



Details of visit

Service address:	Wren Park, Hitchin Road, Shefford, SG17 5JD
Service Provider:	Pressbeau Ltd
Date and Time:	10th April 2015 10:00 – 12:00
Authorised Representatives:	Dave Simpson, Peter Biernis
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.



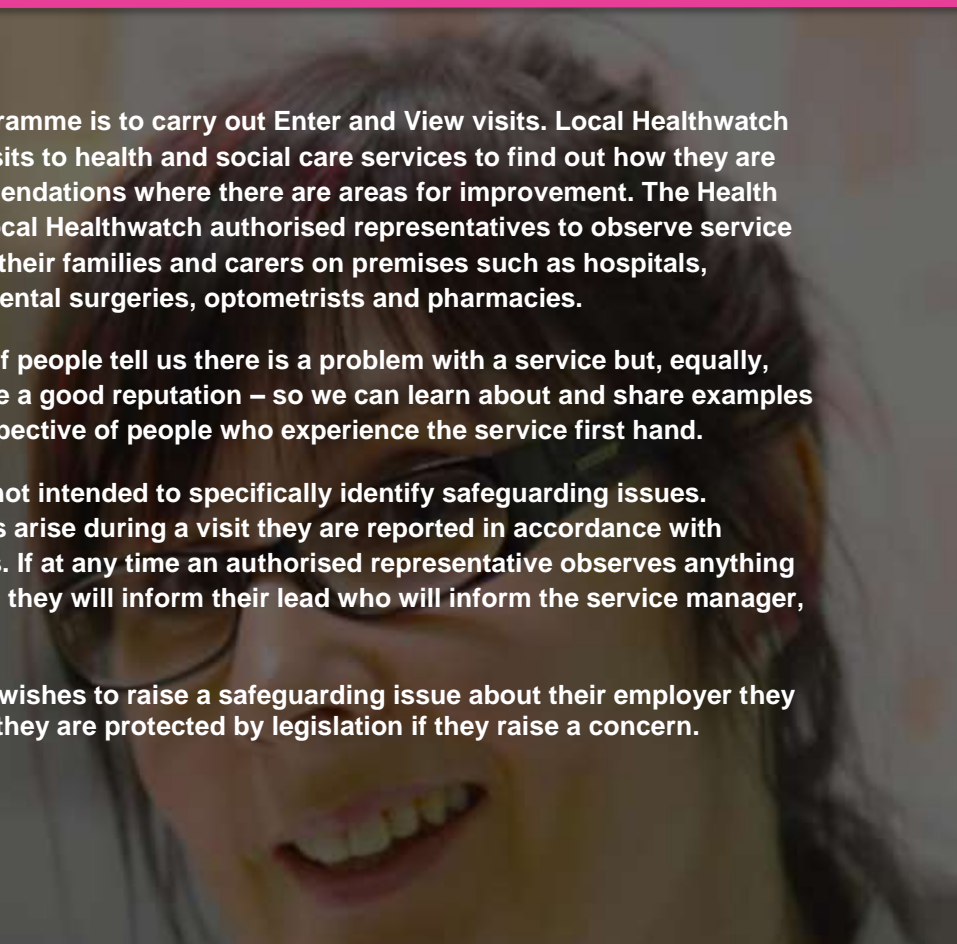
What is Enter and View?

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, representatives were met by the Manager and Deputy Manager, who gave a verbal introduction regarding the home, its history, the number of beds and residents, staff etc.

Authorised representatives also 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.

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

After speaking with the residents, relatives and staff, 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.

- On entry, the representatives were asked to sign in and were pleased to see the Healthwatch Central Bedfordshire posters on display.
- Residents looked tidy, clean and well cared for, representatives saw no evidence of dignity not being respected.
- 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.
- There was evidence of social activities, with photographs of some 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 status and capacity of the home is as follows:

- A dual registered Nursing and Residential home.
- 31 beds, with five currently unoccupied.
- All rooms are single occupancy with one room en-suite.
- The majority of residents are funded by the local authority.
- A total of 42 members of staff are employed, including nurses, carers, activities coordinators, kitchen staff, administrator, cleaners, maintenance and laundry staff.
- Care categories of residents include those with nursing needs, dementia and the frail elderly. All residents are over the age of 65; current residents' ages range from 75 to 97.



Results of Visit

Environment

Wren Park Nursing Home was acquired by the present owners in July 2014. Since then the home has undergone a period of change including refurbishment and redecoration.

The home consists of two buildings connected by an enclosed 'walkway' which contains library books and some seating. The original 'listed' building is used for storage, kitchens and some staff accommodation, with resident's accommodation only on two floors of the adjacent building.

A large lounge/diner is on the ground floor and a lounge on the upper floor. There are also four bathrooms and nine WCs in the building.

The upper floor, which is primarily for dementia residents, is accessed by a lift and two staircases which are both key-pad protected. Residents are therefore assisted to come downstairs

The complex is situated within a large well-manicured garden area which also contains a large shed and a disused swimming pool, both of which are included in the Manager's plans for re-development.

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.

