



Details of visit

Service address:

Service Provider:

Date and Time:

Contact details:

Publication Date:

Lake View Residential Care Home, TF31LB

Sanctuary Care

24th November 2017 1.30pm

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

Acknowledgements

Healthwatch Telford and Wrekin would like to thank the service provider Lake View residents, 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 from those who use the services 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 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 safeguarding policies, and serious concerns may result in 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 service users of Lake View to understand how their dignity is being respected in the care environment, and how those affected by Dementia are supported to have the best life that they can.
- 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, and on Dementia.
- 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. They met with a member of management before speaking to anyone in the home and took 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. They spoke with 8 residents, and 2 relatives/visitors/carers present with the residents at the time, to ask them about their views and experiences of the care services. Representatives spoke to 3 staff, management and other professionals present to hear about their contributions to the service provided - quality of care, safety, being treated with dignity and respect, and acknowledging Resident and families' wishes. During the visit, representatives would also

observe the delivery of the service; these observations were gathered while walking around the premises (public/communal areas) to gain an understanding of how the home actually works, and how the Residents engage with staff members and others in the home. We would like to thank all the residents, family members staff and management for making us feel welcome and assisting us in our visit. This is only a snap shot of time which we spent in the home. A guidance-list of dignity and respect topics was used to support the observational activities.



Summary of findings

- At the time of our visit to Lake View we observed that care given to residents was person centred, which supported the dignity and respect of residents.
- Residents told us “it feels like a hotel; good food and the staff are so kind and helpful.”
- Family members told us they felt that the staff are “very good they make you feel part of the family; if I do have a problem it’s sorted very quickly. I can come and visit day and night, I’m always welcome.”
- One resident told us they can come and go whenever they want, as long as they sign in and out. Their friends are made welcome, they even stay for lunch!
- Staff told us they feel supported by management, it’s a good place to work.
- We observed some staff getting down to the residents’ level when having conversations with them; one staff member put their arm around one resident to reassure them, and the resident then gave a warm smile to the member of staff.
- We observed one resident who was getting agitated being quickly, calmly and quietly distracted by a staff member with a different activity; this had the desired effect of removing the Resident’s agitation.

Results of Visit

Pre-meeting with Management

The current Manager has been in position for approximately 18 months. The building is spread over 3 floors; the ground floor is residential, and the first and second floor are for residents with dementia. The home works with Community Nurses, and we were told provides ‘end of life care’ to residents to the Gold Standard. A district nurse visits daily, and the residents have 3 exercise sessions each week, with one targeted on falls prevention and the other two for health and fitness.

We were told that the staff team consisted of a manager and two deputy managers. On the ground floor there were 6 care staff, 6 on the first floor and 8 on the second floor. Night staff consisted of 2 'seniors' and 8 care staff. Support staff numbered 12 - including Chef, laundry, domestics, maintenance, and ground staff. Lake View had 5 carers as their 'bank' staff

The manager indicated there had been stability and consistency at the home since the manager's appointment; the home had their own 'bank-staff' who are on zero-hour contracts. The manager told us that this year they had used 24 hours of agency staff time in the whole year, while the rate of agency staff usage the previous year was 150 hours/week.

We were told that the home has links with a local college who send students on a four-month assignment, and with a university who send one student on a twelve-month assignment. There is currently 1 trained volunteer, and 1 volunteer awaiting the start of their training; all participants will leave trained as a Dementia Friend. (Alzheimer's dementia awareness session).

An incentive scheme for residents and staff had been introduced aimed to highlight acts of kindness. All nominations came from Residents. A monthly prize was donated by the manager, and others provided by the Sanctuary Care organisation. As well as the monthly award, there were also quarterly and annual awards.

