

ENTER AND VIEW

Announced *Follow-Up* Visit

Eversleigh Care Centre

23 November 2017

Part of the Healthwatch Wolverhampton remit is to carry out Enter and View visits. Healthwatch Wolverhampton Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows 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 Wolverhampton Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Wolverhampton safeguarding policy, the service manager will be informed and the visit will end. The local Authority Safeguarding team will also be informed.

Care Home - Eversleigh Care Centre

Service Address: 52-62 Albert Road, West Park Wolverhampton, WV6 0AF

Manager Name: Jayne Lilley

Acknowledgements

Healthwatch Wolverhampton would like to thank the Home Manager, Operations Manager, the residents, relatives and staff for their co-operation during the visit.

Disclaimer

Please note that this report relates to findings observed during our visit made on Thursday 23 November 2017. The report does not claim to be representative of all service users, only of those who contributed within the restricted time available.

Authorised Representatives

Shooky Devi (Lead)

Alicia Price (Observer)

Who we share the report with

This report and its findings will be shared with Eversleigh Care Centre, NHS England, Local Authority, Clinical Commissioning Group (CGG), Councillors and NHS England. The report will be published on the Healthwatch Wolverhampton website.

Summary

Healthwatch Wolverhampton visited Eversleigh Care Centre in November 2016 due to intelligence received from the public. During the visit the Authorised Representatives carried out observations, talked to relatives, residents and staff.

The Authorised Representatives noted areas of concern during the visit (some of these are outlined below);

- Very few staff members were seen during the visit around the different units and rooms and not all staff members wore identification badges.
- A number of doors within the home had the signage 'should be locked at all times'. But these doors were found to be unlocked.
- Throughout the visit the volume of the 'call bell' was really loud and rang a lot.
- It was in the opinion of the Authorised Representatives and some of the visitors that the layout of the home was confusing and navigating it proved difficult at times as there was no clear signage inside the building.
- Unpleasant odour could be smelt in many of the resident rooms, some of the communal areas and corridors.

A number of recommendations were suggested in order to improve service delivery within the home and for the welfare of the residents, relatives, visitors and staff.

Healthwatch Wolverhampton part of their work programme carried out an announced follow up visit to ascertain if the recommendations had been implemented.

The home was notified of the follow up visit a week in advance, Healthwatch had asked the home to display a poster informing residents, relatives, visitors and staff of our visit.

Key Findings - Enter & View Visit 23 November 2017

- At the time of our visit, the home appeared busy with staff attending to residents.
- Residents we spoke to and observed looked relaxed and comfortable.
- The home has introduced signage throughout the home.
- Deputy Nurses are situated at each unit within the home.

Background

Eversleigh Care Centre is registered to provide accommodation with nursing and personal care for up to 84 people including older people, people living with dementia and people with physical disabilities. The home caters for people who require, residential, nursing and respite care. The home is divided into three units, Garden's House, West Park and Robinswood.

On the day of our visit there were seventy-two registered residents; sixty-nine residents were present at the home and three were in hospital as inpatients

What we did

Two Authorised Representatives one member of staff and a volunteer visited the home from 10.00am to 12.30pm on 23 November 2017. We met with the Home Manager and Operations Manager to discuss the purpose of the visit and how the visit will be conducted. We were briefed on the improvements made and what provisions had been put in place to address previously indicated concerns from our initial visit.

We were escorted around the home to the different lounges and corridors. During the course of the visit we spoke with two residents and three relatives. We also took time to observe the environment and activities that were taking place. After we had completed the visit we met with the Home Manager, Operations Manager and the Activities Co-ordinator to provide feedback and ask any questions for clarification.

Findings:

Environment:

Time was spent observing the general environment of the home as well as spending time in the different lounges.

The area outside the home looked clean and tidy. There are two parking areas: one for visitors and the other for staff.

The doorbell was used to gain access to the home. We were greeted by the Operations Manager and Office Manager and asked to sign the visitor's book. The mounted hand gel was available for use.

The corridors and lounges we entered were clean, clutter free and well decorated. There were no unpleasant smells during our time of visit. The toilet in the corridor of the Garden House looked clean and appeared to be in working order.

