



Details of visit

Service address:

The Villa

The Villa Residential & Nursing Home, Park Avenue, The Maddocks, Telford, Madeley, Telford, Shropshire TF7 5AE

Service Provider:

Lotus Care

Date and Time:

19th November 2015, 9.30am

Contact details:

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

Publication Date:

Acknowledgements

Healthwatch Telford and Wrekin would like to thank the service provider The Villa Residential and Nursing Home (Lotus Care), people who use the services, their relatives, visitors and carers, and the 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 of activities is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to hear about 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 delivery of the services, and talk to 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. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit. 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 users of The Villa Residential/Nursing Home services, to understand how dignity is being respected in the care 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 also 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.

Two authorised representatives were assigned to the visit. We 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, medical or special reasons.

The representatives explained to everyone they spoke to why they were there. They spoke with 9 Residents, and 2 relatives/visitors/carers present with the residents at the time of the visit to ask them about their views and experiences of the residential care services.

We spoke with 5 staff, management and other professionals present to hear about their contributions to services provided - quality of care, safety, dignity and respect, and acknowledging Resident and families' wishes. During the visit we also planned to observe delivery of the service. Observations were gathered while walking around the residential home's public/communal areas to gain an understanding of how the home actually works and how the Residents engaged with staff members and the homes facilities. A guidance list of dignity and respect topics was also prepared to support the observational activities



Summary of findings

At the time of our visit, we observed that The Villa Residential and Nursing Home was operating to a good standard of care with regard to Dignity and Respect.

- We observed staff encouraging residents to be independent and offering the level of support needed.
- Staff told us that residents that are able to go to the local shops/banks and to the Town Centre to do their shopping.
- We observed staff taking time in talking with residents while still observing if residents needed assistance.
- The home had Wi-Fi which helped a resident keep in contact with her family members.
- Residents are encouraged to continue with their hobbies.

Results of the Visit

The home is registered for 33 residents but currently houses 31; residential and nursing care is offered for people with Dementia and Respite and Mental Health care services. It is situated in Madeley which is an old town and part of the new town Telford; it is tucked away in a quiet residential area. The home is a grand old house with a large extension at the back. To the front of the house is a grassed area with a greenhouse and a chicken house/run; the residents like the chickens. Patios are arranged to provide seating and a large wooden gazebo - the residents call it a shed. Residents use this as a smoking area; it's fitted with tables and chairs and surrounded by numerous plants and shrubs. Along the side of the house/new build is a raised grass area with shrubs.



The manager told us that they promote a healthy lifestyle and encourage residents to keep up their hobbies and interests, wherever possible. Many residents are mobile and can go out to the local shops/banks, some residents go to the town centre and one resident likes to run errands to the local shops. Relatives' and Residents' meetings are generally poorly attended. However, the manager has an open door policy for everyone and their concerns and questions are dealt with straight way wherever possible, and this approach seems to work. Residents normally keep to their own dentists, and an optician will visit the home, as does a chiropodist for the elderly residents. Doctors visit the home, but some residents go to their own doctors if they are able.

In the new build all rooms have en-suite facilities, but In the original house, rooms have a much smaller en-suite - a sink and toilet. Bathrooms/shower assisted bathrooms are opposite the residents' rooms, as well as a disabled toilet.

Residents have a choice on the times they get up and go to bed, and the clothes they wear. For those residents who cannot make a choice, Carers try to show the residents some clothes to see if they agree with their suggestion (choice). The residents we saw were appropriately dressed and well groomed; some were dressed for going outside (smoking shed).

Before residents come to the home they are visited by the manager to assess their needs, resident/family members are invited to visit the home to see if it meets their needs and feels comfortable for them.

Lounge

There were 15 residents in the main lounge area. One resident was having his nails clipped by a care worker who has been at the home for a number of years. The Carer seemed happy in their work; they commented that they felt that they could go to the manager with any problems. During this conversation a nearby resident dropped a drink on the floor and another carer responded immediately, reassuring the resident, cleaning the floor and putting a wet floor notice in place.

