

Enter and View Visit Report

Lakewood Court Residential Care Home

Details of visit:	
Service	Lakewood Court Residential Care Home
Provider	Telford & Wrekin Council
Date and Time of visit	Tuesday 17 th July 2018, 3pm - 5pm
Visit Team	2 HWT&W Enter & View Authorised Representatives (ARs) and 2 Authorised Representatives "In-Training" (T-ARs)
Service contact details	Stella Lee (Manager) Phone: 01952 381530
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About Healthwatch Telford & Wrekin (HWT&W)

Healthwatch Telford & Wrekin 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?

Healthwatch Telford & Wrekin 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-checked staff and/or volunteers called Authorised Representatives. 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'.

Purpose of Visit

To engage with residents to find out how their dignity and independence is being respected and supported in the care home environment. We want to hear about their experiences and those of any relatives/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 service users and staff, only an account of what was observed and contributed at the time.

Context of the Visit

Local authority challenges within a financial environment which has been under increasing pressure impacts including on provision for council-funded care. Lakewood Court is a T&W Council-provided residential home providing long term, short term and respite residential services for up to 18 adults between ages of 18 and 65+ who have learning disabilities or on autism spectrum disorder, and may have physical disabilities, with complex or high support needs, including dementia.

The visit to Lakewood Court would find out any impacts of this on the delivery of the service since the last Healthwatch Telford & Wrekin visit, and understand the residents experience of care. The visit was announced, and we told the manager the date and time of our visit.

What we were looking at

The focus of this visit was to:

- Speak to residents about their experiences of living in the home - understanding independence, exercising choices, their meals, activities (in and outside the home) and wellbeing
- Observe the home environment and staff interactions with the residents
- Staff feedback on providing the service to the residents.



What we did

When we arrived at the home, we spoke to the deputy manager about the care and support of the residents, about the home environment, and 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.

We then went to speak with any residents present in the home who were willing to talk to us. We were able to chat with a few of the residents, but in many cases, we had to rely on the staff present to assist the communication with those residents who primarily use non-verbal methods. In observing the interactions between those residents and staff we were confident about what we were told.

What we found out



Lakewood Court is a purpose-built modern residential home situated in the Dohill residential area of Wellington, with attractive green-areas nearby and within reach of local shops and Wellington town and amenities. Lakewood Court offers tailored personalised care and support in a residential setting to live happy and healthy lives, promoting independence, choice and enablement of living skills, and community involvement.

Conveniently situated next door is a well-equipped day centre - Lakewood Court Wellbeing Centre, which provides residents and the wider community stimulating and meaningful wellbeing and enablement activities during the day.

The Home - Premises

We found Lakewood Court Home to be a modern building in good order, well decorated, and with good furnishings including clearly personalised decorations. Lakewood Court is organised into three 4-bedded units designed to wheel-chair standards with individual resident bedrooms (with en-suite), a shared unit bathroom, laundry facility, kitchen-dining room, and lounge. A few individual independent-living flats cater for respite visits, for those with appropriate levels of independence capacity, or developing this prior to moving to a community setting.

The layout of the building is easy to navigate for those living and working there as well as their relatives and visitors, and there is ample parking as well as nearby access to local public transport. The corridors are wide giving good wheelchair access, and external door security is good (opened by pressing a button; the front door and hallway is visible from an adjacent administration room), as well as see-through glass internal doors to each corridor unit. A lift to first floor was not working on the day of our visit and this had been out of action since the weekend. This provided temporarily constraints for those wheelchair-bound residents to easily go out or visit the other floor if they wish (particularly those on the first-floor). Staff



commented the lift was usually very reliable, but the mechanisms appeared to have been affected by the summer heatwave in progress. Staff also suggested the hot weather had provided ventilation and light problems for some of the upstairs rooms.

The surrounding grounds are well-tended, with flowers and borders around the entrance, and at the rear some raised flower beds. Paths provide access for wheel-chairs and there is a shed, a large disability-friendly swing, several bird-feeders, BBQ, and outdoor tables, chairs and umbrellas. We saw some washing outside drying, making good use of the hot weather.



The lounges look bright and spacious, homely, clean (no obvious odours) and tidy, with comfortable armchairs - many with riser/recliner functions, and ample room for wheel chairs and walking frames. Several coffee tables provide a surface for residents to put things down including their personal belongings, family photos and for one - her knitting. There are shelves of books, a TV, pot plants on window sills, and photos and pictures on the walls. Downstairs, doors lead out to the rear garden and the windows are decorated with flags (from a recent BBQ event). The kitchen-dining rooms are bright and spacious with comfortable chairs for those wanting an alternative room to their lounge or their bedroom, or when wanting staff-company during meal preparations. There are notices, pictures and a calendar on the wall, and each unit kitchen has a fridge, cooker, plenty of cupboards for food, crockery, utensils and pots/pans and a family-size table for meals.

