



Details of visit

Service address:

Service Provider:

Date and Time:

Contact details:

Hatton Court, Whitchurch Road, Cold Hatton, TF6 6QB

Springcare Ltd

18th March, 2015 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 - Springcare Ltd, Hatton Court care home and its 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 capture resident feedback with regards to how dignity is being respected in the care home environment.
- To observe residents and relatives/visitors engaging with the staff and their surroundings.
- To 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 care settings, responding to evaluations of feedback received from community engagements.
- Care homes are a strategic focus of local, regional and national programmes of the CQC, PHE/NHS, local councils and local Healthwatch organisations.



Methodology

This was an announced Enter and View visit.

Two authorised Enter and View representatives were assigned to the visit. The team met with the clinical lead before speaking to anyone in the Hatton Court Care Home. The Manager was unavailable on that day. The clinical lead conducted a tour of the home and the representatives asked questions whilst observing the facilities. Representatives explained the purpose of the visit to any staff, residents and relatives they encountered. As the visit was conducted during lunchtime to include this in the observations, most staff were fully occupied during this part of the visit.

Authorised representatives spoke to five residents in the EMI Unit and two relatives and three residents in the nursing and residential part of the home. Explanatory leaflets were left where appropriate. A large proportion of the visit was observational in order to gain an understanding of the interaction between staff and residents as well as the layout of the home and facilities offered.

Summary of findings

- At the time of the visit, the evidence was that Hatton Court Care Home was operating to a good standard of care with regard to dignity and respect.
- All residents appeared to be comfortable, well cared for and clean.
- Most of the residents and visiting relatives spoken to were very satisfied with the care provision, rooms and food.
- Three residents indicated that they were unhappy about being in a home rather than their own home but that Hatton Court was very good.
- Members of staff were observed interacting with residents in a friendly and caring manner. At mealtimes members of staff sit beside residents requiring assistance.

- Residents have a good menu choice and there is a flexible approach to mealtimes, special dietary requirements and individual choices.
- Residents do not have a designated carer for personal care and concerns. *
- Residents indicated that they would welcome more activities outside the home such as shopping trips and visits to places of interest.
- Staffing levels appeared to be adequate at the time of the visit. Members of staff on breaks responded to calls from residents when necessary.
- The home has a warm and homely atmosphere.



** It has been confirmed that Hatton Court do have named carers and nurses documented on the front of their care plans and staff and residents have been written to recently with respects to changes as new staff and residents have arrived.*

Observations

Hatton Court is a partly purpose-built single storey property, built in 1992 in a rural setting near the village of Cold Hatton, Shropshire. The Home has accommodation for 59 Residents overall. The residents are over 65 and requiring nursing or personal care. There is a separate 13 bed EMI Unit. The home also provides screening and diagnostic procedures, treatment of disease, disorders and injuries.

The home was not fully occupied at the time of the visit. Some refurbishment and redecoration was taking place.

Environment and Facilities

The entrance was well-maintained, with attractive planted areas. Garden furniture and umbrellas are available in the well laid out gardens. There is a separate, safe garden area serving the EMI unit, directly accessed from that unit.

The team were met by the clinical lead. The entrance hall was clean and welcoming. The corridors are very wide and spacious with ample room for all types of wheelchairs. Staff and visitor toilets were near reception. All rooms seen appeared very clean and fresh. Rooms varied in size but all observed were of a comfortable size. There was one shared room occupied by a married couple and had been laid out and furnished in accordance with their personal requirements. Most rooms have en-suite facilities of toilet and washbasin. None of the rooms have showers and 7 have no en-suite facility. There are six communal bathrooms. One has an adjustable, walk-in bath. The three bathrooms observed were very clean, warm and spacious. It is planned to turn one of the bathrooms into a full wet-room. It was noted that several wheelchairs were being stored in one of the bathrooms. This was pointed out by the clinical lead who said she would be rectifying the problem.

There is a dedicated smoking room which can be used by residents already in the Home.

The EMI Unit is accessed by a coded key-pad. It is a 12-bed unit with a lounge/dining area. The Unit is currently undergoing refurbishment and redecoration, following guidelines researched by the Manager regarding suitable colours and themed for dementia sufferers. Chairs are grouped to encourage conversation. Staff interaction with Residents includes reading, talking, and music. There is a 'Snoezelen unit' in the lounge - a multi-sensory therapeutic installation to aid relaxation.

Promotion of Privacy, Dignity and Respect

Residents do not have a 'designated Carer'. The clinical lead informed us that all members of staff are familiar with all residents and that night staff are assigned to different residents routinely to become familiar with the routines and needs of all residents. Agency staff are used only as a last resort. Hatton Court uses only internal agency staff from Paramount - only available to Springcare Homes. It was observed on numerous occasions members of staff were using residents' names and appeared to have a good understanding of their needs. Two residents in the EMI Unit preferred to be addressed by their title and surname and this was being respected by the staff. Residents are able to choose to have their doors open or closed. They are able to choose both rising and bedtimes. Five residents and two relatives on the EMI Unit were spoken to and were very happy with all aspects of care.

Promotion of Independence

Residents can access garden areas independently. There is very good wheelchair access throughout the Home.

Food

Residents spoken to reported that the food was very good generally and individual choices catered to. There are two chefs who work three and four days respectively. The dining area was welcoming and tables were properly laid with place settings and napkins. Residents could have their meal whilst sitting in their armchairs if they preferred.