One resident we met several times during our visit in different areas was not able to respond to our questions, but appeared happy and had a high degree of independence, being able to go out shopping alone and sometimes to the Town Centre. Other residents seemed contented but were not able to respond appropriately to engage in conversation. One resident was dressed with their coat on as they were going out shortly; they told us that they were pleased with the care they receive and that the food was excellent. The only criticism we were told about was that the activities seemed to be the same every week and people said they would welcome more variety. Another resident agreed they were well cared for and felt safe. Residents said it was brilliant here (at the Home), the food was fantastic with plenty of choice and nothing was too much trouble for the carers. They thought being able to get up when they wanted to, and go to bed when they liked, was good for them as some of them preferred to go to bed later than other residents. Two more residents we talked with enjoyed living in the home, they thought they were well cared for and the food was good. They thanked us for taking time to talk with them, and said they thought it was a good thing that we were doing.

Family and Friends

We spoke with 1 family member and 1 friend. They told us that they felt that the home was brilliant, their family member had moved to the home and at first he was a bit agitated, but now was settled. They told us they thought that he ate well. They said that staff were caring and quick to respond to residents' needs. The family member said they had the opportunity to be involved in the Resident's care plan. They visited at least once a week as they lived out of the area, and more often if they had a lift.

Activities

There is a separate activities room which was warm and brightly decorated. The activities organiser is in attendance between 10am and 4pm each day. The room was being prepared for activities involving skittles, hoops and bean bags. Residents were brought into the room and two residents told us they were looking forward to the activity session. Other activities the residents told us they like are singing, Bingo, pamper day, and the film and popcorn activity is also well liked. One resident has their cat living with them; this is the only pet currently in the home. There is a monthly "Healthy Walk" scheme in operation around old Madeley and accessible to all, where a member from Telford and Wrekin Council comes to walk along with the residents. Those who are mobile are encouraged to participate and

wheelchair users are also welcomed. The home had Wi-Fi, and one of the residents used this to contact their family who lived a long distance away.

Residents Rooms

We were shown into a typical resident's room. The room was warm and clean, with wipe clean flooring; this was continued throughout the home in most areas. Residents' personal effects made it look homely. Most residents have the bedroom furniture provided by the Home - including a divan bed with padded headboard, wardrobe and a comfy chair. Hospital type profiling beds were only used for residents with special nursing needs. For those residents with Dementia their rooms have a personal photograph on their door.

Dining Room

The dining room was pleasantly furnished, warm and clean, and there were flowers on each table. We were told that residents are encouraged to eat in the dining room, but can choose to eat at individual tables. There is a good menu choice and residents choose meals during the day before, and meals can be changed on the day if necessary. If the resident does not want anything from the menu, the chef will cook something else for that person. We were told that residents with special dietary and nutritional needs are catered for, as were a number of residents with swallowing difficulties. The kitchen area was observed to be clean and tidy.

Staff and Training

Most of the staff seen are mature carers, and some have worked at the home for many years; we were told there were also several generations of family members working at the home. During the daytime there are 5 carers and 2 nurses. One extra carer comes in between 5pm - 10pm to give additional help with preparations for bed, and behavioural difficulties, which tend to happen later in the day. In the evening there are 2/3 carers and 1 nurse. New staff have a 12 week training course, 6 weeks of this covers end of life care and 6 weeks Dementia training. There is also a 2 day course on 'moving and handling'.

Medication and Personal Care

Medication is given where the resident is at the time, or in the dedicated Medication Room. Personal care is given in the residents' room. For end of life care, residents are nursed at the home, and not transferred to a hospice. The home calls upon the support of Macmillan nurses, tissue viability nurses and specialist nurses as needed and appropriate. The manager recently invited 'infection control' team, and the CCG, to inspect the home to ensure it is conforming to all regulations. This was a half day inspection and a report from their visit was produced.

Recommendations

1. Regularly introduce new activities for the residents, or try "taster" sessions to see what stimulates interest and a positive response.

Service Provider Response

The draft report was provided to the manager of The Villa Residential/Nursing Home for comment but Healthwatch Telford and Wrekin received no response.