

HW Reference: 26th January 2019

Time & Duration of Visit: 10am-11.30am

Number of people engaged with: 4 residents, 1 relative, 4 staff, 1 Home Manager (3 staff surveys)

Enter & View Residential Care Report

Specialism/Service: Accommodation for persons requiring nursing or personal care, Dementia, caring for adults

Aldergrove Manor Care Home

280a Penn Road Wolverhampton WV4 4AD

Date of visit: 26th January 2019

Date of publication: [Office to complete]

HWW Representatives: Sheila Gill, Dana Tooby, Beverly Davis

Disclaimer: This report relates only to the service viewed on the date of the visit and is representative of the views of the service users who contributed to the report on that date.

Main Purpose of Visit

This visit was part of a Healthwatch Wolverhampton's programme to carry out a required number of Enter & View visits per year to collect the views of people whilst they are directly using services. This will then contribute to its remit of helping ensure that the views and feedback from patients and carers are an integral part of local commissioning across health and social care.

It is important to note that Enter & View is not an inspection; it is a genuine opportunity to build positive relationships with local Health & Social Care providers, provide opportunity to demonstrate that providers support service user engagement and give service users the opportunity to give their views in order to improve service delivery.

Summary of Key Findings

- A full-time Activity officer provides a varied programme of activities for residents who are encouraged to be active and independent. Wednesdays is 'pamper day' and residents can have hairdressing and nails done in a dedicated room.
- The cook uses Dysphagia moulds for residents that can only eat soft foods. This has improved eating experience for residents as considerable effort has been made to make the food look appetising as it is moulded into traditional shape of the food.
- Staff and residents all spoke positively of the home.
- Thorough paper audit /record keeping seen by Authorised Representatives e.g. Care Plan reviews, Mattress Audits, Weight Management

- Home is a member of Sharing Provision and Caring Excellence (SPACE), originally a pilot started in 2016, to improve quality and share good practice. Meetings are attended by around 18 homes and held at Aldergrove.
- Residents with less dependent nursing needs access a range of lounges; after consultation with residents, the home is due to refurbish one of the dining rooms into an American diner theme.
- Good Practice observed: a number of protocols including, Dealing with Emergency Situations, Constipation, Medicines Out of Hours, Urinary Tract Infection prevention are displayed throughout the home, giving clear guidance to staff. These have been shared with other homes to adapt and use.

Recommendations/Observations

- A welcome/information pack detailing home information e.g. meal times, laundry labelling, activities available etc could help new residents to settle in
- All staff should wear name/identification badges - some carers and support staff did not wear name badges
- Backup electronic records of key information should be created; this could help with reporting and analysis - a lot of records are kept in hardcopy/paper form only.
- There should be some signage (name of home) outside the main entrance to make it easier for visitors

Full Report

Background

Local Healthwatch has a number of specific statutory activities that it is required to deliver, defined in five Healthwatch Quality Statements, specifically

- | | |
|-------------------------------------|---|
| • Strategic Context & Relationships | • Informing People |
| • Community Voice & Influence | • Relationship with Healthwatch England |
| • Making a Difference Locally | |

Within the context of Enter & View:

Under its remit of 'Community Voice & Influence', Healthwatch has a responsibility to support local people to share their experience and opinions of local services.

Under its remit of 'Making a Difference Locally', Healthwatch has a responsibility to capture the experience of local people in our research and reports, use the opinions and experiences of the public to produce recommendations for change and ensure our recommendations for change are heard and responded to by relevant decision makers.

Under its remit of 'Informing People', Healthwatch has a responsibility to ensure that we provide the public with accurate, reliable, relevant and useful information about local services, when they need it, in a format that meets their needs.

Main Findings

1. *Physical Environment*

External

- The home name is not displayed outside entrance; just on the main road
- The car park is quite small though spaces were available

Internal

- The home seemed clean and had a good friendly, homely atmosphere with resident's names and personal images visible on bedroom doors.
- This is two floor home accommodating residents with Dementia, those described as 'frail' and a 'younger' co-hort.
- Dementia residents resided on first floor which was decorated in a 'beach' theme.
- Some of the bedrooms did not appear to have many personal items displayed.
- Lots of up-to-date information, sensory and activities boards and Dementia friendly decoration were observed throughout the home.
- Managers office is situated near the entrance of the home so the manager is visible and accessible to relatives/visitors.

2. Patient Experiences and Observations:

How safe is the setting for service users?

By safe we mean people are protected from abuse or avoidable harm.

Sample of questions asked	Residents gave the following responses/additional comments
<ul style="list-style-type: none"> • Do you feel safe? 	Yes - 'Very'
<ul style="list-style-type: none"> • Would you feel comfortable to make a complaint if you had one? 	Yes - 'Not about all staff'
<ul style="list-style-type: none"> • Do you understand what medication you are taking and why? 	Yes
<ul style="list-style-type: none"> • Do you feel there are enough staff on duty to care for you? 	Yes
<ul style="list-style-type: none"> • If you call/ask for assistance, are you responded to promptly? 	Yes - 'Not sure'

How effective do service users consider the service to be?

