



Enter and View Visit Report

THE RUBENS

Visit date: 23/08/2022

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The Pave, Chetwynd Aston, Telford, TF10 9LQ

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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	<i>The Rubens</i>
Provider	<i>United Care Ltd</i>
Date and Time of visit	23/8/2022 @ 14.00
Visit Team	3 HWT&W Enter & View Authorized Representatives and 1 in training
Service contact details	Name: Mark Fuller Phone: 01952 810400 Address: Pave Lane, Chetwynd Aston, Telford, TF10 9LQ Email:

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.

The Rubens is currently rated ‘Good’ by the CQC, last review 2019.

The visit was ‘**announced**’, we informed the Owner on 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 The Rubens 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 at the Home, we were met by the manager, we were not asked if we had taken a LFT test.

We were not asked to sign in even though the visitors book was on view.

Due to Covid it was decided that we would not undertake a preliminary Manager’s visit but collect all the information during the Enter and View visit itself. The lead AR spoke to the manager, while other AR’s spoke to residents.

We were allowed to walk round the home and speak to residents, relatives and staff.

We approached those residents in the home who were willing to talk to us and any visitors and relatives. We spoke to residents in the lounge and seating area.

We spoke to 8 residents in total, 2 relatives, and 3 staff members.



What we found out?



The Rubens is a Residential Home and does not provide Nursing Care.

It is set in the rural village of Chetwynd Aston on the main road, through the village, with views over the fields to the rear. The building is an old former B&B Hotel that appears quite dark in some areas.

The Home can accommodate 26 residents, they currently have 25, all rooms are single of which 22 are with ensuite toilet and washbasin.

The Home does take hospital discharge patients and relies on the notes being sent from the hospital.

We were advised that the Home has a five-star Food Hygiene Rating, however the Telford and Wrekin website says that they were downgraded to four-star rating in June 2022.

Follow up on recommendations following previous visits

From our last visit that was done in March 2020, there were two recommendations: -

Residents and relatives meeting need to be better announced and advertised - Soon after our last visit covid regulations forced all meetings to be cancelled, they have not yet resumed.

Attempts should be made to brighten up some of the darker areas - again covid restrictions may have prevented to much being done, so we reiterate our last recommendation.



The Environment of the Home

The Home is an old B&B hotel that has been converted into a residential care home. The lounge opens out onto a small courtyard, during our visit the doors were open, the lounge is small for the number of residents using the lounge, the chairs are arranged around the walls and some against the central pillar.

One carer was constantly having to move residents' legs to allow other residents with walker to get past. The lounge has a TV that was playing karaoke sing-along music. One resident did comment that the volume was too loud.

Residents can bring in personal items to personalise rooms.

We were told that the carpeting in the home has recently been replaced, however the carpet is dark with spots. Dark flooring does not help with the visibility in the dark areas in the home. The spots in the carpet design are not very dementia friendly, also hard to see level transitions for those with vision problems, this was noticeable at the top of the ramp in one corridor.

The interior of the home needs brightening up. Brighter lighting in Dark corridors
Most residents were in the lounge during our visit, with very few in their rooms.

When we arrived, residents were playing pass the ball and one resident was dancing with a carer in the lounge.

The residents we saw and spoke to in the Home all appeared happy, clean, and well dressed.

While we were there, residents were served with a cold drink, and later a hot drink.

We noted that all call bell points we saw had no call buttons connected, the manager explained that most residents would not be able to operate one. However, we believe they could be useful for relatives or staff needing assistance, and any resident that may wish to use one.

A hairdresser and chiropodist visit the home.

The adjoining bungalow has now been purchased, this was used by staff during and since covid, with the long-term plan being to demolish the bungalow and extend the home.



Healthcare

The home uses the GP practices at Wellington Road, Newport, and Linden Hall.

The practices did not visit routinely during Covid but have since Covid restrictions were relaxed.

The Home is currently having problems identifying a suitable Dentist.

Staffing levels and training

We were told the staffing levels were

Morning Shift:

Senior

3 Care Assistants

Afternoon Shift:

Senior

3 Care Assistants

Night Shift:

2 Care Assistants

Auxiliary:

Laundry staff

Housekeeping

Cook

Maintenance (3 days a week)

Most staff appear to be permanent agency staff: those in blue uniforms are employed by The Rubens, those in dark pink are employed by Beaumaris Group while classed as agency staff. The Rubens, Beaumaris and United Care all have the same owner.

