



Details of visit

Service address:	Old Village School, Bedford Road, Marston Moretaine, MK43 0ND
Service Provider:	Woodgate Healthcare
Date and Time:	8th April 2015 10:00 – 12:00
Authorised Representatives:	Dave Simpson, Den Fensome, Linda Harrison
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.



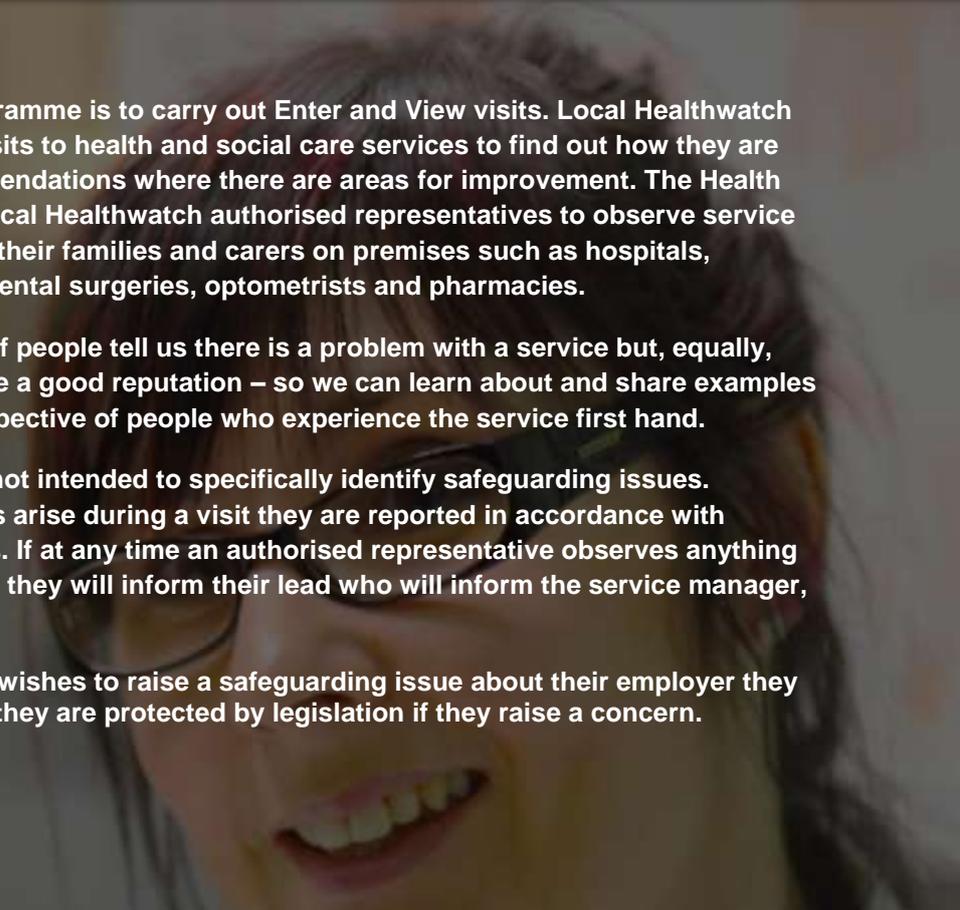
What is Enter and View?

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.

On arrival, Healthwatch Central Bedfordshire representatives were met by the Manager, who gave a verbal introduction regarding the home, its history, the number of beds and residents, staff etc. Representatives were also introduced to the owner and her son.

The authorised representatives also approached residents at the care home to informally ask them about their experience of the home. Two family members and several 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, relatives and staff, Healthwatch Central Bedfordshire (HWCB) leaflets were given to the Manager to be displayed in the home to enable residents, family members, friends and staff to contact HWCB at any time.



Summary of findings

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

- As Healthwatch Central Bedfordshire representatives arrived at the home, the Mobile Dental Unit also arrived and was being used during the visit.
- On entry, the representatives were asked to sign in and were pleased to see the Healthwatch Central Bedfordshire posters displayed.
- The home is a dual-registered Residential and Nursing home which operates in three units:
 - The Old School (the original building) – general nursing and palliative care for the elderly.
 - The Woburn – young adults with neurological disorders and physical disabilities.
 - The Knebworth – general nursing care, rehabilitation and convalescence for adults from 18 years +.
- The home is in regular contact with the British Society for Rehabilitation Medicine and also with the Regional Team at Northwick Park Hospital who visit every six weeks.
- Residents seen looked tidy, clean and well cared for, HWCB representatives saw no evidence of dignity not being respected.
- The residents spoken to were generally happy with the meals; the menu appeared to be balanced and nutritious and mealtimes were suitable for the residents. Residents could also choose where to take their meals.
- HWCB representatives saw clear evidence of social activities, with photographs of previous activities displayed in the home. 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:

- 60 beds, with one currently unoccupied.
- All rooms are single occupancy with 48 room's en-suite.
- A total of 75 members of staff are employed, including 17 nurses, three physiotherapists, 35 carers, two activities coordinators, four administrators, twelve cleaners and two maintenance staff.
- The home is currently recruiting two Deputy Managers who will work 'on the floor'.
- Catering is contracted out to 'Caterplus' who have a total of eight staff working at the home.
- Care categories of residents include those with neurological disorders, physical disabilities, general nursing care, palliative care and the frail elderly (some with dementia).
- Residents' ages range from 30 to 103.

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.

The Manager, who had a previous career as an interior designer, came to the home 29 years ago when it was a residential care home for the elderly in The Old Village School. The home subsequently took dual registration and built the extension (Knebworth and Woburn



units) in which the Manager was able to use her expertise in designing. The units are therefore well planned and tastefully decorated.