We were invited to a resident's bedroom and found it homely and cosy. Residents can choose their decoration, furnishings and furniture (we were told some with the help of a relative) and some have a TV. Family photos, other pictures and 'signs/plaques' on the walls continue the personalisation of their surroundings, and personal objects were evident such as magazines, CDs, models etc according to their interests. All rooms were tidy

On the first floor is a communal residents multi-purpose room with some soft flooring mats and a sofa and chairs. This is used according to resident interests for arts and crafts activities/projects, music and TV/films etc including activities organised by staff.

Also, on the first floor are several self-contained flats, with bedroom, bathroom, and kitchen-diner-sitting room. Some have a connecting door with the next flat. One of the flats is occupied with a long-term resident who has some capabilities and preference for independence. In the sitting-room area there are displays of the



resident's hobby collections and plaques and pictures on the wall as well as a grandfather clock.

Another flat is occupied by a respite resident who was staying for a month (with a support worker present). The resident bought with them their many collections of CDs and magazines which they insisted must be arranged precisely as wanted.

In another flat, there is less personalisation of the furniture and décor in the flat. At the time of our visit, the washing machine was not working.

Residents feedback on living at Lakewood Court

We met seven (7) residents in total including residents in three (3) in flats. Some of the residents were not able to chat to us or had various levels of communication difficulties; staff present joined in the chat to help the residents communicate their answers to our questions and share their experiences. Residents all appear content and happy and are well dressed. All but two (2) were happy to talk with us and tell us about their lives at the home.

Independence and choice

We found out that residents can get up in the morning when they like and go to bed when they wish at night. One resident explained that they are involved in choosing new clothes to buy. One resident showed us their room and happily explained they had been involved in choosing the decoration.

One of the residents told us they are a regular user of the internet. We were told that Residents can use Skype if they wish to contact and communicate with relatives when relatives are not local.

One resident had recently celebrated their 70th birthday and several family members had joined them for the celebrations.

One resident likes to cook and knit, and they told us they go to a local 'knit and natter' group during the week. With the lift out of action, the resident was unable to go this week. One resident told us their favourite colour was purple and they had painted their finger nails this colour. The resident enjoyed occasional shopping trips in Wellington to buy makeup.

When in the kitchen a resident agreed they sometimes help with meal preparation, and sometimes the residents will put their plates and cups in the sink after meals, depending on how they feel at the time.



Meals

We were told menus are tailored to individuals' preferences and are planned on a 4-week rota, with weekly deliveries from a local supermarket, though it was not made clear how much input the residents have to the goods on order. We did not observe if there was a meal plans for the day, or week, posted in the unit kitchen-diner. On some occasions some of the residents may walk to local shops combining this with personal shopping. Others may also join other food or general shopping trips further afield, but these are more difficult for staff to arrange and support (transport and staff support).

Residents are given afternoon team and biscuits, and one of the residents told us they really loved chocolate cake!

We did not hear that 'takeaways' or 'treat nights' happen periodically for residents.

Healthcare and wellbeing

Two of the residents we spoke to have epileptic seizures and have head guard helmets to hand to protect them during an episode. One of the residents had suffered a broken leg and so had a new 'walker' nearby with additional functionality.

Relatives and others visit the residents whenever they want and are always made welcome. Relatives of one resident visits at Christmas and also ensures they attend the resident's care reviews; family of another resident did not visit regularly. Resident birthdays are celebrated in the home, either with a BBQ (in summer, weather permitting) or a tea party.

We were told that staff work hard to find out what makes the residents happy. We met one of the residents who at our previous visit had been living within one of the unit groups. We heard that since then, the resident had been happier to have more independence and was able to move into one of the flats. The resident seemed very happy and comfortable, with personal things around them. The resident is moderately mobile, staff visit periodically, and the resident did not seem at all lonely.

Staff commented that another resident had become unhappy and a recent hospital stay had demonstrated that the resident was far more content being independent and on their own. Everything possible was being done by staff to find the resident an 'assisted-living' bungalow so with carer support they could live alone.

Residents and staff told us about various activities offered during the day with art and craft materials available from the communal activities room; some of the art and craft work is on show. Staff encourage and support residents in their interests - whether favourite music and band/singers (such as an ABBA fan), collections, and hobbies, which may involve visits or trips outside of the home. One resident told us about the squares they were knitting for church charity blankets. On Tuesdays there



is a drama and dance session, and some residents have also taken part in golf at Horsehay, and bowling. Residents also told us about the bingo sessions arranged.

