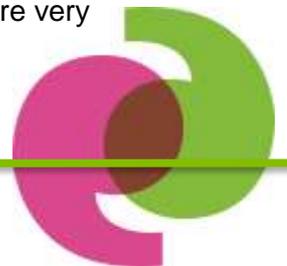
At the time of the visit a good standard of care was observed by HWCB representatives.

- 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, and checking on them frequently.
- Residents spoken to were generally happy with the meals, mealtimes were suitable for the residents and they were able to choose what they would like to eat. Residents were also able to choose where to take their meals.

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

- 16 beds of which 11 are currently occupied;
- One resident was currently in hospital;
- Residents are mainly frail elderly; two dementia residents;
- All rooms are en suite;
- A total of 21 staff are employed all English speaking; agency staff are recruited as a last resort;
- There are two waking night staff;
- All staff are trained in administering medication to the residents;
- The home does not directly employ an activity co coordinator as all activities are arranged by the manager and staff;
- The home does not have a room specifically for relatives to use.

Residents spoken to stated they liked the staff at the home and added that they were very friendly and helpful.



Results of Visit

Environment

On entry representatives were aware of a fresh clean smell in and around the home. The building spans two levels; the ground floor hosts the lounge with dining area, kitchen, staff room and the manager's office and the first floor contains resident's bedrooms along the corridor. Although the corridors were fairly small there was good access through the corridors for wheelchairs and walking frames and each of the corridors accessed bedrooms.

All the bedrooms are a good size and nicely decorated. The residents are encouraged to bring in their own furniture or ornaments.

The main lounge area is quite large with a TV and dining area. The lounge is used for activities, arranged weekly.

There were clear fire instructions and procedures displayed on the walls including first aid information.

Promotion of Privacy, Dignity and Respect

Each resident has their own room and are able to lock their doors from the inside should they wish to do so.

Bedding is changed daily and HWCB representatives observed a good standard of cleanliness around the home.

All residents receive an induction pack on admission to the home which they keep in their rooms. Residents Care Plans are kept in the main office and are accessible by staff, residents and relatives on request.

Representatives were advised that the home offers the following visiting services:

- Hairdresser – weekly on a Tuesday morning
- Chiropodist – monthly
- Mobile Dentist - on request
- Optician – annually
- Doctors Surgery – aligned to local GP service
- Church service – once a month

There is Wi-Fi access for residents if they would like to use it and access to a telephone if requested.

Promotion of Independence

HWCB representatives were advised by the duty manager that all residents are offered the opportunity to be involved in social activities organised by the home. The home does not directly employ an activities coordinator as activities are jointly organised by the Manger and staff members, who ask the residents for their ideas about activities. Steff advised that there can be disinterest from residents in taking part.

Alcohol is available at the home and kept in a cabinet in the dining area. Residents are able to have a drink although they are encouraged to avoid it if it conflicts with any current medication.

Residents and relatives are generally not able to make hot or cold drinks without supervision however staff will make drinks as and when requested.

Interaction between Residents and Staff

HWCB representatives received good feedback with regard to staff rapport with residents and observed positive interaction. The residents spoken to offered praise for the staff and the amount of care they provide for the residents.

Residents

HWCB representatives asked residents about the most important aspects of the home and the most common theme was that staff were kind and friendly. Residents also commented on taking part in the activities and enjoyed being able to choose whether to take part without any undue pressure. All residents spoken to agree the meals were nutritious and very nice.

Food

Historically, the home did attempt to provide a set menu, however as the home is small and the residents have different likes and dislikes; it was more practical for the residents to choose what they would like to eat at meal times. The chef now personally visits the residents each morning to ascertain what each resident would like to eat.

Daily menus are also provided and displayed on the noticeboard and dining area with photos/pictures. All dietary requirements are catered for e.g. diabetic and/or religious needs.

Residents are able to enjoy toast or a full cooked breakfast up until 10am. Lunch is served between 1 – 2pm with dinner served from 4.30pm. Although the home does operate set meals times, residents are able to rise when they wish and also have their meals served in their rooms or the dining area.

