
Details of visit

Service address:

Service Provider:

Date and Time:

Contact details:

Beaumaris Court, Beaumaris Road, Newport TF10 7BL

Claremont Care Ltd

25th November, 2014 10:00 - 13:00

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

Acknowledgements

Healthwatch Telford and Wrekin would like to thank the service provider - Claremont Care Ltd, service users, relatives/visitors, and staff for their contribution to the Enter and View Programme, and this visit.

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 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 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 and gather their experience of personal care in the home.
- To capture resident feedback about the food available in the home
- To observe residents and relatives/visitors engaging with the staff and their surroundings.

Strategic drivers

- Healthwatch Telford and Wrekin have an overarching programme to look at dignity and respect in the care environment
- This visit was undertaken as a result of feedback received from the public and at the request of the local CQC/LA liaison meeting



Methodology

This was an announced Enter and View visit.

Two authorised representatives undertook the visit and met with the home manager, Anita Wright, and the Operations Manager Janie Holmes, and General Manager Sue Belyavin, from Claremont Care on arrival at the home.

A short discussion took place on the recent inspection undertaken by the CQC. The staff stated that they are unhappy at the outcomes of the report and were currently challenging the accuracy of the report which they felt was not appropriately evidenced. They consider this to be an unfair reflection of the care provided to the residents. This is currently being addressed by the CQC and they hoped that the judgments could be amended.

Authorised Representatives made clear that Healthwatch were not undertaking an inspection and the emphasis of the visit was to meet with and obtain residents views on the care they receive and report to them on our findings.

Authorised Representatives were able to observe a group activity in the residents' lounge and to speak with residents, their relatives and staff. They were also able to visit residents in their own rooms and hold 121 conversations.

Summary of findings

At the time of the visit, the home was fully occupied (30 beds) with a waiting list. The manager, Anita Wright had only been in post for a matter of weeks and was supported by senior management from Claremont Care during the visit.

The majority of residents spoken to are content and appear to be well looked after. Relatives interviewed generally expressed satisfaction with the care received although there were some concerns raised and these have been addressed.

Activities for residents are clearly advertised and care is taken to ensure that less mobile residents have opportunity to get involved. Activities observed show that staff have a real understanding of residents needs and a clear knowledge of their backgrounds which enables much greater participation.

Food was raised as a concern with Healthwatch and observations made at lunch time substantiated some of the issues raised. The programme of food tasting and menu modification is welcomed although underlying issues of temperature and quality must be addressed.

Staffing levels were also raised as a concern with Healthwatch. Managers outlined the new systems that were being introduced to monitor the staffing needs of individual residents and that this would clearly identify what staff were required and when. We were informed that an additional member of staff has been appointed and that this has already made a difference.



Observations

Environment and Facilities

There is a large and well maintained carpark in front of the home with plenty of parking for visitors.

The main reception area is bright and welcoming with lots of information delivered on the noticeboard for residents and relatives. Details of forthcoming activities are available and photographic evidence of activities undertaken is displayed in the main corridor to the lounge and dining area. These include bringing animals into the premises and a reminiscent group which included sensory experiences, touch, smell and feeling the texture of things.

The décor in the rooms and communal areas within the home is bright and homely in appearance and each of the residents rooms visited is personalised and reflects the preferences of the residents therein. This includes TV, fridge and lots of their own furnishings.

Activities

At the time of the visit the Activities Co-ordinator was running a reminiscent group in the lounge area. This proved to be excellent, with an emphasis on memory recall for all the residents within the group. The leader commenced the group with a session on washing in the old days which she then responded to the residents' comments and views spontaneously ensuring that each resident was involved in the session. It is particularly good to see the care that is taken to address each member of the group individually, holding hands and bending down to make eye contact with less active residents.

Topics included discussions on geography, history and trips to the seaside. The group are also planning a visit to Dobbie's Garden Centre for lunch. Other discussions included holidays and washdays which enabled residents to recall events in their earlier

life. Residents are encouraged to remember washing clothes in the old wash tub and OMO washing powder.

The activity group provides evidence of careful planning and commitment by the staff to ensure that the emotional and social needs of the residents are being met.

Residents seen also made Authorised Representatives aware that the Activities Co-ordinator visits them regularly in their own rooms to ensure they know what is happening and have the opportunity to participate. Individual packs are given to residents who choose not to leave their rooms to help entertain visitors.

Interaction Between Staff and Residents

Good interactions were observed between staff and residents. They were observed to be interacting positively, addressing residents by their names in a friendly and dignified manner. They respect the resident's need for privacy by knocking on doors before entering rooms.

Residents Experiences

When asked about their care, residents generally felt that the agency staff are not as caring as the staff employed directly by the home.

All residents asked stated that they felt safe and secure at Beaumaris Court.

Resident Relatives and Visitors

Authorised Representatives were able to speak to the relatives of two residents.

Family 1 described the quality of care given to their relative as "excellent". It was stated that although their relative does not communicate verbally following a stroke, staff meet their needs and communicate well in a non-verbal manner.

When questioned on meals they said that their relative gets good meals and looks well on them.

They stated that they had nothing but good comments to make about the home and that their relative is well cared for. They added that their personal care is excellent.

Family 2 raised concerns with Healthwatch which were taken up under safeguarding protocols and appropriate action was taken.

Food

During the visit the Activities Co-ordinator had arranged a "tasting session" for residents, explaining that the home are trying out some new ideas for the menu and residents are able to make suggestions about the foods they would like. On this occasion residents were trying tuna pasta bake. This received mixed reviews from the group who all appeared to enjoy trying something different.

Comments from residents about the food provided by the home ranged from "its ok" and describing the vegetables as "boring" to more specific concerns about the temperature of the food delivered to the bedrooms upstairs.

One resident stated that by the time the meals are delivered to their room, they are cold so they do not eat them. Evidence was seen at the time of the visit where the resident did not eat their lunch because it was cold. It was also reported that toast was cold when delivered to the residents' rooms in the morning.

Staff

The member of staff described the team spirit as good and that they enjoyed working at the home.

They added that training needs are assessed and provided for and that they had recently been involved in dignity and manual handling training.

When discussing staffing, it was stated that on occasion there are shortages of staff due to sickness and that management do everything possible to get agency staff to cover, which was welcomed. They added that this sometimes causes problems to permanent staff as they are not familiar with individual needs.

A further comment made was that the additional member of staff employed has made a difference.

It was stated that things are improving with the appointment of a new manager who meets regularly with the staff and provides positive support.

They also stated that resident's views are always listened to and respected.

When the question was asked if all residents can communicate their wishes verbally, the reply received there are 4 residents who it was felt could not communicate their feelings/needs to staff and that the staff have to make decisions on their behalf. An example of this was that if they wanted to attend activity sessions, it was stated that the staff often make decisions on their behalf.

Additional Findings

Authorised Representatives were made aware of a safeguarding issue during conversation with one resident. This was raised with the home manager at the time of the visit and on checking with Telford & Wrekin Council, had been reported and will be investigated appropriately.

Recommendations

1. To look at the way food is delivered to residents' rooms and ensure that temperature is safe and appropriate
2. To continue with the food tasters and update the menu accordingly
3. To ensure that residents with communication difficulties are reviewed regularly and staff aware of Mental Capacity Act implications
4. Follow up visit in June/July 2015

Service Provider response

The provider was sent the report on 09/01/15 and was invited to comment. At date of publication 27/04/15, no response has been received.
