

Enter and View Visit Report

RODEN HALL

Visit date: 21/11/2022

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Roden, Telford TF6 6BH

Contents

About Healthwatch Telford & Wrekin	3
What is Enter & View?	3
Details of the Visit	4
Purpose of the Visit.....	4
Context of the Visit	5
What we were looking at.....	5
What we did.....	6
What we found out about the Home	6
Summary of findings	12
Recommendations	12
Acknowledgements.....	12

Acronyms and Terminology

CQC-Care Quality Commission.

About Healthwatch Telford & Wrekin

Healthwatch Telford & 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 Telford and Wrekin (T&W) receives 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 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. 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, which results in the producing and publishing of a report.

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



Details of the Visit

Visit Details:	
Service	Roden Hall
Provider	Rotherwood Healthcare
Date and Time of visit	21/11/2022 @ 14.00
Visit Team	3 HWT&W Enter & View Authorized Representatives.
Service contact details	Name: Nina McFee Phone: 01952 983366 Address: Roden, Telford, TF6 6BH

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 residents' 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 HWE 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 our Authorised Representatives with the benefit of their previous experience and with the evidence from their observations produce visit reports. These are shared with the providers, the public, Care Quality Commission (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 Care 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.

Roden Hall is currently rated ‘Good’ by the CQC, last review 2021.

The visit was **‘announced’** - we informed the Manager of the date and time of our visit.

What we were looking at

The focus of this visit was to find out if the residents of Roden Hall are happy living in the Home. We wanted to learn about:

- the environment
- the experiences of people living in the Home
- activities
- visiting
- choices available to people

- staffing levels and staff training



What we did

When we arrived, we were met by the Manager and the Quality Assurance Manager.

We signed in on a tablet system which can also photograph visitors for security.

We spoke with residents and visitors who were willing to talk to us, including residents in the lounge and in their rooms after asking permission to enter the room. The manager gave us a list of residents who should not be approached, due to medical reasons, or issues regarding their ability to give informed consent. We also spoke to available staff.

We spoke to 8 residents, 7 relatives/visitors, and 5 staff (3 carers/team leaders, 1 activities coordinator, and 1 nurse).

During our visit, a 100th birthday party was being attended by many of the residents in the main lounge, with balloons, cake and a singer for entertainment. We were told staff training was also being held.

Afterwards we met with the Quality Assurance Manager to discuss our visit and to give feedback.

What we found out about the Home

Roden Hall provides Residential, Nursing, Palliative and Respite care.

The Home is a relatively new build in Roden, Telford.

It has 68 rooms (33 residential care rooms on the ground floor, and 35 nursing care rooms on the first floor). All rooms have en-suite toilet, washbasin, and shower.

At the time of the visit there were 63 residents: 32 on the first floor Nursing unit, and 31 in the ground floor Residential unit. The Home has a five-star Food Hygiene Rating.

The home states that it supports early onset dementia patients and may arrange to transfer residents to a different home when their dementia progresses.

The Home has range of lounges and dining spaces. Facilities include a theatre/cinema room, Berrington's café, activity room, library, Golden Oak Pub, hair and nail salon, cinema room, terrace and balcony. The Home employs a Lifestyle coordinator to organise activities suitable for residents' interests and abilities.

The Manager mentioned some of the activities that had taken place or were planned, including fireworks night, making poppies for Remembrance Day, weekly knit and natter, pumpkin picking, trips out, schools coming in to sing, and movie nights.

Staffing levels and training

We were told the staffing levels were:

Manager
Deputy Manager
Receptionist

Residential Floor:

Day: 1 Senior Carer
3 Carers
2 HCA (team leaders)
Lifestyle Coordinator
Head Housekeeper
Hostess
1 Domestic staff
Night: 2 Health Carers

Nursing Floor

Day: Registered Nurse
Nursing Assistant
7 carers

Night: Registered Nurse
4 Carers

The Home has recruited 14 Nurses from India, some of whom work as Care Team Leaders.

