



Enter and View Visit Report

The Rubens

Visit date: 31st Jan. 2020 Published date: 24th March 2020



Pave Lane, Chetwynd Aston, Telford, TF10 9LQ

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Terminology and Acronyms

CQC - Care Quality Commission

CMHT - Community Mental Health Team

HWE - Healthwatch England

HWT&W - Healthwatch Telford and Wrekin

SALT - Speech and Language Team

SPiC - Shropshire Partners in Care

T&W - Telford and Wrekin



About Healthwatch Telford & Wrekin

Healthwatch Telford and Wrekin (HWT&W) is the independent health and social care champion for local people. We work to ensure your voice counts when it comes to shaping, delivering/receiving and improving services. We address inequalities in health and social care to help make sure everyone in T&W gets the services they need.

There are local Healthwatch across the country as well as a national body Healthwatch England (HWE).

What is Enter & View?

HWT&W gathers people's experiences of health and social care services and there are times when it is appropriate for Healthwatch to see and hear for ourselves how services are being provided. These visits are called 'Enter and View', and can be 'announced', 'partially announced' or 'unannounced'. 'Partially announced' visits mean the service provider is told we will visit but not the date or time of the visit.

The responsibility to carry out Enter and View visits was given to local Healthwatch in the **Health and Care Social Act 2012**.



Enter & View visits are carried out by a team of specially trained and DBS (Disclosure and Barring Service) - checked staff and/or volunteers called Authorised Representatives. These volunteers are not experts in health or social care and report only on what they see and hear during the visit. They make observations and collect people's views and opinions anonymously and produce and publish a report.

Enter & View visits are not an inspection, and always have a 'purpose'.



Details of the Visit

Visit Details:	
Service	The Rubens
Provider	United Care Ltd
Date and Time of visit	Friday 31 st January 2020 between 2.00 and 4.00 p.m.
Visit Team	2 x HWT&W Enter & View Authorised Representatives (ARs)
Service contact details	Name: Mark Fuller Phone: 01952 810400 Address: Pave Lane, Chetwynd Aston, Telford, TF10 9LQ

Purpose of the Visit

How dignity, respect, quality of life and independence is being respected and supported in the person's care, and how 'activity-based' care supports people to continue to be as active and independent as possible.

We want to hear about resident experiences and those of any relatives and visitors present, and we will observe the residents engaging with the staff and their surroundings. We want to identify examples of good practices and hear about any ideas the residents or staff may have for change.

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 users of the service and staff, only an account of what was observed and contributed at the time.



Context of the Visit

In August 2017 Healthwatch England published a report: ‘**What’s it like to live in a care home?**’ Between January 2016 and April 2017, local Healthwatch staff and volunteers across England visited 197 care homes across 63 different local authority areas to find out what day to day life is really like for many of those living in care homes. These homes collectively provide care for almost 3,500 residents ranging from elderly people with dementia to those with severe learning disabilities.

During these visits local Healthwatch spoke with residents, their families and staff, collating people’s experiences with their own observations to produce visit reports. These were shared with the providers, the public, CQC and HWE.

HWE reviewed what people told local Healthwatch and identified the common issues that need to improve as well as eight quality indicators for a good care home. HWE identified that a good care home should:

1. Have strong, visible management
2. Have staff with time and skills to do their jobs
3. Have good knowledge of each resident and how their needs may be changing
4. Offer a varied programme of activities
5. Offer quality, choice and flexibility around food and mealtimes
6. Ensure residents can see health professionals such as GPs and dentists regularly
7. Accommodate residents’ personal, cultural and lifestyle needs
8. Be an open environment where feedback is actively sought and used

As part of the engagement programme HWT&W will visit care homes in the borough, and those elsewhere in the county where funding support is provided by Telford & Wrekin Council Adult Social Care. Individual visit reports will be published on each home visited. Over-arching theme reports will be published focusing on person-centred care and the quality of life experienced by residents, relating to their dignity and respect and exploring topics such as activity-based care, access to health professionals, and living with dementia.

The Rubens Home in T&W is currently rated ‘Good’ by the CQC.

The visit was ‘**partially announced**’; we told the manager of the visit but not the date and time.



What we were looking at

The focus of this visit was to find out if the residents of The Rubens were happy living in the home. We wanted to learn about:

- the environment - supporting dementia, accessibility, activity
- the experiences of people living with dementia
- supporting people to continue to be as active and independent as possible
- choices available to people
- staffing levels and staff training



What we did

When we arrived at the home, after signing-in, we spoke to the manager/senior on duty. Our questions about the home were answered and we took advice on whether any residents should not be approached due to safety or medical reasons, or any issues regarding ability to give informed consent. The manager then showed us around and introduced us to the residents and staff.