A permanent Activities Co-ordinator works in the home and we were told the families of the residents were involved in planning activities. An activities trolley that was designed and built by residents is in use, and 'Doll Therapy' is used. Outings are organised - recently some residents went to Barmouth for the day. Activities are arranged with several local schools for young students to come into the home. There was a gift exchange system with one of the schools, and this school also came into the home to perform a Nativity play for the residents to watch. A Christmas party is arranged for Residents in December, as well as an in-house pantomime. Residents will also be visited by the Darby Choir to sing popular carols. The Home had recently conducted some fundraising to buy an iPad for the residents to use FaceTime and Skype to communicate with and keep in contact with their relatives who don't live locally.

We were told about past activities which had included a 'pretend' wedding ceremony so that a resident could be involved as if they had attend the actual family wedding celebration. A week was designated as a 'Cruise week' with activities and events simulating being on a cruise. On one day a theme was Italy and Residents were served pizza; other similar events had included Germany and Spain themed-days.

The manager told us that a close relationship had been developed between residents and staff, and that some residents had attended the wedding of a staff member. Staff had swapped shift days, or come in on days-off, to join in with the activities - we were told an example of this was the Halloween event held this year. We were told that visits out of the Home could normally be arranged as required; these had included a pub and a football match in the past.

Visit Observations and General Findings

To gain entrance a bell must be rung, however our approach was noticed, and we entered to the main reception area where we signed in. The visit team explained the purpose of our visit and asked management about any residents who could not be approached due to ill health or family requests. We noticed the Healthwatch visit poster with our information stand and 'feedback box' which was prominently displayed.



The reception area was clean, fresh, bright and neat, with a lift giving access to the upstairs floors. Against one wall was a decorated sweets trolley - which we were told the residents love; this also included hand-crafted cards for sale, made by the Residents.

The home has a local five-star Food Rating and all food is cooked fresh on site. At present the Winter Menus are being tried by residents; residents provide feedback on their experiences of the new menu at the next Residents and Relatives meeting.

On the car park grassed area is a shelter for smokers' residents and staff. We observed one resident

smoking with a carer close by, together with another member of staff on their break.

Residents Told Us

A resident told us they can go out to see family and friends and that the home was nice and clean, they could have hot and cold drinks throughout the day, "everything I ask for, staff assist me to get it." All residents we spoke with said they felt safe. Some residents felt that on busy periods in the day bells weren't answered so quickly, but they understood that other residents had made calls from their rooms. Residents said there are quiet rooms where residents and their relatives can go sometimes, especially if it's a birthday celebration or a family gathering. Some residents told us they can get up when they want to and go to bed anytime; some residents needed assistance and staff helped them if needed. Person-centred care was apparent as we spoke with residents. Staff were observed knocking on residents' doors before entering. They spoke in a friendly manner to residents and asked if there was anything they needed. On one occasion the staff member didn't have to ask as they already knew the resident well and had understood what the resident wanted. We were told by some residents that they thought that a second member of staff to assist would sometimes be useful. Residents mentioned when they lose their mobility and require more care (until they get their mobility back), or if they had a bad day - someone would be able to assist them until they got their independence back.

Residents told us “it’s like a hotel, my friends like coming here.” “I feel safe and my family don’t have to worry about me”

Some of the residents we spoke with had mixed views on their food. A small fridge is incorporated in each room for residents to keep their own personal supplies of snacks/chocolates and beverages. One resident said they liked the food fifty/ fifty; other comments made included - “food is lovely but only a few choices offered, biscuits and cakes are offered, and staff ask, or I could ask for hot drinks”. “Two choices to choose from and I feel full afterwards”. “Food is good - plenty to eat and variety of food available; I don’t eat it all”. “Food is good - I have a choice of food which I order the day before.”

Residents told us that “the carers are good, they do their best, they are so friendly, and they know my likes and dislikes. They support me when I need it, but they encourage and support me to be independent and we have a laugh”. Two residents we spoke with have become close friends; they told us they have a laugh, help each other, and talk to one another - this passes the time. Another resident told us they like sitting in their room in the afternoons they could watch passers-by along the road and watch their programmes on TV.