There is a vacancy for a Day Nurse.

The home use agencies they try to book the same staff from the agency, so they are familiar with the residents.

Medication is the responsibility of the Residential unit Senior Carer, Registered Nurse, and Nursing assistant, all of whom had the same training.

Staff are given dementia and challenging behaviour training.

Follow up on recommendations from previous visits

Previous recommendations:

Audit the length of time taken for call bells to be answered – the manager assured us this is done as routine.

Provide appropriate signage to assist dementia residents –the manager said this had improved.

Spend more personal time with nursing unit residents – see Recommendations below.

Investigate space for wheelchair users, elevator 1st floor – the space has not changed, but we were assured that it does not cause any issues.

The Environment of the Home

Roden Hall is a purpose-built Home in the hamlet of Roden, surrounded by countryside. The Home is surrounded by its gardens which were spacious and attractive with lawns, patios and planted areas. Residents could use outside seating areas, a patio off the ground floor and a balcony on the first floor, with countryside views. The Home was spacious with large bright corridors and pleasantly decorated communal areas. The bedrooms were generously sized with $\frac{3}{4}$ sized beds. All rooms are en-suite.

The residents we saw and spoke to all appeared happy, clean, and appropriately dressed.

Most residents we spoke to throughout the Home said they were very happy and well looked after. A visitor said their relative "loves it here". Another relative said the "place is amazing".

We asked the Home to advertise our visit so that relatives and visitors knew we were visiting, A visitor said they were not aware of it, and another said they saw the leaflets laying on a side table.

Rooms

The residents' rooms were all large, well-furnished and homely, many with garden or countryside views. Some residents had their own furniture; for example one resident on the nursing floor had their own bed, bed linen and chair. The rooms of all the residents we saw contained many personal items such as photographs and ornaments. They appeared clean, but not too clinical: a visitor said – residents can "live how they want".

One relative mentioned a lack of thorough cleaning in the room, and a water spillage on the floor not being cleaned up. Mobility aids such as wheelchairs had green stickers to indicate they had been cleaned. One relative said green stickers were on furniture items that day that they were not usually on; another visitor said they had seen them on wheelchairs before, but not furniture.

The residents we spoke to in their rooms all had water jugs available with a sticker to denote the day of use.

Communal Areas

Communal areas, including the lounges, dining room, café, pub and reception appeared smart and clean, pleasantly decorated in neutral colours, and with welcoming signs. They were generally well signposted in the corridors.

The grounds were well kept and attractive. One ground floor resident's relative said they loved having their own area of patio to sit in outside their room, and being able to walk around the garden. Another resident loved to walk around the garden in fine weather.

Staff

Residents said the staff are caring, helpful and friendly. One relative said "the staff are lovely here", adding that the staff are good at caring for and understanding their parent's needs. When the relative cannot visit, staff use an iPad for Facetime video meetings between them.

Another visitor said the staff are all excellent, experienced and caring; although their relative has complex needs, the staff have found innovative ways to cope with this.

We saw staff bringing birthday cake to ground floor residents who didn't attend the party.

Staff knocked on residents' doors before entering their rooms, and knelt down to the residents' level to speak.

A visitor said staff contact them when their relative runs out of supplies such as razors.

A relative said that staff phone them with any issues, and said the manager "is very approachable". The manager helped them to contact senior management to resolve some issues, but after a while some resolutions had slipped.

The Home often uses Agency staff but tries to employ the same staff to improve consistent relationships with the residents. One resident thought there was a high turnover Staff. A relative had issues with the standard of spoken English and knowledge of British culture in some staff.

What Staff told us

The staff who we spoke to included agency staff and a senior carer all said they were happy to work in the home, that it was a good home, and that the manager is lovely, and approachable.

A staff member said it is a very good working environment - a "nice place made better by the nice residents".

Another staff member said they love their job and standard of care is good.