We spoke with any residents present in the home who were willing to talk to us and any visitors and relatives. We spoke to residents in the lounge and were invited to speak to other residents in their rooms. The manager/a staff member knocked on the resident's bedroom door and asked if they would be happy to speak to us.

We spoke to 7 residents in total, 1 relative and 1 visitor, and 1 staff member. In addition 3 'Talk to Us' forms were posted into the HWT&W office.

What we found out

About the Home

The home is set in the countryside just outside of Newport in Shropshire, opposite the Lilleshall National Sports Centre. The home is a former Bed & Breakfast hotel that has been converted, however, due to the nature of its construction; the doorways are only just big enough for manoeuvring wheelchairs in and out of rooms and has dark corridors and lounge.

The home has 26 single rooms, of which 22 have a toilet and wash basin in a bathroom en-suite. The remaining rooms have no en-suite facilities. At the time of our visit there were 25 residents, with one new resident imminently expected. It should be noted that while the home's website indicates there are 20 rooms with bathroom, the correct number is 22, We were informed that the website will be corrected.

The home is predominantly occupied by residents living with dementia.

The home caters for the upper end of the age spectrum, with residents nominally aged between 65 and 100.

Views of the residents

Topic 1 - Dignity and quality of life respected in person-centred care



“Staff care for my mother in a very compassionate and caring way. I feel part of my mother’s life - I feel included and I know exactly what happens. My mother is always clean, comfortable, respected and loved”

“The carers in the home are a very good team. They are so dedicated”

“The girls (carers) are second to none”

“The carers really care”

“Looked after”

“Love it here”

“Can tell staff and manager anything, and will be listened to”

A relative told us “the staff acted promptly when my relative fell ill”



Residents told us they were well looked after, and that their wishes are respected.

Residents can bring their own furniture in with them and are free to decorate their rooms as they feel fit. The rooms we entered were clean and bright, furnished with their own chairs and personal photos hanging on the wall. One resident was very fond of ‘bling’ and this was reflected in the room and bed coverings.

All rooms have a call bell beside the bed, in some rooms this had been tied up out of the way, but with the authorisation of the resident or a family member. It was felt that the call system was not accessible when the resident was sitting out in their chair watching television. However, we were advised that residents were checked upon every 30 minutes or in some cases, where necessary, ever 15 minutes.

Staff would help with washing and care if required.



Topic 2 - Choices and preferences, including meals, personal care, activities, & meals

Residents have a choice of meals. Some residents told us they had no choice but staff advised us that they did.

During our visit, we viewed the menu, this listed:

Breakfast

Choice of cooked breakfast, cereal, toast and preserve, food can be fortified if necessary.

Lunch (ordered the day before), on the day of our visit the choice was:-

Fish Pie, chips, peas and parsley sauce
Egg, chips and beans

Tea (ordered that day) some residents would take all three options

Sandwich
Chicken soup
Spaghetti on toast

The main meal at lunchtime was on a four-week cycle, whilst the alternative meal, should people not want the main choice, is on a one-week cycle.

Meals are served to suit residents; breakfast is available from 7.00 a.m. One resident wanted lunch served at 2.00 p.m. in their room, whilst another wanted it at 5.30 p.m. in the afternoon. Resident's wishes were respected.

All food is cooked fresh on site.

Activities are organised within the home, including musical events, poetry, quizzes, and planting and looking after plants in the garden. Visits are arranged for entertainers, the Exotic Zoo, and they enjoyed a horse visit too. Scouts and Pathfinders also visited the home.

Residents had been taken on outings to The Christmas lights at Haughton, The RAF Museum at Cosford, West Midlands Safari Park, Wales and they could also be taken to visit relatives' graves and to church.

Prior to Christmas they held a quiz night for residents and relatives which raised over £300 for the residents' fund, the residents' fund was also supported by donations from residents' families.



Before Christmas they held a Christmas party and each resident received a gift, and on Christmas Day each resident received a more personalised present.



“Food is good but there is no choice” (we are aware that there is a choice)

“Food is excellent - 2 good cooks and plenty of it”

We were told a church representative attends weekly.

Topic 3 - Experience of care meeting the needs of those living with dementia



Staff would support residents who needed assistance during meal times, some family members/relatives would visit to assist their relative at meal times.

A number of residents that we spoke to, said they preferred to stay in their rooms, rather than join in the communal entertainment and also at mealtimes. A relative told us:

“Very caring and supportive team. Home always clean and welcoming and support residents. My mother has dementia, all staff seem caring and attentive, even on spot visits mum has been clean and tidy even nails get polished”



One resident is regularly taken outside in a wheelchair so they could have a smoke. Those who like an alcoholic drink could bring alcohol into the home and the home would keep it for them, for example, white wine chilled for the resident.

