



Care Home Visit Report

Charlotte Grange Care Home. Flaxton Street Hartlepool

An unannounced visit took place on Thursday November 9th 2017

Healthwatch members who conducted the visit were:-

Zoe Sherry, Marjorie Marley, Judith Gilbert and Jackie Russell

The Aim of the visit was to look at the quality of life and standard of care of all residents including those suffering from various degrees of Dementia.

Charlotte Grange is a home of four units surrounding a central hub. Each unit has 12 residents. There are married couples as well as individual residents. One unit is specifically for those suffering from Dementia and varying levels of need. The other three units are for frail residents, though some have memory loss and early dementia, and others may be physically frail.

The home operates a system to monitor individual residents needs, the management responds to individual changes of care needs by the use of internal transfers between the units. This reduces the need to move people out of the home to an unfamiliar place

Environment.

The home was warm and inviting and we were greeted by staff who were pleased to show us the home, and with residents permission showed us the bedrooms. In the case of married couples, their small lounges. Their original two rooms had been converted into a bedroom and lounge; this gave the couple privacy and time together.

We arrived at 10am. Some of the residents were still having breakfast, some dressed, and some in nightclothes. It was explained that this was by personal choice.

The rooms were set out to allow conversations and in one it looked homely with chairs around the fireplace.

There was access to all units, with no closed doors, and residents were able to freely mix in the home. The more poorly people were being more closely watched for their own safety. There was a lot of 'banter' and friendly chatter.

The units were clean but looked careworn with paint missing from door jambs .but this did not affect the care,.

There are alcoves and small areas where peace and quiet can be found often with a view over the garden.

At present there are no coloured fittings in the home. We were told that money has been applied for to correct this. But only for the Middleton unit.

The bathrooms all had thermostatically controlled taps to prevent injury but the signs on the doors were paper and peeling off.

Though the rooms are not ensuite there are many toilets that are accessible to all.

The sluice room was securely locked and opened by request. All mops and cleaning equipment was colour coded.

Safety

The external doors were secure. There were no tripping hazards. The home has a fire alarm and there are regular fire alarm practices. Residents were well aware of the system. One told me how they are counted and another said if the alarm went off you had to 'run like hell'

Most rooms have external doors which can be opened, some of them open on to a confined garden area. Others can be locked unless needed.

Stimulation

The home is family orientated with open visiting, Families visit and frequently get involved in the activities,

There is a notice board with list of events and activities mostly within the home but also trips and outings. Zumba was that day's activity. Only one lady complained that she was unable to join in, as she is temporarily wheelchair bound and is eager to take part again,

In the summer there is a barbeque area and outside seating.

Nutrition

The home has changed the dietary system. They now have a contract with 'Appetito' a frozen meal company, this is large scale provision. The kitchen is set out with specific freezers to hold food to meet any diet type. The food comes in 12 servings and residents still have to select their menu. Even those on pureed diet get a plate of food that still resembles the food it is made from. This boosts the confidence of people to sit together and eat together and not feel different. The cost of the food is greater but there is less wastage and everyone enjoys their food.

A diary is kept of every resident's diet every day so that menus and amounts can be changed. This ensures an adequate enjoyable meal and meets nutritional standards

This is supplemented by home baking and there were bowls of fruit in evidence around the home.

There were plenty of drinks available in the lounges but there is a concern at lack of water being available in the bedrooms. Residents said they could ask but there was none beside them during the night.

Care

All residents looked well cared for and happy. The staff clearly knew each resident and there was good interaction between staff and residents, staff could recognise any changes of mood or general health and responds to it.

The residents had access to baths and showers as often as they wished.

It is possible to have a commode in a bedroom to assist those with night time needs and also those whose personal needs are more complex.

With the open access around the home staff were aware of the care needs of most residents and also some staff could be interchanged between units if required.

All staff on Middleton Unit have now had dementia training and well as senior staff. There are plans for all other staff to complete the training in the near future.

All residents have access to any health services they require i.e. Doctor, nurse, optician.etc

Those residents who had wished to vote were supported to do this.

Those residents who were asked about access to religious services said there was no Catholic priest and some times Church of England, but none seemed very sure.

In total 8 residents and two relatives were interviewed. Everyone was happy and there were no complaints, in fact there were many compliments about the staff and management..

Senior staff were interviewed pre and post visit and were told of the outcome of the visit.

We thanked them for their hospitality.

Recommendations

To ensure that the colour coding of equipment is completed in the Middleton Unit. And to eventually complete this in all units of the home.

Refresh the paintwork, especially doorways into bedrooms.

Provide proper permanent signage to bathrooms and toilets.

Provide water jugs in rooms where appropriate

Complete all staff training for dementia awareness.

Check availability and access to religious services/visits

Zoe Sherry
Marjorie Marley
Judith Gilbert
Jackie Russell