Head office have approved one more post which is being recruited.

Food

Some people said the food was OK or generally good. They can always ring staff for tea and coffee. Cake and prosecco are provided for special occasions. A resident said the food is generally OK; people accept that they will not always like everything, and are offered an alternative.

However several residents and relatives expressed concerns (and had spoken to the manager). Issues included the food being repetitive and too simple. For example, some commented that breakfast is always the same. A resident said lunch was "something like cottage pie" and another that the main meal "isn't that good".

We were told tea is always sandwiches and cake which were served very cold from the fridge. The Quality Manager said hot alternatives like soup and jacket potatoes were offered for tea. We heard staff telling residents what was for tea: - sandwiches, cake, and fruit without mentioning any hot options.

A relative said dessert was bought in and often the same. One resident said they wait too long for food to be served at the table.

The Quality manager said a Regional Catering manager is coming in to discuss the catering issues with the kitchen staff.

A relative said the food was not as stated on the website menus. We did not see any paper menus. Another said food delivered to the bedrooms was not hot. They also said that too much food was served, resulting in wastage, and that the meals were not always suitable for elderly people e.g. tough meat, meals lacking in taste.

One relative showed us a photograph of an unattractively presented meal for a soft diet. It was unformed and therefore unappetising. The use of food moulds would improve this.

Roden Hall Visit Enter and View Report

A visitor mentioned that a staff member who did not have English as their first language, could not describe to a visually impaired resident what breakfast consisted of. Their relative was once refused a glass of wine, but that has now been resolved.

Call bells

Some relatives said the call bells were attended to quickly, and only one person said it was sometimes not answered for a long time. The manager told us they can audit the length of time taken to respond to call bells.

When a call bell rang during our visit, staff ran to a screen to check the location.

Communication: Phones and Visitor access

A visitor said reception was not manned during evenings and weekends, and phones are not answered. The unmanned reception led to visitors having to wait to be admitted, making it difficult to visit. The manager confirmed that reception was not staffed at weekends.

A visitor left a voice message, but we heard that staff did not know there was a voice message system, or did not know how to use it.

Other visitors mentioned problems with the phone not being answered. Healthwatch themselves phoned 6 times to make an appointment with the manager, left a message, but still had to phone 4 times the next day before being answered. Relatives said they worry when they cannot contact the Home or find out how their relative is.

Staff have mobiles for weekend use, but Wi-Fi issues prevent this. The manager says the Wi-Fi will be improved.

Health Care and Personal Services

The Home uses Shawbury medical practice, with weekly Skype calls and visits as required. The surgery dispenses medication.

Families choose a dentist, or use the community dentist.

They use Specsavers as an optician.

Chiropodist visit, but some relatives said they would appreciate more visits.

A visitor told us the district nurse visited a resident regularly when they had sepsis in the legs.

Staff do 'Care to Smile' training for oral hygiene.

A relative told us a resident has a bad cut under their foot, and the nurse had to send in a photograph for authorisation on the type of dressing to use. After a week it is still not dressed. It was unclear why a qualified nurse needs to get such authorisation. We were also told that a family member had to direct staff how to take blood pressure, after they tried to do it incorrectly.

Other personal services – hairdressers and a beautician visit the Home.

Activities

Lifestyle Coordinators arrange activities in communal areas and visit residents in their rooms. The lounge was busy with residents during our visit, for a 100th birthday party with cake, prosecco and a singer.

A visitor said their relative enjoyed a recent birds of prey experience at the Home.

One resident enjoys watching football and sports on TV, and the staff will select sport on their TV for them, including when the relative leaves a note to do so.

Most activities seemed to be downstairs with fewer activities on the nursing floor. We saw a paper quiz left in a room but the resident was unable to complete it themselves. Visitors suggested that it would be nice if staff would chat to the residents for longer, even if no activities were planned.

One resident said “not much going on after tea” which is served about 4.30pm.

Visitors can bring their dogs into the Home which residents enjoy.

