

### Details of visit

**Service address:**  
**Service Provider:**  
**Date and Time:**  
**Contact details:**

57 High Street, Madeley, Telford, TF7 5AT  
prOKare Ltd, The Willows  
23rd June, 2015 2:00pm  
Healthwatch Telford and Wrekin, Meeting Point House,  
Southwater Square, TELFORD, TF3 4HS

### Acknowledgements

Healthwatch Telford and Wrekin would like to thank The Willows residents (service users), visitors 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. Telford and Wrekin Healthwatch representatives carry out these visits to health and social care services to find out how the services 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 at premises such as hospitals, residential and nursing 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. If at any time an authorised representative observes anything that they feel uncomfortable about they will inform their lead who will inform the service manager, potentially ending the visit. In addition, if any member of staff wishes to raise a safeguarding issue regarding 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 The Willows to understand how dignity is being respected in the care home environments.
- To identify examples of good working practice
- To observe residents and relatives/visitors interaction with their surroundings and with staff.
- To capture residents, relatives/visitors' experiences and any concerns they may have or ideas for change.

## Strategic drivers

- The visit is part of a Healthwatch Telford and Wrekin programme of work on Dignity and Respect in health and care settings, responding to evaluations of feedback received from community engagements.
- Nursing and Care homes are a strategic focus of local, regional and 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 the Manager before speaking to anyone in The Willows, and took their advice on whether any residents should not be approached owing to their inability to give informed consent or for medical or safety reasons. It should be remembered that Enter and View is an engagement tool performed by Healthwatch-trained lay-volunteers and is not an inspection.

The representatives explained to everyone they spoke to why they were there. They spoke to residents and staff in The Willows. Explanatory Healthwatch leaflets had been sent to the Home before the visit, and these had been distributed and notices displayed. A proportion of the visit was observational in order to gain an understanding of the layout and the facilities offered in the centre, and the interactions between staff, residents and patients.

## Summary of findings

At the time of our visit, the evidence is that The Willows was operating to a good standard of care with regard to resident respect and dignity.

- The Willows appeared to be a happy place to live and all residents we spoke to who could answer our questions, commented on this. They said the staff and the home was good.
- Residents were able to make choices in their daily living, and were encouraged and supported to personalise their rooms, and engage in independent activity

both within and outside the home, with appropriate support.

- Staff we spoke to were caring and attentive to the resident needs, clearly knew residents well and their preferences, and were observed supportive and encouraging in the residents enablement of their capabilities.
- Staff appeared to be enjoying their work and were happy with training they received. There seemed to be good working relationships between the staff, and with the manager, and this appeared to contribute to the happy atmosphere in the home.

## Results of Visit

The Willows offers a specialist long-term or short-term residential respite care and rehabilitation service, including day care where required, to Adults in the community with Acquired Brain Injury and Physical Disability. The service focuses through the collaborative interventions of key workers to support people through measured assistance to specific short and long term needs to empower and enable people to pursue a full life. The Willows location setting is a quiet residential area set back from main high street, with a secluded setting, including parking for staff and visitors, and a well-kept front lawn, and gravel and paths around building and surrounded by trees and greenery.

### Environment and Facilities

The Willows Home is a converted new-build domestic house, adapted and with an extension providing single room accommodation for 8 residents. All rooms have en suite, and there is a separate shower room and communal bathroom with hoist support those requiring assistance with moving and handling. The room doors are wide enough for wheel chairs, and there is a lift to first floor, if needed. A large communal lounge has 2 large sofas and a chair, and has a TV. Overlooking the back garden at the other end of the room is a sturdy large family-sized table with 8 chairs - used for meals, and for table-top activities. Double doors lead out to the back garden which had wheel-chair friendly access to a small patio and pebbled area with raised vegetable/flower beds, a reasonable-sized lawn, and a greenhouse. We were told that residents often use this area and sometimes when weather is good, if they want to, they will sit outside. There was a small room for those who smoked - but only 1 resident currently smoked. A compact kitchen - with breakfast bar, had the menu for the current day on a notice board, and a separate utility room provides for laundry needs. Resident bedrooms were of an adequate size with some larger than others, particularly when a wheel chair is needed. Rooms are personalised by the clients as much as they wish - some bring in or purchase furniture, have pictures and photos, and other objects. One resident had personalised his room door - with horse-head motifs and a decorative picture board with "quote". Another resident showed me his room - he had many photos and other items to personalise his room, as well as a number of other possessions including a fish tank, gym weight lifting weights, and many books - he told me he liked reading a lot.

### Managers' Briefing

The Manager gave us a briefing on the operation of the Home, the nature of ABI, and the approach they took to the care and enablement focus given to clients. The specialism of Home is ABI - there are 2 clients from Telford and Wrekin, others are from other parts of the country.

We were told the focus of the care and support given to residents at the Home is to



provide a home, and manager repeatedly stressed that care was provided in the context that this was the individual clients' home. We were told care is personalised to the abilities of each individual with continuous and ongoing focus to enable each individual to achieve their potential in what they can do, including for themselves. There was a strong emphasis on choice of activity and decisions wherever appropriate and possible by the clients.

