

Details of visit

Service address:

Service Provider:

Date and Time:

Contact details:

Deansfield, Kynnersley, Telford, TF66DY

Deansfield

7th November 2016 10.30am

Healthwatch Telford and Wrekin, Meeting Point House,
Southwater Square, TELFORD, TF3 4HS

Acknowledgements

Healthwatch Telford and Wrekin would like to thank the service provider Deansfield Care Home, service users, relatives/visitors and carers, and staff for their contribution to the Enter and View Programme.

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



What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch 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 Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

Purpose of the Visit

- To engage with residents as service users of Deansfield to understand how dignity is being respected in the homes environment.
- To capture their experiences and those of relatives/visitors, and any ideas they may have for change.
- Observe residents and relatives/visitors engaging with the staff and their surroundings.
- Identify examples of good working practice.

Strategic drivers

- The visit is part of a Healthwatch Telford and Wrekin programme of work on Dignity and Respect in health and care settings.
- The visit is in response to evaluations of feedback received by Healthwatch Telford and Wrekin from community engagements, and service provider / local council / CQC liaisons and requests.
- Care homes / hospital wards / GP Surgeries are a strategic focus of regional / national programmes of the CQC, PHE / NHS, local Councils, and Healthwatch organisations.



Methodology



This was an announced Enter and View visit.

One authorised representative and one in training were assigned to the visit. They met with a member of management before speaking to anyone in the home and took their advice on whether any residents should not be approached due to their inability to give informed consent, or due to safety or medical reasons. The representatives explained to everyone they spoke to why they were there.

We spoke with 8 residents, and one relative to ask them about their views and experiences of the homes services. We spoke with 5 members of staff, management and other professionals present to hear about their contributions to the service provided - quality of care, safety, dignity and respect, and acknowledging residents' and families' wishes. During the visit, we would also observe the delivery of the service. Observations were gathered while walking around the home (public/communal areas) to gain an understanding of how the home worked, and how the residents engaged with staff members and the home's facilities. A guidance-list of dignity and respect topics was also prepared to support the observational activities.

When the representatives had finished speaking to staff and the residents who received the services, family members and visitors/carers; they left them with explanatory leaflets.

Summary of findings

- Throughout our visit at Deansfield we observed that the residents were treated with respect and their dignity was upheld. Residents were spoken to using their chosen name, carers bent down or sat beside the resident when they were speaking with them. Carers ensured that residents were dressed in appropriate clothes to respect their dignity.
- We observed a carer wearing a 'red tabard' giving residents their medication. We were told this was to ensure full concentration on her role. The tabard read "Do not disturb medication administration in progress."
- In the hallways, there were photos of named residents and staff. There was also a large photo display of residents at social events in the village and further afield; they all seemed happy with a smile on their faces. This additionally featured activities they had participated in at the home. In the hall leading to the residents' rooms we noticed a display of some of the residents on their wedding day; this was put in place after someone in the village had been looking at bygone weddings.
- Staff told us they looked forward to coming to work as it was like a big family, and they felt fully supported in their work. Anything staff needed for the residents was bought, and no resident was left out.
- Staff commented that it was a good place to work and everyone was friendly, residents liked being in the dining area so that they could talk with their friends.

Results of Visit

Deansfield is situated in the village of Kynnersley, it is offset from the road down a private drive. From the outside, it looks like an ordinary house with lots of ground at the back of the house, and just like others in the village. The Home currently has 14 rooms occupied by residents, and 1 room awaiting a new resident. Deansfield provides a family-run home, the owners managing the home for residents living well with dementia.

