

HW Reference: 20180928b

Time & Duration of Visit: 13:30 - 16.00

Number of people engaged with: 14

Enter & View Residential Care Report

Specialism/Service: Dementia, caring for adults over 65 years

The Rowans Care Home

West Ella Way, Kirkella, East Yorkshire HU10 7LP

Date of visit: 28th September 2018

Date of publication: 7/1/19

HWERY Representatives: Chris Mills & Steve Mottershaw

Disclaimer: This report relates only to the service viewed on the date of the visit and is representative of the views of the service users who contributed to the report on that date.

Main Purpose of Visit

This visit was part of a Healthwatch East Riding programme to carry out a required number of Enter & View visits per year to collect the views of people whilst they are directly using services. This will then contribute to its remit of helping ensure that the views and feedback from patients and carers are an integral part of local commissioning across health and social care.

It is important to note that Enter & View is not an inspection; it is a genuine opportunity to build positive relationships with local Health & Social Care providers, provide opportunity to demonstrate that providers support service user engagement and give service users the opportunity to give their views in order to improve service delivery.

Summary of Key Findings

The Rowans is a 50 room converted council building, one part being a dedicated dementia unit and the other residential, providing mainly single accommodation. The home accepts a range of clients whether for respite, day care or long term stay. At the time of the visit there were 44 residents in total, 13 living in the residential side and 31 living in the dementia unit.

The home demonstrated a good, positive feeling amongst its staff, residents and relatives. During the course of the visit we found staff to be upbeat and very caring about both their jobs and the residents living at the home.

The management team are motivated by delivering a good service for those who live at The Rowans. We found that The Rowans are willing to listen to residents, staff and relatives to improve and change as necessary.

Recommendations/Observations

- Re-introduction of at least first names on bedroom doors, or personalisation of the doors would help identify the rooms of individual residents.
- Despite most bedrooms, toilets and bathrooms having dementia friendly signage, some areas were missed; there was no dementia friendly signage to the garden or on social areas such as the many lounges.
- Staff to wear name badges to make them clearly identifiable to residents and visitors.



Full Report

Background

Local Healthwatch has a number of specific statutory activities that it is required to deliver, defined in five Healthwatch Quality Statements, specifically

- Strategic Context & Relationships
- Community Voice & Influence
- Making a Difference Locally
- Informing People
- Relationship with Healthwatch England

Within the context of Enter & View:

Under its remit of 'Community Voice & Influence', Healthwatch has a responsibility to support local people to share their experience and opinions of local services.

Under its remit of 'Making a Difference Locally', Healthwatch has a responsibility to capture the experience of local people in our research and reports, use the opinions and experiences of the public to produce recommendations for change and ensure our recommendations for change are heard and responded to by relevant decision makers.

Under its remit of 'Informing People', Healthwatch has a responsibility to ensure that we provide the public with accurate, reliable, relevant and useful information about local services, when they need it, in a format that meets their needs.

Main Findings

How safe is the setting for service users?

By safe we mean people are protected from abuse or avoidable harm.

On arrival at the home we had to ring a buzzer and await a member of staff to let us in to protect against people entering or leaving the home without notice.

We were asked to sign in at reception and were led to the manager's office where we chatted about aspects of the home before having a tour of the both the dementia and then the residential side of the home. While we were shown around there were no odours detected and the home was organised and kept tidy, with no obvious trip hazards. All fixtures and fittings looked safe and well maintained.

The home has handy man who deals with maintenance who is employed 30 hours a week to complete any necessary repairs and general work; there is also a weekly walk around where the estates office will come and inspect the home to detect any repairs or potential hazards etc.

We saw the complaints procedure on a notice board near to the reception area which is for both residents and relatives.

We were shown areas which residents were not allowed access to which included the meds room, kitchen, laundry, sluices and storage areas.

The home has a food hygiene rating of 5 (the highest score possible).

How effective do service users consider the service to be?

By effective, we mean does residents care, treatment and support achieve good outcomes and promote a good quality of life?

Residents have access to the GP of their choice, but the home also has good links with the Anlaby, Hessle and Willerby practices.

The home is attended by other clinical professions e.g. district nurses, physiotherapists and podiatrists; nurses visit the home daily. Dental and optician needs are catered for by various services coming in-house, e.g. Visioncall are the main optician, but residents can choose to go out if necessary as the home likes to offer choice. If a resident has a named Social Worker they also visit as and when required. The home also has a good relationship with other outside services such as a chiropodist to enhance the services on offer to residents.

A hairdresser visits the home regularly. Residents can also ask for their Key Worker to run errands such as going to the shop.

Staff wear different coloured uniforms dependant on their role; Seniors wear black, acting seniors dark-blue, cleaners and activities staff wear purple, female carers wear grey and male carers light blue. We did not see any staff wearing name badges to help identify them to residents or relatives.

All food is prepared on site and the quality of food was praised by residents; there is a four weekly menu on offer with additional choices. The timing of meals has some flexibility, especially breakfast, and finger food is also provided throughout the day if residents chose to have it. The day's menu is clearly displayed on notice boards; individual likes and dislikes and wishes of the moment can generally be addressed. There are currently four residents who require assistance at meal times who are appropriately supported by staff. Residents told us 'The food is very good' and 'The carers help me with eating'.

Residents are weighed monthly unless advised by the dietitian, in which case it would be weekly.

Hot drinks are served regularly through the day and cold drinks are easily available; residents also have access to cold drinks in their rooms at night.

There are several lounges across the home, quiet areas and a library should anyone like to sit and read away from the social areas; there are also several outdoor spaces where the residents can sit or participate in some gardening.