The meals planned for the day are written up on the kitchen menu board. Some residents can and do sometimes cook for themselves. All residents are encouraged to go shopping - for their food and supplies, and in most cases residents are accompanied - according to their capabilities and needs. Residents are able to ask for something different for a meal, and if possible either that resident, or one of the staff, or another resident who is able to go shopping, will go to the local shops if that is needed for the meal requested. All residents are able to go out locally and do go to café /restaurants, local fish and chip restaurant, a pub, as well as shopping and other interest activities locally and in town. We were told some residents go out to hairdressers, beauticians, and other services in the community including to a college course, and to sports and leisure facilities, and one resident participates in the "Green Gym" group - as they would if they were at home. We observed a member of staff who was accompanying a new resident to the doctor's surgery, checking she had the correct paperwork before leaving.

The manager explained that each resident has a named 'key worker' and an associate member of staff. During our visit there were various members of staff observed, including a senior carer, agency nurse, a staff member (who was taking a resident to the doctor), an apprentice, and some support staff, as well as the new manager for a new home (being built) who was also visiting The Willows for the day to shadow and chat to manager and staff. The normal day shift number is 4 staff. There are two night staff on duty - one sleeps and one awake, and they also have a duty manager on call. The manager stated this seemed to be working well / without any problems; the Manager lives sufficiently near to be able to come in when/if needed at any time. The manager also explained that at present the home is not fully staffed and has 3 vacancies. Agency staff are used - they are given an induction to the home and residents, and their care plans.

Training is given to staff and the manager, who indicated this included SPIC courses (Shropshire Partners in Care), eLearning courses, and some specific training is also provided by the employer - prOKare. We spoke to one staff member who was an apprentice -she was receiving training courses, as well as mentorship and coaching from the manager, and was coming to the end of her first year. She was enthusiastic about working at the home - she "loved working there", the nature of the work and what she had learned. She had decided this was her career of choice, and was hoping to extend her apprenticeship and obtain a permanent job in the home.

### **Dignity and Respect**

Staff spoke to the residents by their first name. They clearly knew each individual well and we observed they were caring and attentive to the individuals and their needs. Staff recalled individual personal likes and preferences, and they were quick to respond to residents requests, assisting them to carry out tasks if required. When the manager was talking to us she asked the resident first before she introduced us each time, and asked them if they would be willing to talk with us.

Residents may get up in the morning and go to bed at a time of their choosing. When we arrived, one resident was napping on the sofa - following lunch - he later woke up and wandered off. During the visit 3 residents wandered into the lounge and sat down and later wandered off.

A resident showed us his room; this had plenty of space and was very tidy. We were told the residents are encouraged and supported to keep their rooms tidy. Residents have reminders, if needed, on their wardrobe and drawers of clothes which are in them. Some residents have pictures, and some have words. We inferred that this showed how the staff encourage and support each resident towards developing their capabilities and if at all possible in the future, be supported into the community.

We also observed the apprentice carer set up and played Dominos with one resident for a short while, encouraging him to keep his attention to task. Clearly the attention was short, and when the resident no longer wanted to do this activity, she quietly packed the game things away, letting him wander off. The resident had limited spoken communication capacity, but seemed to have some understanding of what was being said to him, and when asked what activities he liked to do, he indicated he liked golf, and he used to play with his wife whom he was able to refer to by name.

### **Resident Feedback**

The Willows appeared to be a happy place to live, and four of the residents commented on this. We spoke to and/or observed 5 residents - all were dressed in their day clothes and seemed quite "at home". A resident told us that the home was good, and they went out with their family regularly.

We spoke to one resident who was a long-time resident. He went home occasional, but only for a day. He feels confident to go shopping on his own, and he is now a volunteer for the "Green Gym" which he attends unaided. He described that he had his own furniture in his room, including an aquarium. He spoke highly of the staff who have supported and encouraged him to be person he is today. He also told us he was able to cook and sometimes cooked his own meals. He went out frequently - sometimes he went to the shops to buy food for his meal, sometimes he went to the local fish and chip shop in the high street. He also liked steak (his favourite) and he liked going out with his brother to a restaurant for a steak meal and a glass of wine. He was taking a maths course at present, and was going to the local gym regularly. He loved gardening and had created a lovely garden at the back for the residents, and some of the other residents had helped him; he now looked after the garden, planting seeds and cutting the grass lawn. He had planted strawberry and runner beans as well as sun flowers and other flowers - all from seed which were started off in his greenhouse. The staff were proud that he had rescued a pot plant that was abandoned as dead, which was now in full bloom. We were told the residents enjoyed when they could eat some of the produce from the garden.

Another resident seemed to be happy with the care and support given and he said the food was good too. He said he spent some of his days at a centre 'making things' - the resident pays for materials used and can then keep the finished object.

### **Staff Feedback**

We spoke with four members of staff, and we observed them interacting with the residents and saw that they treated the residents with care, attention and respect.

Staff we spoke to seemed to be enjoying their work and they said that they were encouraged to train for their Diplomas, and any extra training that they wanted to do, by the manager.

We talked with the agency nurse - she was ironing client clothes in the utility room. She indicated she was brought in to help cover that day and she thought the home was ok; she had been here before. Staff gave her a briefing at start of shift; her own agency company provided any training needed.

## Recommendations

- Ensure the staff recruitment needs are fulfilled as soon as possible.

## Service Provider response

I would like to thank you for the Healthwatch Telford and Wrekin Enter and View Report, and the positive comments contained within.

Note: Four minor changes were requested following Service Provider review of the draft report for factual accuracy, and these changes have been made.