Conversations with Residents

We were greeted by the owner/manager as soon as we entered the building. It was immediately apparent by the talking and laughing going on between the residents that they were having a good time. We went into the dining room where the residents were busy cutting out poppies from a printed page to go on their wreath. There was plenty of talking and banter going on between residents and staff, and in the background, music playing. We observed residents who were not taking part looking out of the French-doors into the



garden, listening to the music, or talking with staff. We spoke with 7 residents who told us they were “happy they have people to talk to and if they have any worries they can talk to their friends”. Residents said they “feel at home here”, “food is lovely here, staff are kind, considerate and happy. I can have breakfast when I want even lunch time!”. Residents told us that they were cutting out the poppies to remember the fallen at Flanders. One resident told us that a couple of residents were colouring in poppies as they didn't have the patience to ‘cut out’.

All residents we spoke with had happy faces, they spoke highly of the staff and said the home was good. Residents told us the carers had painted their nails, and one resident commented it makes them feel good. Residents told us the meals were good. The residents have choice in their meals, and if they don't like what is on the menu for the day, the cook would cook them something else. We observed the cook going around the residents asking what they would prefer from the choices of the day. Residents told us they go to their rooms when they want sometimes they might watch TV in the afternoon.

Staff interaction with Residents



In the dining room used as an activities space, staff were busy talking to residents encouraging them to cut out or colour poppies - it was like observing friends chatting together. If residents asked for a drink staff asked them what they would like, and then the drink was made for them straight away; this appeared tailored to each resident's needs. During our visit, each resident was offered drinks and biscuits by the staff, and this even included those who were dancing to the music, and sometimes this included a little light-hearted banter.

There was only one resident in the lounge watching TV, and we observed a member of staff who kept checking on the resident, making sure they were comfortable and had a drink. An artificial plant was placed on her trolley, and the resident said she liked the plant.

4 residents who were in the dining room were made comfortable in their chairs, and we observed that staff ensured they took time speaking with each of them, and asked if they wanted anything, as well as engaging in ‘regular conversation’ with each resident throughout or visit.

Conversation with a resident's relative

We were told that a Relative's family member had only come for a trial visit, but the resident didn't want to leave, so they had stayed longer. The Relative said “it's been a god-send, the family could not believe it, residents were talking together.” They went on to say their family member was so happy, and the rest of the family were amazed at how settled their family member had become.

The family had seen how the main activities in the Home were done in the dining room and commented - “it's lovely to hear the conversations between the residents”. We were told that in the summer their relative loved joining in the activities organised outside - “they love it here.”

A relative said sometimes when they call in to collect their relative, they don't want to leave to spend that extra time with the family - they like it here so much. “Deansfield looks and feels like a home” said the relative.

Activities

Some activities planned don't suit every resident and each resident is treated as an individual; activities are tailored for each resident who wants to participate. We observed this during our visit.

Around the dining room there were numerous pictures, beautiful decorated bright flowered paper wreaths, and pictures of coloured flowers. On one wall, there had been painted an amazing 'Expectation Tree'. Some of the tree's leaves had words from residents, staff and others written on them. Another tree was planned for a wall in the extension.

Each resident had a personal activity diary and we were shown one. It was full of a range of activities including painting, colouring, making cards, baking - mixing, decorating (not cooking in the kitchen) to name just a few. The Home also maintained a diary of activities.

Residents took part in 'gentle exercise', music therapy, and singing. Staff organised outings to the local nearby village hall for parties, and 'coffee and a chat'. Village residents visited the home on occasions, and other visitors included a military wives choir, and Ukulele players.

Every year the home holds a 'Deans Feast' party, where villagers come and join-in together with residents, and their friends and family.

In the dining room, we were told that residents often have a 'virtual environment wall', with pictures projected showing what residents had been doing recently. We were told by the manager that this is used for memory stimulation and videos of the countryside and sea-life are shown with appropriate music and sounds to stimulate the senses. The projector and sound bar was awarded to Deansfield following a dementia leadership course, as they could demonstrate their intention to provide an effective and sustainable method of supporting people with dementia. The authorised representatives observed this being used during our visit, and saw images of parties and outings.