By effective, we mean does residents care, treatment and support achieve good outcomes and promote a good quality of life?

Sample of questions asked	Residents gave the following responses/additional comments
<ul style="list-style-type: none"> • Do you have access to the services you need e.g. Dentists, Podiatrist, Opticians, 	Yes
<ul style="list-style-type: none"> • Do you have access to GP/hospital services when required? 	Yes & 'No'
<ul style="list-style-type: none"> • Do staff help you to act independently where possible? 	Yes
<ul style="list-style-type: none"> • Do you receive a varied diet/menu choices, do you like the food? 	Yes

<ul style="list-style-type: none"> Do you feel that you get the right amount to eat and drink? 	Yes - 'and food is good and you can have as much as you want'
<ul style="list-style-type: none"> Can you choose where and when you would like to eat? 	'it's set times'
<ul style="list-style-type: none"> Do you feel that you are well supported at meal times? 	Yes
<ul style="list-style-type: none"> Do you have access to the garden or other outdoor spaces? 	Yes

How caring do service users find the service?

By caring, we mean that the service involves and treats people with compassion, kindness, dignity & respect.

Sample of questions asked	Residents gave the following responses/additional comments
<ul style="list-style-type: none"> Are staff polite, respectful and caring towards you and your family? 	Yes- 'Everything is fine'
<ul style="list-style-type: none"> Do you feel able to ask questions if you don't understand something? 	Yes 'Everyone is lovely'
<ul style="list-style-type: none"> Are you and your relatives involved in your care plan? 	Yes & 'No'
<ul style="list-style-type: none"> Do you have a named carer? 	Yes & 'No'
<ul style="list-style-type: none"> Do you have your own room and can you personalise it? 	Yes
<ul style="list-style-type: none"> Do you feel that you receive adequate support? 	Yes
<ul style="list-style-type: none"> Do you have access to your own money to spend as they choose? 	Yes & 'No'
<ul style="list-style-type: none"> Do you have access to hairdressers, shopping etc.? 	Yes & 'No'
<ul style="list-style-type: none"> Are you offered a wide variety of activities? 	Yes
<ul style="list-style-type: none"> Do you enjoy the activities on offer or would you like any other activities to be offered? 	Yes
<ul style="list-style-type: none"> Are social events regularly offered? Are relatives able to attend? 	Yes
<ul style="list-style-type: none"> Do you get to do the things you like? 	Yes
<ul style="list-style-type: none"> Do you feel that the staff know you well, your likes and dislikes etc? 	Yes
<ul style="list-style-type: none"> Do you feel that your cultural, ethical and spiritual needs are being met? 	Yes & 1 resident did not answer

How responsive to their needs do service users find the service?

By responsive, we mean that the services meet people's needs.

Sample of questions asked	Residents gave the following responses/additional comments
<ul style="list-style-type: none"> • Are the choice of activities etc. responsive to resident's requests? 	Yes
<ul style="list-style-type: none"> • Is you care plans regularly reviewed/revised or adapted? 	Yes & 'Don't know'
<ul style="list-style-type: none"> • Are you and your relatives involved in this process? 	
<ul style="list-style-type: none"> • Are residents meetings regularly offered? 	Yes & 'No'
<ul style="list-style-type: none"> • Are relatives invited/welcome to attend? 	
<ul style="list-style-type: none"> • Do you feel that your views are listened to? 	Yes
<ul style="list-style-type: none"> • Have you ever had to make a complaint? 	Yes and 'Never'
<ul style="list-style-type: none"> • Were your concerns adequately addressed? 	
<ul style="list-style-type: none"> • Do you feel that staff respond quickly and well to your needs? 	Yes
<ul style="list-style-type: none"> • Do you fell that you are involved with planning your care? 	Yes & 'No'
<ul style="list-style-type: none"> • Do you still feel connected to the wider community or your own area? 	Yes
<ul style="list-style-type: none"> • Do you have access to the same technologies you had at home, e.g. telephones/mobile phones, computer access, Internet, Skype etc? 	Yes

General comments made by residents:

"Cleaning is going on all the time"

"I wouldn't want to be anywhere else",

"I used to use a Zimmer frame but now have exercises so just use my stick",

"Staff help me and my wife to eat together",

"Best decision I made - to come here",

"Not ready for End of Life planning yet but plans are in place for wife"

4. Family and Carer Experiences and Observations

Comments from relatives included:

“I am able to bring my dog in to see my mother”

“Mom goes to church”

“Moms will has been made”

5. Staff Experiences and Observations:

Comments from staff included:

