

Enter and View Report

Probert Court

Joint Visit with

Wolverhampton Clinical Commissioning Group

8th October 2018



**Engaging
Communities**

Inspiring Change, Improving Outcomes

healthwatch
Wolverhampton

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What is Enter and View

Part of Healthwatch Wolverhampton's 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, optometrist 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 that 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's 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's Safeguarding Policy, the service manager will be informed, and the visit will end. The local authority Safeguarding Team will also be informed.

Contents:

	Page
1. Provider details	4
2. Acknowledgments	4
3. Disclaimer	4
4. Authorised Representatives	4
5. Who we share the report with	4
6. Healthwatch Wolverhampton details	4
7. Healthwatch principles	5
8. Purpose of the visit	6
9. What we did	6
10. Findings:	
a) Environment	7
b) Essential services	7
c) Access	7
d) Safe, dignified and quality services	7
e) Information	8
f) Choice	8
g) Being listened to	8
h) Being involved	8
11. Recommendations	9
12. Provider feedback	9

Provider details

Probert Court, Probert Road, Wolverhampton, WV10 6UF.
Manager: Mrs Ann Louise Donnellan

Acknowledgments

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

Disclaimer

Please note that this report is related to findings and observations made during our visit made on Monday 8th October 2018. The report does not claim to represent the views of all service users, only those who contributed during the visit. As this was a joint visit, unlike other Enter and View visits we conduct, our remit was resident experience only.

Authorised Representatives

Ashley Lovell, Lead Authorised Representative
Mary Brannac, Authorised Representative

Who we share the report with

This report and its findings will be shared with Probert Court, Wolverhampton City Council, Councillors, Wolverhampton Clinical Commissioning Group (CCG) and Care Quality Commission (CQG). The report will also be published on the Healthwatch Wolverhampton website.

Healthwatch Wolverhampton details

Address:
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Healthwatch principles

Healthwatch Wolverhampton's Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

1. **A healthy environment:** Right to live in an environment that promotes positive health and wellbeing
2. **Essential Services:** Right to a set of preventative, treatment and care services provided to a high standard to prevent patients' reaching crisis
3. **Access:** Right to access services on an equal basis with others without fear of discrimination or harassment, when I need them in a way that works for me and my family
4. **A safe, dignified and quality services:** Right to high quality, safe, confidential services that treat me with dignity, compassion and respect
5. **Information and education:** Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system
6. **Choice:** Right to choose from a range of high quality services, products and providers within health and social care
7. **Being listened to:** Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received
8. **Being involved:** To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

Purpose of the visit

This unannounced Enter & View visit was carried due to some feedback provided from residents and other agencies.



Probert Court

What we did

Prior to the visit, we liaised with Wolverhampton CCG regarding the date and time of the visit and agreed that this would be a joint visit with each organisation having a different focus.

During the Enter and View visit, Authorised Representative meet with the manager as well as representatives from the CCG to discuss the nature of the visit and clarify Healthwatch's focus. This was the service users experience and their family's observations.

Authorised Representatives engaged with several residents as well as their family members to better understand what the service experience was like.

Findings:

Environment

As this was not a focus for us during the visit it is not possible to give a full picture of the environment at the home. We received no feedback about the environment itself from service users or relatives. However, a number of observations were made during the visit:

1. Upon entering the home, it was apparent that there was an unpleasant odour around the area of the main door, and throughout some areas of the property.
2. Corridors are narrow and are easily blocked when equipment is in the corridors such as: trolleys. It was observed on the 'Good Year Corridor' that there were trolleys which did greatly reduce the ability for people to pass through the corridor.
3. The lounge area was dark and did not create a simulating area in which to be one Authorised Representative felt that the room was 'depressing'. Service users in the lounge were not engaging with each other or other people unless approached first.

Essential services

Most of the residents said that they are able to access the GP at the date/time that works for them and also other services such as dentists or opticians into the home. Some of them said that they also have access to district nurses.

Access

All of the residents said that they were treated fairly, and they can be themselves in the home. Some of them said that they had been discriminated or harassed by staff members.

Safe, dignified and quality services

When residents have been asked if they feel safe in the home, their answers were all positive. Also from their answers it shows that staff treat them with respect and compassion.

All of the residents that we spoke to said that 'they their dignity and privacy is maintained'. Staff are friendly and helpful and they call residents by their preferred name.

Residents think that events such as World Cup, Royal Wedding or Wimbledon have an impact on their level of care.

Information

This was not an area that was focused on during this particular visit, however it was observed that there were a number of notice boards around, although this seemed to be targeted more at staff than the service users.

Relatives did explain that they felt they were given timely information about their family member as well as the processes and care was being given to them.

Choice

All of the service users said that they had a choice of what clothes they want to wear every day. However, relatives told us that there was not a laundry room and they had to make sure that the users clothes were clean, which is not always easy as some of them live in other areas of the country.

The service users felt that they had the choice of what food and drink they want and also there was a menu available. However, if they did not want anything from the menu they would then be provided with a sandwich.

The service users also told us that they can choose when to go to bed and when to wake up. However, they need to wake up at 6.30am for their medication and they were not happy about woken up so early. One of the users told us that he was not sure if he had a shower or bath since coming into the service some time ago.

Being listened to

The patients were able to ask a question if they did not understand something. Also they said that they felt able to raise a concern with staff and they know how to make a complaint.

Some of the patients told us that the staff were responding quick enough to their needs and their views were acted upon when possible.

Being involved

Most of the patients told us that they were involved in their care plans, however one of them felt that they were not. Relatives felt that they were involved too.

When asked if they were involved in any activities, the users told us that they have just the TV. There were no activities done during our visit and the users did not interact with each other and did not have any encouragement to do.

Recommendations

1. To ensure that corridors are clear for ease of movement of staff, service users and relatives around the home.
2. To reduce any risk should there be any emergency.
3. Investigate potential decoration and improvements to the property particularly in the lounge area.
4. Ensure that all services users and relatives are aware of care/treatment plans that are in place for service users.
5. Organise different activities to engage the service users.
6. Encourage them to participate in different activities and interact with others.

Provider feedback

Provider feedback was received by Wolverhampton CCG, it is not known at this time what feedback has been received.



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