Promotion of Privacy, Dignity and Respect

All the residents observed at the time of the visit appeared to be well dressed and cared for. Each resident's name is displayed on the door to their room. Residents spoken to seemed unaware if they had a nominated carer/key worker.

HWCB representatives were advised that all bed linen is changed regularly or as necessary.

Each residents individual Care Plan, including a photograph of the resident and a record of their likes and dislikes, is kept in the office. The Plan is available for residents and/or their family to view on request, with supplementary folders in the resident's rooms containing turning charts, bowel movement charts etc.

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

- Hairdresser – two times weekly.
- Chiropodist – six to eight weeks.
- Mobile Dentist – not yet arranged.
- Optician – annually.
- District Nurse – as required

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.

All residents are offered the opportunity to be involved in social activities organised at the home. Relatives can also be included in the majority of activity planning.

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. The residents appeared to be pleased with the care received however some residents felt that the activities on offer were very limited and a few residents were also concerned about the staffing levels

Representatives observed staff members engaging with residents and calling them by their first names.

Residents

Residents are pre-assessed by the Manager and/or Deputy Manager in their own homes or at hospital, in order to ensure that the home can adequately meet their needs.

Representatives were advised that residents are all registered with the Shefford Health Centre and a GP visits the home every Tuesday.

Resident's medication is distributed by trained nurses and controlled drugs are distributed by two nurses. Nurses remain with the resident while the medication is taken, although this was not witnessed by representatives.

Food

The daily menu is managed on a four week cycle and appears to be comprehensive, with specialist diets, (religious, medical, diabetic etc.) catered for. Fortified drinks and meals are available. The home has Food First Certification and has regular monthly contact with a dietician from Bedford Hospital.

All food is prepared and cooked on site in the well-equipped kitchen and is locally sourced as far as possible.

Representatives witnessed residents 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.

The residents that representatives spoke to all thought the standard and variety of food served was satisfactory.

Recreational activities/Social Inclusion/Pastoral needs

HWCB representatives observed the activities coordinator assisting with the distribution of mid-morning drinks and later observed the co-ordinator conducting a quiz with residents in the lounge area.

The home does not currently organise formal trips outside of the home. Internal activities are provided, including quizzes, TV and music, board games and jigsaw puzzles. Library books are also available plus a monthly visit from a 'guitar lady' and visits by school choirs.

The home has a resident cat and there are visits by a 'Pat Dog' and befrienders during the week.

Involvement in Key Decisions

Representatives were advised that meetings with residents and relatives are due to be scheduled to occur three times per year, although this was not yet in place. Contact and communication with both residents and relatives is facilitated by the management's 'open door' policy and by telephone and/or email. The purpose is to give both residents and their relatives the opportunity to raise any issues and/or concerns at any time.

Concerns/Complaints Procedure

The Manager, residents, relatives and members of staff all confirmed there is a complaints procedure although no-one mentioned having used it.

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 training is delivered internally via e-learning in the following areas:

- Health and Safety
- Fire Awareness
- Moving and handling
- Infection Control
- Safeguarding
- Emergency First Aid

Safeguarding (SOVA) training is delivered externally by Central Bedfordshire Council.

There are several members of staff whose first language is not English, including several from Eastern European countries and from the Indian sub-continent.

Visitors and Relatives

Representatives observed some family members visiting residents in the home. The family members, representatives spoke with, were appreciative of the care given to their relatives however they were all concerned about the level of staffing, particularly the shortage of permanent staff and current use of agency staff.

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.

The Manager also advised representatives that a large number of staff left the home in the latter part of 2014 when management of the home was changed following the sale of the home by the previous owner, with the result that many agency staff are now being used, although recruitment of permanent staff was planned.

Some members of staff interviewed, whose first language is not English, expressed concerns over the delivery of training purely via e-learning.

Representatives were shown the Evacuation Plan folder which details residents' care needs etc., and were also shown the 'Grab Bag' adjacent to the front door containing first aid kit, silver blankets etc. for use in emergencies. The Emergency Plan is reviewed annually.

The Accident Register is audited monthly, as is the Pressure Ulcers Register. HWCB representatives were advised that Wren Park is currently 'pressure ulcer' free.

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.

- Relatives and some members of staff spoken to felt that staffing levels, especially at night, should be increased for the benefit and safety of residents. HWCB recommends that staffing levels are now reviewed as a matter of some urgency.
- HWCB further recommends that all new staff engaged undergo rigorous training in the levels of care and compassion expected of them.
- HWCB is mindful of the fact that e-learning is not a suitable method of training for all regardless of whether English is their first language. However an individual's IT literacy skills must also be taken into consideration when selecting certain training methods, to ensure that training is effective and which will benefit both residents and the staff member. We therefore recommend that the owners review the training methods used as soon as possible to ensure that staff are comfortable and will benefit from the method of training delivered.
- Healthwatch Central Bedfordshire recommends that this report is shared with the residents of Wren Park and their family members, 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

HWCB did not receive a response to the report from the Provider, despite a reminder requesting their response to our recommendations.

HWCB
26.06.15