Care home staff have access to the kitchen 24 hours a day and if residents are hungry or would like a hot or cold drink this will be catered for. If a resident's food requests are not available then the manager will endeavour to make sure the items are purchased as soon as possible.

Recreational activities/Social Inclusion/Pastoral needs

The duty manager and staff are responsible for activities at the home and the residents are encouraged to give their opinion of the type of activities they would like to do.

Activities currently available include weekly chair based exercises, a mobile library, arts and crafts and a visiting lady who plays the flute. Residents also play board games and puzzles. HWCB representatives were informed that the majority of residents take part in the activities although some do not. A garden area is available for residents to use however HWCB representatives were also advised that many of the residents do not choose to utilise the garden area.

Involvement in Key Decisions

HWCB representatives were advised by the Duty Manager that the home does not hold resident / relative meetings; this had been attempted in the past however they were very poorly attended. The Manager prefers to operate an open door policy for anyone who would like to discuss individual issues or concerns.

Residents are also able to take part in a one to one chat each month with staff and the duty manager to again, raise any issues, and/or check choices of food and activity ideas.

Each resident's Care Plan is kept in the manager's office and can be accessed by staff and relatives on request. The Care Plans contains DNR information at the front of the folder. Residents are allocated keyworker staff members who regularly update information in the Care Plan on a monthly basis.

Concerns/Complaints Procedure

Residents, staff and relatives are encouraged to talk about queries and concerns with the interim manager. Any complaints or concerns can be put in writing or discussed as requested.

HWCB representatives were informed that the duty nurses no longer carry out home phlebotomy which has caused significant problems, for example, in arranging to take residents to the surgery. Blood tests are now conducted at the doctor's surgery and the Duty Manager feels this is a cause of concern for some of the more frail residents regarding travelling / disorientation. HWCB representatives were also advised that District Nurses are no longer taking on cases which mean longer periods of time between visits for some residents.

Staff

All staff seen and spoken to during the visit were friendly and helpful. HWCB representatives observed staff interacting with residents, using their first names and clearly knew them well. At the time of the visit the chef was observed asking residents what meal they would like for lunch.

HWCB representatives were informed by staff spoken with that they have access to regular training provided e.g. Safeguarding, SOVA, and NVQ Level 3 Care and moving and handling. Monthly staff meetings are held which all staff attends even if they are off duty. Meeting dates were clearly displayed on the staffroom noticeboard.

The duty manager informed HWBC representatives that the home had a low staff turnover and staff spoken to confirmed that there was a family atmosphere at the home and they liked working at Claremont.

The Duty Manager informed HWBC representatives that she undertakes regular spot checks, when off duty, to check that quality of care is maintained to an excellent standard i.e. during the night.

Visitors and Relatives

HWCB representatives were informed that relatives are able to visit at any time although staff discourages visits at meal times and through the night, unless a resident is receiving palliative care. Children and pets are welcome in the home with supervision.

Additional Findings

- Activities are funded by the care home;
- A CCTV security system operates outside of the home;
- Good security was observed at the home with an alarmed, buzzer entry system.

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 recommend that the Manager of Claremont Care Home give consideration to issuing staff with name badges to wear at all times, for additional security and to help residents, family members and visitors to easily identify staff;
- It is also recommended that the garden at Claremont House is cleared of the hoarded items that appear to have built up in the garden area. By doing so this may also encourage more residents to use the garden area.
- HWCB recommend that this report is shared with residents of Claremont House and their family members with encouragement to contribute any additional comments or concerns, about the report or care in the home, to Healthwatch Central Bedfordshire direct on 0300 303 8554 or via email to info@healthwatch-centralbedfordshire.org.uk



Service Provider response

Thank you for your report concerning Claremont House. However, I would like to point out that all staff at Claremont House are issued with name badges and are instructed to wear them at all times, this has been the case for many years at Claremont House to meet with CQC outcomes. I will indeed insure staff wear their badges at all times and will carry out regular checks to insure staff are wearing them.

As to the outside of the property. Clearing of this area has started this week.

Thank you for your visit and input. We look forward to seeing you in the near future.

Christine Jobson
Deputy Manager
Claremont House