WIFI is provided in the building and is available to all residents. Some residents have purchased their own secured packages for TV, landline and mobile phones. Residents told us “I use my mobile to keep in touch with family.” “I use the computer to look at the internet.” “I like watching different programmes in my own room.” A couple of male residents told us they like to watch football.

Before a resident enters the Home (from their own home or a hospital) they are visited by a member of staff who carries out an assessment and checks to see if each party is fully informed and is happy with the information they have. We were invited into the rooms of some of the residents. We noticed they were bright, light, clean and fresh, with the beds made. We were told that the home provides furniture, TV, and a small fridge, and residents can if they wish bring items of their own furniture and any other personal small items to make their room feel like home to them. Some rooms had ‘memory boxes’ outside, with pictures inside; this helps those residents living with Dementia to remember their own room. Each resident can have their room decorated and carpeted/ laminate laid to their choice before they move. A visiting family member told us they had had to stop the discharge from hospital of their relative because their room was being redecorated and the home hadn’t checked with the family; we were told it all worked out in the end. The corridors throughout the home are wide, well-lit and uncluttered. Doors have signs with pictures, so residents know what is in the room.



Meaningful Activities

We were told by the Activity member of staff that although they plan a weekly programme, it isn't fixed because often residents want to do different things. This supported the person-centred approach to care. Some residents told us they enjoy doing craft, and particularly they like making greeting cards. These are then sold, with funds raised going into the 'comfort fund'.

Listening to music is another pastime enjoyed by residents. Some residents like to knit, and we observed one resident just starting to knit. A member of staff was observed with several residents playing softball into a goal net in one of the lounge's, and one resident had a big smile on their face when they kicked the ball to another resident. They only gave the ball a soft kick, but the grin on their face showed they were enjoying the activity. Some residents they told us they enjoyed bingo - a firm favourite. Residents told us they enjoyed the visit of 'Rupert the horse' as well as other pets, and singers, and they especially liked the visits from the school children.

We were told of an occasion of a significant birthday for a resident when the Activity staff member decorated a lounge for the occasion for the family and residents; one resident commented how good the room looked and told us a picture of the event went in the local paper. The home provides a hairdresser's room which is popular, and a tea shop with beautiful china - we were told residents loved having the tea shop open. We observed that the Home worked with the local library service to bring in books including reminisce books, as well as jig saws and themed memory boxes - e.g. of the seaside, war years and many others. We were told this is a relatively new and expanding service provided to residential homes, as well as the general community in Telford and Wrekin.

One resident told us that they like company, and that the activity staff member goes to all residents to encourage them to take part in the activity of the day. A couple of residents commented on the exercise activities that they enjoyed, and another resident told us when it's warmer, they can go out walking locally with a member of staff.

Relatives told Us

One family member told us they visit their relative and can assist them in eating. They were very appreciative of the staff and commented they "felt part of an external [*large*] family, staff members are great, they are all lovely, cannot fault the place or staff you can ask questions, the manager's door is always open. You can help yourself to drinks and make the resident a drink, and you can get to know the resident's names."

Another family member indicated that their relative was settling in and so far, it was good. They added that all clothing was named, and it was duly returned washed, dried and put away. The Home had been recommended to them. We



enquired if the relative was aware of the Home's complaints procedure. Though the family member said they were not, they added that they would go to staff if they had any concerns.

Another relative visiting a resident commented they have regular contact with their resident family member and staff keep them informed. "The staff are brilliant and support their family member very well. The food they have seen appeared very good, and they (relatives) could make themselves a drink when visiting". The relatives told us they are invited to Resident and Relative meetings at the Home which are held regularly, and that they are aware of how to make a complaint if it was needed.

Observations Made During the Visit

On one floor-level we found it easier to make observations of interactions between staff and residents. Staff were observed playing a ball game and a good interaction between staff and residents was observed - which included banter, encouragement to residents to join in, and laughter and smiles from residents. One to one interaction between a resident and staff member was observed - this was done quietly and in a low tone of voice and seemed to engage the resident and encourage participation in an activity.