As we walked along the corridors on the first floor there was a number of information boards for relatives and visitors. We were shown a notice board which displayed nominated Champions within various areas. The areas the Champions took lead in are; End of Life, Dementia, Mental Capacity - Deprivation of Liberty with DOLS, Prevention Infection, Respect and Dignity and Medication.

We also saw a notice board with photographs of residents engaged with activities and a notice board displaying the Monthly activities for residents.

The home has introduced signage throughout the internal building, we were told this is a temporary measure and Gold Plaque signage has been ordered. We saw signage directing relatives, visitors and staff to the units Robinswood, West Park and Garden House.

From our previous Enter & View visit we had noted the volume of the call bell was very loud and could be heard outside the home. During our visit the volume of the call bell was reduced.

We noted doors were locked that should be locked i.e. the sluice room.

The garden outside the Garden House lounge had uneven paving stones. We felt it would be difficult to manoeuvre wheelchairs and for semi-ambulatory patients.

Whilst we sat in the meeting room with the Operations Manager, we saw through the window torn up turf. The Operations Manager explained they had recently discovered a “mole problem” and that they were in the process of addressing it. During our visit we saw the gardener attending to the small courtyard garden.

Interaction between residents and staff

We observed how staff interacted with residents and queried what additional resources are in place for communication.

We sat in the Robinswood lounge and observed interaction between staff and residents. Some of the residents appeared to be asleep. We observed the Senior Carer and Training Manager encouraging and helping a resident to sit in the wheelchair. This was so the resident could participate in the morning activity that was taking place in the main lounge. The resident said to the staff helping “I do not want to trouble you.” The resident had a Zimmer frame that was decorated with card in a ‘word search layout’. We were told the resident used to play word search in his earlier years.

In the main lounge we spoke with a resident who indicated he had lost part of his hearing aid and the home was going to sort it out and sometimes he felt, “I can

hear better without this thing in” and attempted to speak with us, though he had difficulty hearing. The resident has been in the home for about ten weeks and stated “food is good, simple, but this morning wasn’t so good, but that’s unusual.” The resident was happy with the choice of food given to him. The resident spoke quite openly about the home being “Comfortable”, “Beds are good, staff are helpful and will help me dress and bring me down for breakfast.”

It was pleasing to see a book using ‘picture format’ for communication with the residents. This is available for residents of English speaking and Punjabi. A menu book of food choices was in picture format too. We were told the home has a new Communication policy in place and had recently been awarded a Space Award.

The Training Manager also spoke to us about further training of staff with regards to encouragement of staff to identify and suggest improvements based on day to day interaction with residents, family, visitors and colleagues.

Relatives

During our visit we met with relatives of residents within the home. The Operations Manager informed us during the visit that family members were willing to talk to us.

Relative one and two explained the resident has been in the home for two and half years and was initially admitted to the Robinswood unit. The resident transferred to the Garden House unit about four months ago.

Both relatives indicated that there has been improvements within the home and “the Home Manager is great.” One of the relatives said “the service is very good, Mum has no pressure sores since here, the nurses turn her every hour and communication between the home is good, any issues they call you.”

We were told relative meetings are held every three to six months and visiting times are flexible.

Relative three stated the resident has been in the home for three years and has the condition Dementia. “She is treated well, she can eat anything.” “She is bedridden but they come in and do exercises with her. They handle any requests, she sees the GP, Hairdresser or Chiropodist and whatever she needs.”

The relative complimented how the home worked with New Cross Hospital and the City Council as the resident was admitted to the home.

Staff

We were given information on staff.

Staff were identifiable by their uniforms and identification badges. Three Deputy's and three Nurses are based within the three units of the home. They have been employed within the last six months. The working hours of the Deputy's are from 8.00am to 4.00pm in the Garden House Unit, in the West Park Unit from 8.00am to 4.00pm and the Robinswood Unit from 9.00am to 5.00pm. The home in total has "seven Nurses."

The home employs two maintenance staff who work Monday to Friday and are on call at weekends.