- Are staff absences well managed? - one person said ‘sometimes’
- What is the most enjoyable part of your job? Replies included: ‘Interacting with residents’ - ‘teamwork and the residents’ - ‘Happy atmosphere, looking after residents and learning new things every day.’
- Is there any additional training you would like? ‘More in house training’ & ‘Frailty Training’
- A member of staff that has worked at the home for many years stated ‘Since Select took over there have been many improvements. The manager is very supportive’.
- One member of staff said ‘I enjoy working at Aldergrove and feel supported.’
- How do you decide what activities are provided? ‘They are based on the residents likes and hobbies’ and ‘by relating to past history; what they used to do when younger’; ‘monthly meetings, ‘About me’, families input etc’
- ‘Since Select healthcare have taken over, home improvements are great, residents much settled. Home manager Jeanette is very supportive towards all of us, happy to assist us with new ideas and challenges’.
- ‘Caring home, home has improved, new ideas discussed and implemented, supported by staff management’.
- ‘Next of kin are involved in End of Life planning; conversations take place at different times; some family members resist planning for this. Date of conversation is recorded in Care Plans’

The Registered Manager informed us of the following:

General Information	
How long have you been a Registered Manager within you current organisation?	Since February 2016
How many residents do you have currently?	67
How many beds do you have available?	4
How many rooms have en-suite facilities?	100% ensuite
How many additional residents’ bathrooms/toilets are there?	5 Bathrooms with toilets, 5 Toilets, 1 Visitor Toilet
Safety	

How many full-time members of care staff does the home employ?	30
How many part-time members of care staff does the home employ?	15 & 3 Bank
How many care staff are on shift during the day?	Dementia Floor 6 Carers and 6 Nursing staff, Residential Floor 6 Carers and 6 Nursing staff
How many care staff are on shift over-night?	4 Carers, 3 Nursing staff plus Nurse.
How many other staff does the home employ?	6 Nurses & 12 Ancillary
How are staff absences covered?	Overtime, Bank and (last resort) Agency
How are maintenance & repairs dealt with in your setting?	Full time Maintenance Person employed and have access to company electrician, plumber etc
Effectiveness	
Is residents' food cooked and prepared on the premises?	Yes
How do you cater for different diets?	Provide range of meals e.g. diabetic, vegetarian, Asian, Caribbean
Could you provide us with a copy of the weekly/monthly menu plan?	"We are trialling menu changes from February due to feedback from residents and staff. Many residents prefer a cooked breakfast then want a lighter meal at lunch and cooked evening meal and supper"
How is residents' weight and fluid intake monitored?	Monthly or weekly weighing of residents and individual fluid targets are noted throughout the day and total recorded/monitored including bowel movements and referred if required e.g. to GP
Which of the following service does your home have access to? Incontinence Assessments, Dentistry, GP's, Hospital Transport, District Nurses, Speech & Language, Wheelchair Services, Dietician/Nutrition, Mental Health, Falls Team, Other (please specify)	All Other - Rapid Intervention Team - "brilliant response, helps to prevent hospital admission"
Have you experienced any issues with residents going to/returning from hospital?	'Waiting for hospital transport they may be there all day and not return until late' 'we try to use accessible taxis instead' 'Red Bag Scheme - residents bag doesn't always come back'

How are staff training needs Identified and provided?	'Through supervision/appraisals'
Care	
How often are residents' meetings held?	6 Monthly (last one was Dec 2018)
How often are relatives meetings held?	3 monthly
Does your home have specific visiting times?	'We have protected meal times- 12-1.30pm, 4-5.30pm' and ask visitors not to visit before 10am to enable personal care
Does the home provide external trips for residents (if so how often)?	Yes, varies e.g. Shopping, Bantock Park, Day centres, church'
What measures do you undertake to ensure residents feel connected to the local community?	Some residents still attend the day centre/church groups they have always attended
What measures are in place to identify loneliness or difficulties residents might have in adapting to transition to your care home?	'Home manager/senior staff visit prospective residents and undertake an assessment, explain what Aldergrove is about. On the morning of admission, we greet them in reception with their dedicated carer and help them to settle in. They also can choose which room they prefer (different view from windows). There are a range of activities residents can take part in.'
Responsiveness	
Is day/respice care provided?	Only if bed available
Do residents have End of Life plans in place?	Yes, these are completed at admission. "We are also joining the CCG Swan pilot project"
Do you have a complaints policy in place?	Yes
How does the home cater for religious and cultural needs?	"We have different faith members attend the home and take some residents to church"
Which facilities do your residents have access to?	Telephone, Wi-Fi/internet, 1 resident has had Sky added to their room.
Leadership	
Do you experience any difficulties with staff recruitment and retention?	No
Are staff meetings held regularly, how often?	Every 3 months

What other organisations do you work with to support care provision within your setting? From list	Local Authority Safeguarding Team Clinical Commissioning Groups Multi-Disciplinary teams
Do you have any specific Quality Assurance Systems in place (if so, please specify)?	Monthly suite of audits undertaken and monthly compliance sent to Home Area Manager. “Select have their own awards”

- Hard copies of Staff Qualifications, Training, 1-1 meetings, appraisals and other records were observed.

<i>Response from Provider:</i>
<i>[To be completed by office once received]</i>

Signed on behalf of HWW		Date:
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