Staffing levels and training for staff

The home do not have any nurses working at the home. The staff levels during the morning and afternoon shift were one senior and three carers, the evening shift was two carers.

There were additional staff for the laundry, housekeeping and catering over a seven day a week rota, with maintenance over 3 days a week.

Over 90% of the staff had vocational qualifications to care level 2, the deputy manager had level 5. Five staff members had started level 4 training.

The home tend to have more mature staff with a low turnover, occasionally they would use agency staff to cover vacant shifts.



All staff have completed mandatory, and induction training.

The home would use SPiC for some training and distance learning for End of Life and Dementia training.

Staff at the home spoke the following languages: in addition to English, Polish, Russian, German, Bengali, Hindi, Urdu and Serbian.

Observations

During the visit the Authorised Representatives observed interactions between staff and residents, and looked at the physical environment

Staff interactions with the residents

Staff were observed interacting with the residents, staff were seen to get down to the resident's level to speak with them, and to address all residents by name. All staff we saw were friendly and helpful.



The environment of the home



The home was a former Bed and Breakfast hotel that has been converted into a care home, this had some negatives as room sizes were small and some areas were dark and constricted. The door sizes only just allowed a wheelchair to get through.

There is a main lounge where entertainment takes place with chairs round the walls. At the time of the visit there was an entertainer performing, and the residents were encouraged to join in with the singing. Following the singing they played bingo. One resident told us that they had won a packet of biscuits at the bingo. The entertainer told us he had been coming every 4 weeks for the last 11 years and really enjoyed coming to this home.

There is also a smaller lounge where family and friends could talk.

In the entrance hall the notice board displayed the homes hygiene rating, their CQC report, the home's service users' guide, safeguarding information, and detailed activities.

There is a carpark at the front of the building with level access to the front door.

Additional Findings

The homework closely with both Wellington Road and Linden Hall Medical Practices, one GP from each practice would visit weekly, and at other times as required. The district nurses also visited regularly, and a Rapid Response team could be called upon for out of hours support.

Links had been established with the Community Mental Health Team (CMHT), Macmillan and Marie Curie support, to enlist their assistance/guidance as and when required.

A Physiotherapist and the SALT (Speech and Language Team), could be called upon. Dental visits were arranged when required, either the residents were taken by their own relatives to local Dental Surgeries, or staff who had appropriate insurance would take residents if they were able. GP's, where necessary, would refer residents to hospital dental services.

A chiropodist would visit ever 6-8 weeks.

A hairdresser visited every week.

A local optician visited annually, providing a review for new residents.

Diabetic screening service are provided.

We were advised that the home has a complaints procedure, which had been used only once in the last 13 years.

The Activities Co-ordinator organised meetings with residents and relatives, notes from which were recorded. However, some people we spoke to said they did not recall any meetings.

The home had been awarded a 5-star hygiene standard by Telford and Wrekin council. They had also received a Platinum award for healthy eating, an initiative adopted by environmental health a few years ago.

There are plans to extend the home, the bungalow beside the home would soon be empty. The extension would create additional space for residential and nursing care, offering the prospect of providing care for younger residents living with dementia.

Relatives were free to visit 24/7.

Residents could stay at the home, even when their behaviour became challenging, the home's policy was for a least restrictive approach, and was person centred.

We asked the manager about data and cybersecurity, the manager replied with the following statement:

We as an organisation are registered with I.C.O (Information Commissioner's Office) all our electronic devices are encrypted including laptops. We have



secure email sites with various departments including local authority and documentation is sent via these secure sites. NHS information is sent to NHS email site set up for the home and I send weekly information to Care Home MDT via this site. Care records are stored in line with data protection and confidentiality systems and policies and the staff office is key coded. Secure filing systems with my access only stores relevant staff information and also houses confidential files for each service user which is on a need to know basis.

Summary of Findings

- All residents and relatives were full of praise for the home, staff and management.
- All residents looked clean and well cared for.
- Food was praised by all.
- Relatives could visit at any time.

Recommendations

- Residents and relatives meeting need to be better announced and advertised.
- Attempts should be made to brighten up some of the darker areas.

Service Provider Response

Healthwatch Telford & Wrekin received the following response to this Enter & View visit and report from the manager of The Rubens Home in 31st January 2020.

“I have no problems with the report. Thank you for your input”.



Acknowledgements

Healthwatch Telford & Wrekin would like to thank the residents and staff of The Rubens for their contribution to the visit and our Enter & View programme.

Get in Touch

Please contact Healthwatch Telford & Wrekin to share your views and experiences of this service or any other health and social care service in Telford & Wrekin or received elsewhere by people living in Telford & Wrekin.

We gather comments anonymously and share them with the public, service commissioners and providers to highlight areas of good practice and identify areas for improvement.



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