Social care training was provided during covid. Staff are trained in moving and handling, First Aid, and catheter care. Most staff have medicines training, however senior staff usually give out medicines. The Home uses SPIC (Shropshire Partners in Care) for training.

All staff have dementia training, supported by Mental Health team.

The Home uses agency staff to fill in for staff shortages, they use the same Agency where possible.



Activities

The Home does not have an activities co-ordinator. Any spare staff will be assigned to activities.

Activities from outside were stopped during covid but are now starting to be arranged in the Home. Churches are also returning for services.

Activities diary is filled in daily.

Meals

Residents are given a choice at breakfast.

The main meal is at lunchtime and is cooked on site. There is a four-week rolling rota for the main menu. An alternative is offered; however, this does not change weekly.

At teatime residents have 3 cold choices and one hot choice.

Raising concerns

Residents and visitors can approach staff with any concerns. The Home has a Complaints and Compliments procedure in place. We were told the complaints procedure has only been used once in 15 years.

They also have an Open-Door policy. Staff said the manager is approachable and they would take any concerns to him.

Visiting

We were told that during the covid lockdown, relatives could telephone residents. Also, the home set up a Facebook page they also used WhatsApp and Facetime. There was also a visiting pod set up.

Family visiting has now resumed. No booking or LFT tests are required.



What residents, relatives and visitors told us?

We spoke to two relatives who were visiting residents, both of whom told us they were happy with the care provided at The Rubens. However, one said their relative had only been at the home for two/three days, and the other one for two weeks, so did not have much to comment on.

While we spoke to a number of residents, the feeling we got from these discussions is that residents were happy and looked after.

“Food is generally pretty good”.

“They were looked after as much as they needed”.

Residents mentioned Some activities such as skittles

The relatives said they didn't know about relatives' meetings; they got enough information when they phoned and asked about the relative.

One resident told us they fell over a waste paper bin and had to visit hospital; the manager says they have a good falls record (*i.e.* lack of falls).

Staff Interactions with the Residents

We saw staff talking with residents in the lounges and hallways and rooms. All staff were using the resident's name and coming down to the seated residents' level.

A visitor we spoke to said, “the staff were very good and their relative is happy in the Home”.



Additional Findings

During the visit several concerns were noticed, which we feel need addressing.

The cups and plates in the dining room were old and dated and reminiscent of canteen table-ware; more colours would be more dementia friendly

Toilet and bathroom doors did not stand out, and were not clearly signed, again dementia friendly colours would be better.

Two fire exits were obstructed, one with a Zimmer frame, and the other with a folded wheelchair.

The cable gland on the fire call bell in the dining room was detached from the alarm.

The dining room table felt sticky - in fact the knife and fork were stuck to the table.

The radiator cover in the dining room was dirty.

The blinds in the dining room were dirty. (Manager said he has dimensions on his desk for them to be replaced).

The fire exit from the dining room has a lock which was locked, this would delay exit in the case of evacuation. The manager says that the lock, can be locked or unlocked. The door is secured by a mag lock.

Corridors need to be free of equipment and clear.

Summary of Findings

We were made welcome by the manager and staff.

The Home needs some brightening up.

Visiting and residents going out has been reinstated.



There were lots of personal items such as pictures and ornaments in residents' bedrooms.

Residents Call bells issues.

Grounds and views are lovely looking over the countryside.

Residents we observed in the lounge appeared happy and were tidily dressed.

The home could be more dementia friendly.

Recommendations

Following our visit, we recommend:

- Brighten up the dark areas
- Clear obstructions to the fire exit
- Clear equipment from corridors
- Replace blinds
- Restart Resident and Relatives meetings
- Make call bells available
- Clean dining room, tables and walls

Service Provider Response

HWT&W received the following response to this Enter & View visit and report from the Manager of The Rubens in 2/11/2022.

Main lounge carpet being replaced next week.

Blinds in dining room replaced.

Call bell issues resolved.

100% positive feedback from staff, residents, resident's families, and professionals at recent inspection.

The tables in the dining room revarnished. The stickiness is also due to tables being wiped with sanitiser as you often find in public houses at times. Staff now instructed to use warm soapy water for this purpose.



Acknowledgements

HWT&W would like to thank the residents and staff of The Rubens for their contribution to the visit during 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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