Laundry

One relative said inappropriate items had been put in washing machine, and another mentioned clothing sometimes being returned to the wrong person, or damaged without notification, and this resident now had laundry done by their family.

Management

One resident said their hearing aid was discarded accidentally during room cleaning – the relative is liaising with head office to get compensation but so far this hasn't been resolved after a year.

We got the impression that the manager will escalate issues to senior management, but tends to hit a brick wall, so issues are not resolved, or only temporarily fixed.

The manager told us there is a complaints policy, including an online complaints system requiring a response within 28 days.

Quality manager

We met with the quality manager to discuss our observations. Our feedback was generally positive. They listened to and understand the concerns we raised about the food, the problem when escalating issues to senior management, and the nursing floor residents needing more conversation and time spent with them.

They were unaware of the hearing aid compensation claim and will investigate.

They felt the phone system was working satisfactorily during the week.

They confirmed the green stickers are used to denote cleaning of mobility aids after use.

A resident had mentioned some residents leaving the home, but the manager said that was probably due to respite residents who can stay for a few weeks.

Summary of findings

We were made welcome by the manager and staff. The home was clean, bright and welcoming.

All residents appeared happy, clean, and well dressed.

Generally, all residents and relatives we spoke to were full of praise for the staff at the home.

Recommendations

Following our visit, we recommend:

- Improve access to the home during evenings and weekends so visitors find it easier to visit and make contact.
- Improve usage of telephone system so callers at any time are answered, and voice messages are followed up.
- Continue to liaise with head office to improve the food offered, for example to be more varied, better quality, not so cold from the fridge and being closer to the sample menu on the website. Use moulds to improve the appearance of soft food diets. Proactively offer a hot alternative at tea-time.
- Spend more personal time with the nursing floor residents, as previously recommended.
- Head Office to improve their response to concerns raised by the manager and visitors.
- Ensure the Wi-Fi improvements are completed, which will enable staff to use the mobile phones to improve communications.

Acknowledgements

HWT&W would like to thank the residents, relatives, and staff of Roden Hall for their contribution to the visit during our Enter & View programme.

Service Provider Response

HWT&W received the following response to this Enter & View visit and report from the Manager of Roden Hall in 21/11/2022.

- Page 9 “The manager helped them to contact senior management to resolve some issues, but after a while some resolutions had slipped” - We explained that this was an issue within a family as it was regarding hearing aids whilst the sister had received the claim form for the lost hearing aid, she hadn’t informed the brother-
- “We got the impression that the manager will escalate issues to senior management, but tends to hit a brick wall, so issues are not resolved, or only temporarily fixed” we feel this is an unfair statement- we often go above and beyond -one of the residents on the ground floor is of short stature and was struggling to get onto the toilet, the resident wasn’t confident with any mobility aids or support aids to help get onto the toilet- we market searched for a smaller toilet”
- Page 13 “Head Chef, is actually a Regional Support Manager who was supporting the newly appointed head chef.

Follow up visit

Follow up visit date	21/12/2022
Authorised Representatives	2
<p>Details:</p> <p>Healthwatch Telford and Wrekin went out unannounced for a follow up visit to Roden Hall on 21/12/2022 at 12pm. We arrived through the main entrance greeted by the Receptionist on duty. After signing in, we spoke with the new Home Manager, Our team lead, Jan, explained to The Manager who we are and the Enter and View process. We discussed the feedback from our Enter and View visit which were.</p> <ol style="list-style-type: none"> 1. Lack of communication, not being able to get through on the phone and difficulty with accessing the building after 5pm and on the weekends. 2. Rooms not being cleaned 3. Poor quality meals 	