The home has two Activity Co-ordinators who work seven days and deliver an activity each day. They also provide 'one to one' activities for residents who are bedbound.

The Home Manager explained handovers take place each morning with herself in detail and with the staff for about ten to fifteen minutes and the unit personnel review. Hand over to each other usually is about thirty minutes. At the weekends the staff communicate between the Unit staff/Nurse.

Most care plans are established upon arrival and reviewed with the family. These are reviewed six weeks post arrival then every six months unless there is a need to review more often.

The Operations Manager explained the Champion Scheme which is set up to encourage staff to make suggestions for improvements or enhancements, "Outside the box thinking", to bring to colleagues and help develop execution plans with regard to those improvements.

Food and Choice

We asked residents what food they like eating and what options are given.

We spoke to a resident and asked what he had for breakfast. He said "Weetabix and I wanted coffee, the coffee isn't always sorted and I want coffee." We asked if he would like a coffee now, he said "Yes." The Carer in the room was happy to make the resident a drink.

We observed staff providing residents cold and hot drinks as and when they requested them. The two residents we spoke to seemed happy with the food choices. There are meals available catering specific cultural requirements. The meal times are flexible within the home.

Recreational Activities

We observed what activities were taking place during the time of our visit.

In the main lounge we observed both Activity Co ordinators encouraging residents to participate in 'Sing Along' Bingo. Relatives of some of the residents were present too. In the far corner there were residents sitting around a table who appeared to be engaged in a separate activity and supervised by a member of staff.

One resident in the Robinswood lounge was asleep at the time of our visit, we were told the resident is "105 and still goes to Wolves games", which we later saw a picture of this resident in one of the memory books in the main lounge.

Coffee mornings are held monthly for residents and their relatives to get to together.

Privacy and Dignity

We wanted to understand the different ways the home sought to provide both privacy and dignity to residents.

A resident's room was labelled "Resident of the day". The Home Manager explained "one resident each day has a complete clean and refresh of their room, on a rotating basis." Another resident is chosen should that resident decline to have their room cleaned on the assigned day. The resident will be placed in the queue again.

The home has introduced a 'Butterfly Moments Initiative.' The Operations Manager said "The residents who choose to have visitors and are open to interaction we place a butterfly on their door so they are easily identifiable."

We had not entered the residents rooms as many of the residents were in communal rooms for activities. It was observed that there were quite a few bedrooms with a butterfly attached on the door.

The home stated bereavement support is provided through the General Practitioner.

Comments and Further Observations

It was evident improvements have taken place since the initial visit in November 2016. It was pleasing to see and hear the home had acknowledged the recommendations suggested by Health watch Wolverhampton and developed an action plan.

The home has introduced temporary signage throughout the internal building. An order for permanent signage has been placed.

It was pleasing to see sufficient staff on duty. The recruitment of the Deputy's based across the three units can only increase the quality of the service provided to the residents.

The staff appeared happy and showed compassion and care encouraging residents to engage with activities.

We were also informed that the Home Manager had received the SPACE award for 'Manager of the Year' for Wolverhampton. Several residents and relatives mentioned her by name in their compliments of the treatment in the home.

We saw evidence of staff interacting with residents in a friendly and positive way and there appeared to be a good understanding of the resident's individual needs and personalities. The availability of the picture images for communication highlights the understanding of accessibility for individual needs within the home.

We saw staff responding to residents, in a timely manner as call bells were ringing.

It was interesting to see the home provides a range of activities each day of the month and 'one to one' activity for bed bound residents.

Everyone we spoke to made positive comments about the home, the service they receive as a resident or a visitor.

Recommendations and Follow -Up Action

We heard about and saw evidence of improvements made since the visit in November 2016. We trust the improvements we found on this visit will be maintained.

However we would like to suggest the Garden outside the Garden House lounge is addressed to make it safer for utilisation, with levelling of paving stones, for use during seasonal time.

Provider Feedback

The Enter and View was conducted in professional way by the Health Watch representatives. Thank you for a lovely report, the staff are delighted. We will share the report with our residents, relatives and professionals. The improvements will not only be maintained but we will continue to strive for excellence in care for our residents.