Recreational Activities and Social Inclusion

The residents spoken to were pleased with the activities offered, but commented that more outings would be welcomed. One resident said the best day of his life in the home had been the trip to Ellesmere Lake. Residents had also enjoyed canal trips and outings to the shops. There is only one activities officer, an ex-carer, but when she is out with residents, a nominated carer organises entertainment. There are regular visiting music sessions, PAT Dogs, Animal Man and other visiting entertainers. The activities officer has introduced 'Newsflash' - reading of the newspaper headlines every day - which has proved to very popular with residents.

Personal Care

A hairdresser attends every Tuesday in a dedicated room and a private chiropodist every 15 weeks. All spectacles are marked with the name and date of birth of the resident by the Vision Call system. Hatton Court is hoping to be included in a pilot scheme for a hearing trial when all residents hearing will be tested and hearing aids checked. Care plans are available in the nursing sister's office and can be viewed by carers, residents and relatives.

Residents and Relatives

Enter and View representatives spoke to a total of eight residents. Two residents in the EMI unit were able to give their views and both said they were very comfortable, that the staff were very kind and that they had no complaints. Two other residents were only able to have a limited conversation, but looked well-cared for and staff were

interacting with them. Another resident was in their room with a relative visiting. The relative said they were very happy with all aspects of her relative's care and that previously her other parent had returned to Hatton Court home from hospital, and received very good palliative care. A representative spoke to three residents in the dining/lounge area. One resident said they were happy at the home and with their treatment. The resident stated they felt that occasionally they had to wait to see a carer, but said that they understood this because the staff has many other people to see. The resident liked all the staff with two exceptions, and said they didn't seem very pleasant and was 'bossy'. The second resident was unhappy to be in a care home in general as they had been very active before. The resident had enjoyed the outing to Ellesmere and the picnic, and said it had been the best day of his life. The resident was looking forward to the visit of a favourite singer. The resident stated that the food was good, but there was little choice at tea-time. A third resident said they were very happy and stated that all the staff were lovely.

During the conversations the dining room had been cleared and no members of staff were present in the room. The activities co-ordinator had taken a resident for a walk, and there was no-one engaging with the remaining residents. This may suggest there is a need for more support for the activities co-ordinator, perhaps a part-time assistant. Whilst in the lounge, three members of staff arrived with a hoist to assist a gentleman from his armchair to a wheelchair. Throughout the whole time there was little communication between the carers and the resident. The carers were talking with each other, about personal issues over the resident. The third member of staff was not required at this time and it appeared that they had just accompanied the other two carers to have a conversation. Apart from this incident all other meetings with staff were very positive.

Recommendations

- This report highlights the good practices observed during the visit and reflects the appreciation that most residents spoken to felt about the care and support provided.
- The findings indicate that staff should be made aware regularly of the importance of residents' dignity and respect and the need for interaction with the residents during any procedures.
- All staff should be reminded of the designated place for storing wheelchairs, and maybe alter the home health and safety policy, so that under no circumstances should they be stored in communal bathrooms.
- Although there is a second large lounge with two pianos, the room is used very infrequently (only for large parties such as birthdays and Christmas). This room could possibly be better utilised at other times for pastimes and other forms of entertainment.
- Consider more support for the activities co-ordinator, such as a part-time assistant, to allow more flexibility for outings for the residents, and provide some support in the home while the co-ordinator is out with individual residents. The activities co-ordinator was praised by all residents, and all have recognised that she does the best she can.

Service Provider response

<u>Our Comment:</u>	<u>Service Provider Comment:</u>
N/A	Thank you for taking the time to review the service Hatton Court provides to the public and for your presentation of Healthwatch at our recent residents' meeting.
Residents do not have a 'designated Carer'	You state there is no named carer system. WE DO! All named carers and nurses are documented on the front of their care plans and staff and residents have been written to recently with respects to changes as new staff and residents have arrived.
The findings indicate that staff should be made aware regularly of the importance of resident dignity and respect, and of need for interaction with the residents during any procedures.	Hatton Court staff treat residents with dignity and respect, and regular updates are held annually. With the new Care Certificate that went live in April 2015, all training will be renewed depending on the need's following ongoing staff assessments. Preserving dignity is within our philosophy of care and staff will preserve the dignity, individuality and privacy of each individual.
All staff should be reminded of the designated place for storing wheelchairs, and that the home health and safety policy is that "under no circumstances should they be stored in communal bathrooms".	I was disappointed to read your findings regarding inappropriate storage of wheelchairs, Wheel chairs need to be stored in a designated safe area. This will be reinforced at the next staff meeting and through supervisions held throughout the year. I will also be managing this on my walkabouts of the home.
Although there is a second large Lounge with two pianos, the room is used very infrequently (only for large parties such as birthdays and Christmas). This room could possibly be better utilised at other times for pastimes and other entertainments.	The second lounge you mention is one of three and is located on the west wing of the home which is under review to be utilised more for the residents use. It is currently used for large family gatherings or for large group activities. The opportunity to use this living room has already been identified .I am currently in the process of writing a plan to present to the senior management team following an increase in staffing and resource allowances. This will include a proposition to increase the dependency of activities within the home and all avenues to satisfy this will be explored.
Consider more support for the Activities Co-ordinator, such as a part-time assistant, to allow more flexibility for outings for the residents, and provide some support in the Home while the Co-ordinator is out with individual Residents. The activities co-ordinator was praised by all residents, and all have recognised that she does the best she can.	