Residents who were not taking part in these activities, appeared content to observe what was going on. We were told that the residents were going to a Halloween Bonfire party, and some would be going to the Annual Senior Citizen Forum Christmas party. We also noticed a photograph of some of the residents dressed up in vintage clothes - they had been on a visit to Blists Hill, and had their photographs taken there. Residents and staff were preparing items for sale at their Christmas Fair later in November. People at Deansfield were also looking forwards to a big Christmas Day banquet event, where residents, family, friends and staff (on or off duty, and their families) are invited.

All residents had the use of Wi-Fi in the home, and one resident Skype's her family regularly; residents also have access to a home laptop. Each resident had help from staff to design their own personal place mat on the computer - with photos memorable for the resident. We saw one that particularly stood-out - it showed where the resident



had lived and worked, their pet, their family members, and so much more. The matt had a washable covering to protect the pictures.

We were told that Residents use the garden when weather permits; one resident loved helping in the garden as they preferred being outdoors. Deansfield have a wide selection of pets - dogs, 3x goats, 3x alpaca, 6x chickens, 2x budgies, and 6x duck's, and relatives and staff are offered their eggs. We were told that 1 resident likes to be outdoors and so spends most of their time with the chickens - as that is what they enjoy, though this is weather permitting.

Meeting with the Owners

The entrance hall to the home is bright and welcoming, and we signed-in before we met with management in the lounge where only one resident was sitting and we were offered refreshments. We were told that Deansfield is not only a home for residents, but is also the owners home, and everyone is made welcome. Management said they had a lovely staff group, and that staff voluntarily came in as extras such as when it was a resident's birthday or residents or staff with a special birthday (described as those who had a 0 in their age). Deansfield aimed to celebrate life with the residents.

The home is staffed with 21 members of staff all trained as carers. Shift breakdown was described as follows: 3 carers in the morning, with 1 of the three coming in for 2 hours at the beginning of the day. 3 carers in the evening until 9.00 pm, and 2-night shift (with 1 awake and 1 who can sleep). A member of staff has responsibilities for activities, and there is a cook and a maintenance staff member. No agency staff are used as the residential staff cover any illness or holidays. All carers were NVQ-trained, and had undertaken dementia training.

Residents could have their own doctor, although the home uses 4 doctors, with 2 of them visiting the home monthly. To access a dentist residents could attend Dawley dentists, and an optician visits the home. Residents with hearing problems attended Princess Royal Hospital for hearing checks or hearing aid repairs. Currently 2 chiropodists visit, and a hairdresser visits every Thursday. Residents can go to church if they wish, and a communion service is provided at the home for residents every 6 weeks.

We were told that Deansfield offers personalised assistance for their residents' care; residents can 'get up' and 'go to bed' when they want to, they can choose the clothes they wish to wear for the day, and have a choice of food to eat for meals. It was pleasing to see residents happy and talking with fellow residents. We were told that residents could bring their own furniture and nick-knacks for their room. We were shown a vacant bedroom; it was nicely decorated, warm and bright. We noticed residents had a picture of themselves on the door and this helped those residents with memory loss to recognise their own bedroom.

Relatives were welcome to visit at any time, which they did - it was a home for the residents and their family members, and an 'open-door policy' operated. We were told that many family members visit with their young members of the family too, and sometimes their pets; other residents enjoy seeing and talking with other people visiting, and especially the young children. If there was a special family event within the resident's family, we heard that they could hold it in the lounge so that the resident could be part of the celebration.



Views from the dining room into the garden.

Recommendations

- Share the good practices observed, including approaches to resident social interaction and activities, with other Care Homes in the Telford area.

Service Provider response

I think this is a very fair and accurate account of our activity, and a true reflection of what life is like for all of the people who live and work with us here at Deansfield.

With regards to your recommendation, we are pleased to say that we have regularly held meetings here, where several activity coordinators from other care homes within Telford & Wrekin have joined us to share ideas and to take away some examples of activities we do that are particularly engaging with our residents.