There are three lounge/day rooms, one of which contains a caged Cockatiel, a hairdressing room, a sensory room, two laundry rooms, several bathrooms and shower rooms, a First Aid room and a well-equipped physiotherapy room.

There is a large garden area with a patio, a 'secret garden', a fishpond, birdfeeders, raised flower beds and plenty of seating. This is used for garden parties in the warmer weather.

Promotion of Privacy, Dignity and Respect

All the residents seen at the time of the visit appeared to be well dressed and cared for. Each resident's name is displayed on a notice on the door to their room. Representatives were advised that each resident has a key worker who also works with the family.

HWCB representatives were advised that all bed linen is changed regularly or as necessary. Residents' individual Care Plans are kept in the nurses stations and are available for residents and/or their family to view on request.

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

- Hairdresser – weekly.
- Chiropodist – six-weekly.
- Mobile Dentist – six weekly or as required.
- Optician – as required.
- A private aromatherapist also visits the home by arrangement.

Promotion of Independence

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

The Old Village School does not organise trips out of the home due to the complex medical and nursing needs of residents, however families are encouraged to visit and take their relatives outside of the home as appropriate.

Interaction between Residents and Staff

HWCB representatives spoke with residents in the communal areas. The residents spoken to stated they were comfortable in the home and quite happy.

Representatives observed staff members engaging with residents and calling them by their first names and were assured that staff respected and cared for the residents.

Residents

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

Representatives were advised that most residents are registered with the De Parys Avenue GP practice in Bedford, although some local residents remain registered with their own GPs in Marston or Kempston.

A GP at the De Parys Avenue surgery visits The Old Village School twice weekly on Monday and Thursday who is also in twice-daily telephone contact with the home. Phlebotomy samples are collected on site by the home and the results are swiftly accessed via the GP surgery.

Residents' medication is distributed by two fully trained nurses at all times. Representatives were advised that DNRs (Do Not Resuscitate) notices (if appropriate) are kept within each residents Care Plan.

Food

The food is all freshly prepared on site by staff from Caterplus, whose ethos is to source as much food locally as possible. The Chef Manager explained that there was a total of eight cooks and kitchen assistants employed at the home and that they all underwent regular company training. Representatives did see one such training session taking place during the visit.

The home has a Food First certification; the daily menu is managed on a four week basis and offers a multi-choice selection of meats, fish and vegetarian options. Fortified meals and drinks are available daily. The menus are tailored to the types of residents and there is regular consultation with the dietician.

Recreational Activities/Social Inclusion/Pastoral needs

As previously mentioned, the home does not facilitate regular 'trips outside' of the home due to the complex nursing needs of many of the residents. However, internal activities include quizzes, flower arranging, music, sensory activities, films and books from the library. Several of the care staff confirmed that they sit and read to the residents.

Visits to the home by local schools and choirs are encouraged and the home hosted a carol concert by children at Christmas.

The local C of E vicar and Methodist minister visit on alternate months to hold services and the Roman Catholic priest attends the home twice per week.

Involvement in Key Decisions

Representatives were advised that meetings with residents and relatives are not regularly held, however contact is maintained with relatives by the 'open door' policy' operated at the home and by telephone.

Concerns/Complaints Procedure

The manager, residents, relatives and members of staff all confirmed there is a complaints procedure and there is a complaints box in the reception area.

The manager explained that there were not many complaints as such; rather there were '*small niggles*' which can occur and can be swiftly resolved.

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.

Staff coverage in the units is as follows:

- Morning – one nurse and five carers
- Afternoon – one nurse and three carers
- Evening – one nurse and two carers
- Overnight – one nurse and one or two carers

Staff training is delivered on site in the staff training room, disciplines include:

- Moving & Handling
- Adaptation (for overseas staff)

- CRP
- Anaphylaxis
- Medication
- SOVA

It should be noted that HWCB representatives were advised by the Manager that recruitment is an ongoing process, with many staff being recruited from overseas and Europe. The Manager expressed concern that overseas qualified nurses have to complete a mandatory three to six month's 'adaptation' period, whereas this is not the case for European nurses and this can lead to some communication difficulties with the latter.

The Manager is further concerned that proposed legislation changes would mean that the 'adaptation period' requirement is likely to be removed altogether.

Visitors and Relatives

Representatives observed family members visiting residents in the home. The family members who representatives spoke with, were highly appreciative of the care given to their relative, however they were concerned about the level of staffing and felt that there was a need for more.

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 any suggestions for improvement and voiced plans and ideas for the future of the home.

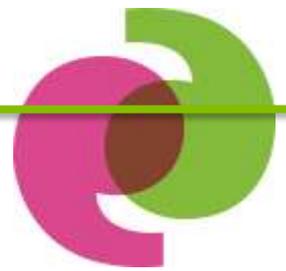
HWCB representatives were told by the Manager that several relatives, who visit on a very regular basis, are being trained by the home in the skills of being a Carer in order to enhance their abilities.

HWCB representatives noted that some family members and staff felt that staffing levels were inadequate and ought to be increased.

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.

- It is recommended that the high levels of care and compassion witnessed by HWCB representatives during this visit be nurtured and remain entrenched as part of the Old Village School's core values.
- HWCB would recommend the establishment of a residents/relatives forum and/or Newsletter to enhance contact between families and the home.
- HWCB further recommends that a review of staffing levels across the home be carried out to ensure that adequate numbers of staff are always on duty.
- Healthwatch Central Bedfordshire recommends that this report is shared with the residents of Old Village School 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

Summary of findings- We are not a dual registered home.

Results of visits - The manager did not have a previous career as an Interior designer; she had a short break from nursing to study interior design before joining us.

Pastoral needs - Representative from the Roman Catholic Church attends the home twice a week.

Jackie Mulholland
Administration Assistant
The Old Village School Nursing Home

