

## **ENTER AND VIEW**

### **Unannounced Visit Lime Tree Court Residential Care Home 7 March 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.

## ***Provider Details***

**Name:** Lime Tree Court Residential Care Home  
**Address:** 108 Ettingshall Road  
Wolverhampton  
WV14 9UG

**Manager:** Julie Wrighton

**Date of Visit:** 7 March 2017

## **Authorised Representatives**

### **NAME**

Donald McIntosh  
Marlene Lambeth  
Raj Sandhu

### **ROLE**

Authorised Representative (Lead)  
Authorised Representative  
Authorised Representative

## ***Purpose of Visit:***

Healthwatch Wolverhampton receives feedback on a range of services and treatments received around care homes. This visit was unannounced and was responding to recently received concerns to Healthwatch in respect to residents at the care home. These were primarily around those resident who are supported in attending external day centres

## ***Acknowledgements:***

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

## 1.0 Physical Environment

### External

- 1.1 The team arrived on site at 14:00 pm.
- 1.2 The home is situated in the South East of Wolverhampton and is approximately 3 miles from the city centre.
- 1.3 Upon arrival the car park was full, with initially no parking bay available until one was vacated.
- 1.4 There were only 2 disabled parking spaces and one of the general bays was occupied by a skip
- 1.5 The site where the home is situated was well maintained and landscaped, with a garden to the rear for residents.
- 1.6 Entrance was through automatic doors leading directly into the reception area.
- 1.7 Within the reception area there were a number of notice boards detailing activities and general notices.

### Internal

- 1.8 Once in the reception area we were met by a member of staff, following introduction the Manager was called.
- 1.9 The Authorised Representative Lead explained the purpose of the visit. At which point the Manager said “she needed to speak to head office, as she had not heard of Healthwatch to ensure the visit could go ahead.”
- 1.10 The Manager was unable to speak to an appropriate person at the head office, however agreed for us to continue with the visit.
- 1.11 The Manager provided details on the home which were:
  - The home is solely residential with no nursing care
  - It is 60 bedded on three floors
  - The first and second floor are primarily for those residents with dementia
  - The home has been open for almost 5 years
- 1.12 The Authorised Representatives carried out observations individually covering one floor each.
- 1.13 Every floor was well decorated and was dementia friendly, a number of walls were colourful with very calm colours.
- 1.14 On the ground floor there were three communal lounges, two of which were designated as ‘quiet’.
- 1.15 The lounges were cosy and clean with comfortable armchairs and sofas.

- 1.16 All rooms had residents name and a photo to identify the designated occupant.
- 1.17 On the ground floor there are toilets available separate from the rooms which allowed residents to use whilst in the lounge areas.
- 1.18 The first inspection of the sluice room on the ground floor was locked, later on a member of staff was requested to open the room, however the key had been left in the lock.
- 1.19 On the ground floor, in the main lounge a quiz was taking place during the visit, this was for those residents who were able to participate, there were two members of staff situated with them.
- 1.20 On the first floor at both ends of the main corridor there were quiet rooms. They were both furnished to a high standard with comfortable sofa's chairs and occasional tables. There are large windows so the rooms are light and airy; the one room has window seats.
- 1.21 In the large open lounge on the first floor there were a large number of residents and the Activity Manager who was telling a story to the residents with movement to assist those listening.
- 1.22 On the ground floor there is small hairdressers where a stylist attends each week.
- 1.23 The activity board on the first floor displayed a range of activities planned which included a dementia café.
- 1.24 Throughout the home there were a number of artefacts relating to lives of residents.
- 1.25 On the second floor lounge there were two male staff present, they assisted residents making drinks along with washing up.
- 1.26 The room was very clean and felt homely, there was a TV on showing old movies.
- 1.27 Most of the residents in the lounge were seated and asleep.

## **2.0 Staff Numbers**

- 2.1 Each floor has two to three Carers plus a Senior carer, therefore there is a minimum of ten staff on duty for morning and afternoon shifts.
  - There are six domestic staff.
  - There is one maintenance / handyman.
  - There is one full time administrator.
  - There are two managers.
  - There are six catering staff.

### **3.0 Agency Usage**

The home do not use agency staff but have their own bank staff.

### **4.0 Patient Experiences and Observations:**

- 4.1 Residents on the first and second floors had different levels of dementia with capacity issues and therefore very few were able to engage with the Authorised Representatives.
- 4.2 Two residents were able to give their experience of the home both were very complimentary of the home. One gentleman said that “the staff were very good, he was assisted in personalising the room, also welcomed the opportunity to sit in the garden.” He also said that “the home is well managed. The food was excellent with choice available and requests met when made.”
- 4.3 In the second floor lounge there was an elderly lady who had her legs on a stool. Her legs were in bandages, it was observed that the bandages were saturated. A staff member said that “they were awaiting the Doctor to come and visit the resident.”

### **5.0 Family and Carer Experiences and Observations**

- 5.1 The Authorised Representatives were able to speak to one family member who sang the praises of the home. Her mother had settled very well in the home. Staff were very approachable. At night time staff sought to deal sensitively with residents who may be disruptive to other residents. Her mother was able to personalise her room.

### **6.0 Catering Services**

- 6.1 The Authorised Representatives were not allowed to go into the kitchen.
- 6.2 The Authorised Representatives were able to see menus which were changed on a daily basis.

## **7.0 Staff Experiences and Observations:**

- 7.1 During the time of the visit most staff were engaged with activities with residents with limited opportunity to gather their experience. However, passing conversations were heard about how positive the home is.
- 7.2 Staff training is primarily done through e-learning with 100% of staff having done all mandatory courses.

## **8.0 Summary, Comments and Further Observations**

- 8.1 Overall the home is well run and has a pleasant and homely feeling.
- 8.2 The home is clean and tidy with no unpleasant smells which are often common in such homes.
- 8.3 We were informed by the manager that they are doing considerable amount of work to ensure that the home is dementia friendly. They have recently introduced 'this is your life' where residents are encouraged to develop a folder of their lives.
- 8.4 Care plans exist for each resident and are updated regularly. They are locked away with the key being held by the senior carer.
- 8.5 The home keeps a log of all falls, detailing where and when they take place, especially at night.
- 8.6 The home tries to hold resident/relatives meeting between 3 to 6 months, however the manager has an 'open door' policy for relatives.
- 8.7 The Authorised Representatives discussed the issues of residents attending external day centre. The manager explained that this was often an arrangement between the resident's family and the day centre. Staff will get the residents ready for the transport which is organised by the day centre, however at times this is late and can mean the residents being a bit frustrated. The home could organise the transport but they would make a charge.
- 8.8 The home plans to create a sensory room in the near future.
- 8.9 The Authorised Representatives were impressed with the management of the home and how accommodating staff were during the visit.

## **9.0 Follow - Up Action:**

None

## **10.0 Recommendations**

- 10.1 The home should ensure that keys for controlled rooms are not left in the lock.
- 10.2 Have an improved system in place with the day centres, to save the residents having to wait too long.

## **11.0 Provider Response and Intended Action:**

The Provider has no further response to make and is happy for the report to be published in its current format.

## **12.0 Disclaimer**

Please note that this report relates to findings observed during our visit made on **7 March 2017**. The report does not claim to be representative of all service users, only of those who contributed within the restricted time available.