Throughout the home we found it clean, fresh and well-lit with no unpleasant odours. There was good clear signage on the doors, with pictures and words which stood out. In places along the corridors reminiscence items were on display - a basket of costume jewellery, and an old singer sewing machine to name a few.

Staff

We were told by residents that staff were kind, considerate, thoughtful, lovely and brilliant; they look after us. Staff we observed spoke in a friendly manner to residents, they knocked on residents' doors before entering, and before they left the room they asked if the resident needed anything else doing. They were observed treating the residents with dignity and respect. On one occasion we observed a resident who was having their afternoon drink and biscuit didn't have a nearby table to put these down on. A member of staff went away to get a table and was heard before they left to ask the resident if they needed anything else.

Staff told us they liked working at the Home, they felt supported by management and by their colleagues, and had access to appropriate training as needed. Staff told us they felt able to raise any concerns with management if they had any and were encouraged to make suggestions.

Written Feedback

Prior to our visit, information about Enter and View, Healthwatch Telford and Wrekin, and blank 'Feedback forms' were provided and displayed for residents, visitors and relatives to complete. The following are some of the feedback responses provided by residents and relatives in completing these forms which were posted in a secured labelled 'post box' provided by Healthwatch in the home. Those providing feedback were also invited to give a star-rating in different areas of care. Overall most areas received a 4-star rating or higher, however 'waiting times' and 'quality of food' were rated as 3-star. One

feedback response rated the 'overall experience' as 3-star but gave positive feedback comments.

Feedback comments provided:

"Lake View - straight from hospital and like it so much I stayed here. I had looked at other homes, but Lake View was by far the best"

"My daughter went and looked at different homes, then bought me here, it took me a while but have settled in well now - I have been here for 2.5 year and staff are so good I wouldn't want to be anywhere else"

"it's nice and local so my daughter can visit me"

"My father came in on respite approx. 18 months ago. Myself and family all agreed it was an excellent place"

"I liked it so much I thought I would stay as everyone is kind and friendly"

"Once I was better, I was told I couldn't go back home. Two ladies came to visit me and told me about Lake View, so I agreed to give it ago. I very much like it here, everyone is kind, we are a family, and this is my home"

Recommendations

- Review the complaints procedure and the mechanisms for providing information to relatives and residents about this and ensure this is communicated as needed.
- Explore making regular use of the new Library Services for the residents, and particularly the various offerings for people living with dementia.
- Continue to encourage relatives to attend and contribute at Residents and Relatives meetings.
- Continue fund raising to support the provision of additional tablets/iPads to further enrich resident activities and expand their contact with family members.
- Consider re-starting a Dementia Café in the Home, inviting the local community into the home for these occasions (*plenty of information is available about this on the internet*). An invitation to attend and support the launch would be welcomed.
- Periodically review the services provided to ensure the needs of residents are being met as needed.

Service Provider response

The manager of the service confirmed factual accuracy of the report.

Recommendations	Response
Review the complaints procedure and the mechanisms for providing information to relatives and residents about this and ensure this is communicated as needed	Complaints are discussed at all meetings with residents and families as per company policy
Explore making regular use of the new Library Services for the residents, and particularly the various offerings for people living with dementia	We already have the library attend on a monthly basis to change our books and provide hearing books and large print for specific residents, this was discussed the day you visited
Continue to encourage relatives to attend and contribute at Residents and Relatives meetings	We always encourage families to visit.
Continue fund raising to support the provision of additional tablets/iPads to further enrich resident activities and expand their contact with family members	We fund raise constantly
Consider re-starting a Dementia Café in the Home, inviting the local community into the home for these occasions (<i>plenty of information is available about this on the internet</i>). An invitation to attend and support the launch would be welcomed.	This is something we will look at later in the year to see if it takes off
Periodically review the services provided to ensure the needs of residents are being met as needed	Company review the building with surveys results are posted around the building , we hold weekly residents meeting run by the residents for any improvements