



Healthwatch Peterborough
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Healthwatch Peterborough Enter & View: Care Homes Programme

Location: Lavender Care Home

Date: Wednesday 16th March 2016: 1am to 1pm: To view lunchtime arrangements for residents.

Authorised representatives: Jean Hobbs, Rosemary Dickens.

HWP Staff: Heather Lord.

No. of residents: 31

No. of Staff: Not known

Manager: Janeth Baucan

Last CQC inspection: 8th December 2014

Observations; on arrival

The front door had a bell to ring for admission. Security code pads were in evidence.

Team were signed in as a whole and welcomed by the Assistant Manager.

First impressions were good, spotlessly clean and no smells. No hand gel was seen however when asked the Manager explained these were available from the office and were put out of sight due to dementia residents trying to consume them.

Entrance area was clean and very neat with a First Aid Box and a range of useful leaflets on display.

The Notice Board was very neat. Information included Latest CQC rating of 'Good'

The manager was asked about the CQC report and action plan and was able to readily find this as well as DOLS information.

Information was also available in the conservatory.

Premises

The home smelt clean throughout. Staff members were busy with cleaning trollies, supporting and interacting with residents, this was observed throughout the visit.

Private rooms were well kept and personal items were on display.

Information from interviews;

Staff - 3 interviewed

Under the management plan, issues were addressed at Directors meetings; there are monthly meetings with staff where issues are also raised and staff training is discussed. Work to change the format of care plans is in progress to make them easier to read and refer to and for staff to access.

The Manager, who has been in post since Oct 2015 evidently enjoyed working in the home and showed an extensive list of training for herself and members of staff, the latest being in Diabetes. The Manager took pride in the comments made by residents, family members and social workers. Her view was that recommendations for new /prospective residents were best through word of mouth recommendations.

Two other long serving members of staff stated they enjoyed working in the home praising the environment and the bonding with the residents. Recently received training included Diabetes, Safeguarding and Medication.

During the visit a member of staff was observed giving out medication, when asked the member of staff explained they were not 'controlled drugs'.

Residents - 7 interviewed

The overall attitude of the residents interviewed was positive with comments such as nice, friendly, being cared for. No-one said they wanted change and one said specifically "they know what they are doing". Two people who loved the outdoors were especially appreciative of the garden.

Although the residents comments on the staff were generally positive there were several comments about there not being enough on duty, except at mealtimes, this extended to comments about busy staff not having time to chat to them and some communications not being understood due to overseas staff.

All residents said they felt safe and their privacy and dignity was respected. Two residents said they were able to choose their own clothes when getting dressed. Nearly all residents said they were spoken to respectfully and this was confirmed by observations during our visit.

Observations: All the residents were clean, tidy, appeared comfortable and looked cared for.

Issues of concern

There was one reference to 'impatience' from staff; this was put down to cultural differences. One person expressed concern that not all residents received privacy, no further details were provided and there was some 'limited' concern expressed about not getting own clothes back from the laundry. The Manager may want to consider these comments.

Family Members - 2 interviewed

The Lavender Care Home had in one case been chosen by the resident because 'it felt right' and in the second following recommendation by relatives.

Staff were described as trying hard, friendly, very caring and helpful. Both people we spoke to had observed that staff had time to chat. Both people felt that their relatives were safe, afforded privacy and spoken to with respect. This included their relatives taking pleasure in being able to choose their own clothes. Both people we spoke to indicated that their relatives were not very interested in activities.

Activities:

There was an exercise class taking place during our visit which was attended by a good number of residents. Residents were also observed playing dominos in the conservatory. However comments suggested that residents were not always aware of what activities

took place; there was also a lack of interest expressed by residents in taking part in activities.

Issues of concern

If there was easily accessible information about activities most people interviewed were not aware of it. This may explain their lack of interest. The Manager may want to comment on this point.

Mealtimes: Nutrition and Assistance

Residents commented that they liked the food, saying it was usually hot and varied. There were a few comments that meals were sometimes 'Eastern'.

Mealtime observations.

Food was served in the dining room and in private rooms. Residents were seated at 11.45, staff explaining that this was to encourage residents appetite through the aroma of the food. The three course meal was served at 12.10pm and was concluded by 1.15pm. The menu consisted of vegetable soup, roast pork with all the trimmings, and a choice of pudding. It was observed that there were sufficient staff who were well organised in serving and clearing away but also interacted respectfully with the diners when handing out meals and providing help where and when required during the meal. Diners chatted throughout and the atmosphere was relaxed.

Issue for concern

Most people thought it was only possible to pre-order food on special occasions whereas a few thought it was possible to ask for an alternative if they didn't like the planned meal. Several people said they didn't get the help they needed at mealtimes; however this was not observed during or visit. Some concern was expressed that 'soft' food was not always available. The Manager may want to consider these comments.

Conclusion

From our visit Lavender Care Home, the overall view of the authorised representatives was that the care home as well run, particularly at meal times - the food served on the day of our visit was of a good standard, staff were well organised in term of cleaning duties, the home was clean throughout, staff spoke to residents respectfully and interacted appropriately with them. Residents looked cared for, seemed happy and satisfied with their care but confident to speak out about the things which bothered them. Staff were described as friendly and helpful.

Issues of concern: There were some comments made about communication issues, laundry arrangements, activities and food choices. As described above, it is appropriate for the manager to comment on these but we have also made recommendations below based on our findings.

Recommendations

- We would suggest the manager reminds all staff to speak clearly to residents; this could be addressed in a staff meeting.
- A reminder to staff to respect residents privacy at all times could be addressed in the same way.
- We would suggest laundry arrangements are looked into, to ensure the issue of lost items is addressed.
- We would suggest that more accessible information on activities is made available

to residents that they reflect the residents interests and encouragement is given to promote these with residents.

- Pre-order arrangements for food should be explained to residents to ensure they all understand these.
- The manger should check residents 'soft' food arrangements and ensure all those requiring this are receiving it.

The following comments were added regarding 'areas of concern raised that needed action' on receipt of email from the Care Home Manager.

1. **Staffs to speak clearly, respect residents privacy-** staffs were reminded once again about this issues on the general staffs meeting. I've been observing them myself when they are assisting resident's needs and noticed they knock on the door before entering their rooms, address them properly, right tone of voice and act upon their respect
2. **Laundry missing items** - families were reminded again to inform staffs of any new items they will bring into the home, label them otherwise things will be misplaced and put away in unidentified items in the laundry room. Laundry lady is assigned in the laundry to get acquainted to resident's belongings and to find missing items back to the owner as soon as possible. Staffs will look for the missing items right away and inform their NOK or the resident themselves.
3. **Information of daily activities** - each resident has a copy of the weekly planned activities of the home. The activity coordinator will go around each resident to encourage them to join in. An advanced notice of big activities such as Summer BBQ is visible in the main entrance door, signing book table and at the dining door.
4. **"Soft Food Supplement"**- There is always a soft and pureed foods prepared for all residents with special needs for both homes - Broadleigh and Lavender. Information is kept in the chef kitchen for all residents dietary requirements. A record is kept in the kitchen daily record for the daily menus including temperature, pureed & soft diet, pudding & supplements
5. **Pre-Order Arrangements** - residents are aware that their families and any visitors can come into the home and join with them at mealtimes. They will inform the any of the staffs in advance. If they don't like the menu of the day, an alternative food is being offered to them. I will bring this issue again in our upcoming residents meetings this month.

Report completed: 29 April 2016
Report amended 13th May 2016
Heather Lord