4. No activity's on Nursing Unit

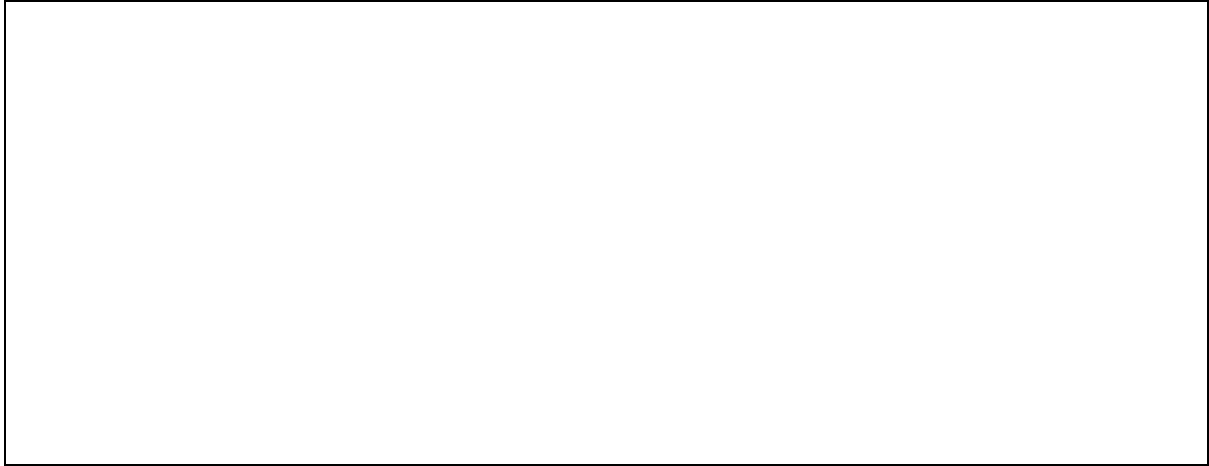
The Home Manager has been in post for 3 weeks; she explained the need for improvements in some areas and how they are acting on this promptly. They explained they have a Lead Activity Coordinator who has done some wonderful Christmas activities. We saw a lovely, creative book which was folded into a Christmas tree, We were told these went down well with the residents. The new Manager has implemented an activity plan which is person-centred and includes the nursing staff for involvement. The new Manager invited the Head Chef, to come and speak with us. They have implemented huge changes already to the menu and food quality. Their pureed meals are being presented piped to resemble the actual content of the meal and colours, There is also training for the care staff to ensure they are aware of the different levels of pureed food and the way it should be presented. They have a very person-centred approach; They want to ensure the quality of food is high and consistent throughout the home. In terms of food temperature, the catering team are using hot plates to keep the food at a warm temperature. They also mentioned that they are looking into the home having a serving trolley to be able to bring the food into the rooms and serve fresh with the residents. They are mindful that this applies to drinks as well as food, they want to ensure residents have their own pot of tea and cups instead of this being poured from a trolley and handed out. Training will commence for the staff in January regarding catering, this all sounds incredibly positive and feel as though the changes They and the team are making will make a huge difference to the residents.

At the time of our follow up visit, two members of the regional team were visiting the home. We sat with The Manager and the regional team to discuss the other feedback we received. Regarding the access to the building, we were told the home is accessible after 5pm and on weekends although the receptionist is not on duty, the doorbell is monitored through panels throughout the home. The Manager and the team will ensure more awareness of the panel bells and they are monitored by staff throughout the day. Staff will also be given walkie talkies throughout the home to ensure there is efficient communication throughout the day.

Whilst The Manager and the team were getting ready for their Christmas Party, which was starting in the afternoon, Healthwatch Representatives walked around the building. The areas were clean, calm and staff were friendly and approachable. We bumped into a resident in the lounge area who told us they had just enjoyed their chicken lunch! We also had the pleasure of meeting a resident who loves to write poems, the poems were beautiful, and we will be featuring one in our upcoming newsletter.

We spoke to a relative in a resident's room who told us their relative had enjoyed their lunch and was happy in the home. Room looked clean and tidy. Checked all kitchenettes they were all clean and well presented.

Residents were all looking forward to their Xmas party.



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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