



## Enter and View Visit Report

### Queen's Meadow Care Home

An unannounced visit took place on 29th January 2018 from 2-4pm

#### Visiting Team— Judy Grey

Judith Gilbert

Jackie Russell

Elizabeth Fletcher.

#### ENVIRONMENT

We were welcomed by the Manager, Julie Armstrong; who afforded us privacy in the "Resident's Bar" and answered relevant questions including –

- Number of Beds - 59
- Number of En Suite - 57
- Do you have "Couple' Room - Yes
- Staffing Levels - 2 Supervisors (NVQ3) and 3 Carers in Dementia Unit  
2 Supervisors and 2 Carers downstairs.

It was agreed that we would reconvene after the Healthwatch members had talked to Residents and/or family members -if available.

#### SAFE

Members spoke to several residents and visitors.

One gentleman, who had been a resident for many years, volunteered the information that he is very independent, goes to bed and gets up whenever he likes—feels very secure.

A lady interviewed, had been at the Home for six months and felt very happy.

A visitor, who has a relative in the Dementia Unit, had asked for steps to be taken to ensure the security of her relative's belongings—she was satisfied with the response.

Another visitor remarked

"No Problems at all"

In the downstairs Lounge, a relative complained that she had had to buy her Mother four pairs of slippers.

#### CARING

Members were told that Staff respect privacy and the gentleman Resident, remarked that he felt no embarrassment if being attended by a female carer. His wardrobe was full of clean clothes, which he insisted our visiting members, inspected!

A lady remarked that she preferred to have her meals in her room; chooses to shower at different times, and there was never an issue.

One resident enjoys a drink of Bailey's. Her son buys her a bottle which he leaves with the Manager, she is given a glass each night.

A visitor reported that if she has any concerns about the health of her Mother,

“A Nurse Practitioner is called—there are no issues”

One resident had concerns -

“Sometimes they (carers) just throw something at you and say “Put that on!”—and some, not all, can be unpleasant”

A lady interviewed remarked that she didn't like the way some staff referred to her

“My name is XXXX! —they call me ‘honey ‘ or ‘chuck’ and I don't like it!”

## **RESPONSIVE**

There appears to be a vigorous Activities Programme—a Board is on view in the hall of the establishment, which details activities; Films, Bowls, Crafts, Karaoke, Past Times, Entertainers, Theme Days.—visitors are welcome.

One relative remarked that her Mother

“Always joins in!”

Chair exercises appeared popular.

## **EFFECTIVE**

One resident assured us that her medication was always given to her on time.

A visitor, who has a relative on the Dementia Unit remarked.

“I wouldn't have her anywhere else”

Speaking with a son who was visiting his mother, we were told that

“She is so much better since coming here!- I have complaints about other places, but not here!”

After he had left, the lady talked to the Healthwatch visitor, appeared upset and remarked

“I feel dumped!—sometimes—suicidal—I have a home that my husband and I built, and I'm not allowed to go in it”

The concern was raised with the Manager who remarked that she was aware of the situation. The family were attentive, and she felt the lady in question would settle as she had recently formed a friendship with another female resident. We discussed use of outside agencies such as Social Workers.

## **OBSERVATIONS**

Whilst in Downstairs Lounge, one of our members became aware of a Resident in difficulties, and had to find member of staff to assist her. Also, another lady interviewed had clothes which were soiled and dirty and she appeared disorientated.

General observations include -

- No Call Buttons readily seen
- No Water Jugs
- Dinner Plates not cleared
- Coffee cup and saucer; scone balanced on saucer
- Box of shoes and slippers observed in. Laundry
- Odour in certain areas

The above observations were raised with the Manager

- Call Buttons not in lounge—staff monitor regularly
- There is a Water Dispenser in each Lounge, situated behind the doors.

- Dinner plates should have been removed by 2pm the latest (One member suggested it may have been due to the speed at which resident ate)
- Each resident should have separate plate as well as cup and saucer.
- The box of slippers and Shoes was dispensed quarterly on Take Back Day.
- Odour would be addressed; the Manager informed us that one area of carpet per week, was 'deep cleansed'

We would like to take this opportunity to thank the Manager and her staff for their support during our visit—and to say we appreciated the time she took to answer our concerns.