Relatives told us 'There are a lot of rooms in the home, a library, quiet room, activity room' and 'I like the fact there are a lot of rooms and they (the residents) can wander around freely'.

There are adequate handrails throughout the home to promote the independent movement of residents and aid mobility.

How caring do service users find the service?

By caring, we mean that the service involves and treats people with compassion, kindness, dignity & respect.

During our visit we came across most of the residents at some point; they were all clean, tidy and well presented, looked a healthy weight and cared for.

We witnessed many interactions between the staff and residents and relatives who were visiting loved ones; all of the interactions were positive and appeared genuine, residents were responded to in a compassionate and timely manner when needing assistance. We also found staff to be polite and caring towards residents and residents felt able to talk things through with staff if they were unsure of anything; each resident also has their own 'Key Worker'.

Residents told us 'It's wonderful; I couldn't be better looked after' and 'The carers are good and caring'; another resident said 'The staff are ok, I like it here'.

A relative told us 'My relative is very content and smiles when they see the staff, so that's a good thing' and 'My wife is very happy here, the staff are caring', we were also told 'Carers are very caring and very good at their job'.

Each resident has their own single room with toilet on the residential side, whilst the dementia unit provides single rooms with a wash basin; a shared toilet is available on every corridor with commodes provided if wanted by the resident. The rooms that we were shown were clean and tidy and residents are able to personalise their room with furniture, pictures and ornaments etc. to suit their own individual tastes.

The home employs two activities co-ordinators, so that there is a seven day service provided between 9.00am and 4.00pm; there are both one to one activities and group activities. The activities co-ordinators get ideas from 'Oomph Wellness' and encourage participation from relatives also.

Usually there are three activities a day which try to emphasise encouraging three different areas - body, brain and social. The co-ordinators plan the activities for the month but do change some activities dependant on factors such as the weather and the individual participants. The activities can range from chair exercises, bingo and singing for which they have large print song sheets or social occasions such as birthday parties. Pet therapies (usually dogs) are also welcomed; it is recognised that they can have a calming influence on the residents, promoting a feeling of wellbeing. Residents go to church and the library as well as other trips out, for example there is the annual trip to Hull Fair.

Residents told us 'Activities are brilliant, really varied and engaging' and another said 'If they do bingo, I'd like to start going to that'.

Residents meetings are monthly and relatives are welcome to attend.

How responsive to their needs do service users find the service?

By responsive, we mean that the services meet people's needs.

The home accepts a range of clients whether for respite, day care or long term stay.

Care Plans are updated monthly by a senior worker, or sooner if there are any changes; relatives are also involved in this process.

End of Life Plans were discussed with the manager who told us that the subject is usually discussed with residents once they have settled into the home. Residents are able to stay in what has become their home if that is their wish; doctors, district nurses and Macmillan nurses are available to the home to assist at these times and the medical staff can facilitate appropriate discussions with the resident and their family at these times.

Some residents have access to their own mobile phones to keep in contact with loved ones and the home allows residents time to use skype in the manager's office if requested.

Residents have access to their own funds and all monies are logged in and out in a book.

Relatives said that they are kept informed, one told us 'The home contacts me with any information I need to be made aware of' and another 'The staff keep us (relatives) informed during and outside of visits'.

We were shown minutes from the last staff meeting which highlighted some areas of concern from the management; agenda points included - 'Laundry - clothes were going to the wrong rooms' and 'Residents that were being left in wheelchairs who cannot transfer independently'; both were discussed and the meeting used as an opportunity to ensure that residents needs were being met and responded to appropriately.

How well-led do service users consider the service to be?

By well-led, we mean that the leadership and management assures the delivery of high quality and person-centred care, supports learning and innovation and promotes an open and fair culture.

The home is owned by National Care Consortium Ltd who employs a manager, care staff, domestic staff and cooks to work at the home. All of the homes finances are dealt with by an administrative member of staff or the manager.

The two day shifts have seven care staff on duty on each side of the home (i.e. residential and dementia) during the day, and four staff on both sides during the night shift; equating to approximately four residents per care worker during the day. There are domestics on duty seven days a week which includes four cleaners, two of which are on duty at all times; laundry is done in-house and the care staff are responsible for putting the resident's clothes away.

There is a cook and an assistant employed to provide all the meals. A menu is created on a four week rota, providing three meals per day, but also 'finger food' snacks which can be eaten if anyone wants something else beside their main meals. If a resident wants an alternative to what is offered on a particular day, perhaps something lighter, then that can be accommodated.

The staff members that we spoke to felt they had received all the training they felt they needed e.g. Health & Safety, Fire, Safeguarding, First Aid, Infection Control, Dementia, Equality & Diversity, Manual Handling and Person Centred Care. All staff have a training matrix which ensures that their training needs can be regularly reviewed in order that they receive refresher training before their current certificates expire. The company has their own trainer that provides a mix of face to face and online training. Staff can also ask for additional training if wanted. Staff also have monthly supervisions and bimonthly meetings

Some of the staff spoken to made the following comments,

'I enjoy working here, the team and residents are great to work with, its hard work but rewarding work'

'I enjoy working here, there are good staff levels and low staff turnover'

'All my training needs are covered; we're like a little family'

'It's a very rewarding job'

'I feel we need more time to spend with the clients'

'Quite a lot of areas need redecorating'

Relatives said of the staff,

'They do a good job under hard circumstances'

'Staff are very obliging and very approachable'

'I can approach the manager at any time if I have a query'

Response from Setting:

'Very happy with the report.'

The manager also informed us that additional dementia friendly signs have been installed as per our recommendation.

Signed on behalf of HWERY

Matthew Fawcett

Date: 7/1/19