The residents took delight in showing us their individual 'snow globes' - these had been obtained at a holiday trip for residents in Blackpool. Residents had each chosen their own globe. One of the globes depicted a nativity scene and the owner explained that the resident was religious and liked going regularly to church. Residents and staff told us the holiday was a great success and more holidays are planned. Visits had also been made to London in the past.

Staff interactions with the residents

We observed a team of caring staff who provide support and care for the residents according to individual needs in a safe and comfortable home setting. Carers interact well with the residents. The staff clearly knew the individual personalities and residents showed they liked engaging with them. We saw them laughing and chatting with the residents, able to understand each resident according to their communication capabilities - the gestures and sounds used, and affirmations of preferences and interests.

We saw a staff member responsive to a resident's need to visit the bathroom which we observed was handled in a prompt, quiet and supportive manner respecting the resident's dignity.

During one conversation with a resident, one carer recounted a recent family wedding which she had also shared with residents during the preparations and event. One resident enthusiastically told us what they knew about this with evident enjoyment, describing the wedding ring which had particularly made an impression on the resident. We suggested the resident might like to see some of the photos when available, and they agreed clearly delighted with the idea.

Staff feedback

Support and care can range from intensive support needs requiring high levels of manual handling and appropriate equipment, to those with moderate or varying levels of care, support and supervision.

During the day, Units are supported by one member of staff, except where a resident needs one-to-one care. As appropriate, staff support each other when handling necessitates this. Some of the staff we talked to had been carers at Lakewood Court for 6 and 8 years and told us they liked their job and enjoyed the work with the residents. They were content apart from shortage of staff which they said made their jobs harder. The scope of their jobs had increased, and as cleaners and cooks are no longer employed, staff now do everything in the units. The staff we talked to commented that there was plenty of training on offer, but we did not hear if undertaking the training was being impacted by staff numbers/shifts. Staff



commented they felt supported by the seniors and manager who they said were easy to talk to, and they felt comfortable bringing any problems to them.

Filling vacancies and staff recruitment was mentioned as a problem. We were told that this is made harder because though they receive an acceptable number of qualified and 'hopeful' responses to job advertisements, there was a high drop-out rate for attending interviews, and management would welcome any suggestions to improve successful recruitment.

The deputy manager explained that the individual flat units were not used to capacity, and that respite offerings were constrained as the home did not have the staffing numbers to be able to provide any care support needed. Those now coming in for respite must themselves provide for the required care support resources.

More staff was a clear improvement suggestion from all staff we talk to.

Summary of Findings

- Residents appear content and said they are happy living at Lakewood Court in a 'shared' and homely setting.
- Where the home is not right for a resident, they are helped to move to appropriate alternative accommodation.
- A modern comfortable, clean, and safe home environment is provided with opportunities for residents to express their décor preferences within their own room and with pictures and personal items, and in communal areas.
- Residents said they like their meals, and events such as BBQs and birthday tea parties take place.
- Some residents who are more mobile can shop locally for personal items.
- Residents happily recount events in their daily lives - their interests, hobbies and the activities they undertake, both within the home and in the community - examples include knitting, craft activities, regular drama & dance sessions, holidays, occasional day trips, attending church, golf, and organised club activities.
- Staff are caring and enthusiastic about their work and the residents, providing care and support in a happy and safe home setting.
- They engage with the residents, using their knowledge of the individual's needs and preferences and their communication capabilities/styles to enable appropriate independence and wellbeing.
- Staff suggest more staffing would be an improvement to support they can give residents and would help in supporting provision of respite opportunities available.



Recommendations

- Staff bring in photos of the events and activities they share with residents (e.g staff family wedding photo)
- If not already undertaken, arrange for periodic 'treat' meals, and occasional 'takeaways' for the residents.
- If not provided, post a weekly meals calendar in each kitchen, and ensure resident input is sought for shopping orders
- Make the events and activities chart/calendar(s) more visible for unit residents
- Reach out locally (Council, Job Centre, Employment Agencies, etc) for support to improve successes in the recruitment process.
- Research possibilities of local sponsorship and/or extending scope of respite offerings to increase resources available, and capacity usage of the individual flat units.

Service Provider Response

Healthwatch Telford & Wrekin received the following response from the manager of Lakewood Court Residential Home to this Enter & View visit in July 2018, and the report.

Thanks for the report.

Just something to clarify mentioned in the report: Skype is not something we use in Lakewood court - there must have been a misunderstanding of something said.

There may be a misunderstanding around Respite provision. 2 flats are used for respite, but at the moment we are only using one. The reasons for this are that the customers that use it are staffed 1-1 over a 24-hour period. When the respite customer comes in, we don't want it to impact on the rest of the house, so we have a bank team that just covers respite.



Acknowledgements

Healthwatch Telford & Wrekin would like to thank the residents and staff of Lakewood Court Residential Home 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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