



Enter and View report

22nd July 2019

De Bruce Court Care Home



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1 Introduction

1.1 Details of visit

Details of visit:	
Service address:	De Bruce Court, Jones Road Hartlepool, TS24 9BD
Service Provider:	Careline lifestyles
Date and Time:	22 July 2019
Authorised Representatives:	Judy Gray, Carol Sherwood & Bob Steel
Contact details:	Healthwatch Hartlepool, ORCEL Centre Wynyard Road Hartlepool TS25 3LB

1.2 Acknowledgements

Healthwatch Hartlepool would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

1.3 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

2 What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they 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 on premises such as hospitals, residential 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 Views 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 need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

2.1 Purpose of Visit

- To engage with service users of care homes and understand how dignity is being respected in a care home environment
- Identify examples of good working practice.
- Observe residents and relatives engaging with the staff and their surroundings.
- Capture the experience of residents and relatives and any ideas they may have for change.

2.2 Strategic drivers

- Dignity & Wellbeing in Care homes is a priority of Healthwatch Hartlepool
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2.3 Summary of findings


On arrival we asked to speak to the manager, Mr Craig Bowen, but unfortunately, he was on sick leave. We were introduced to deputy manager Mrs Janine Owen.

On entry to the building we were very impressed with the decor and cleanliness of the building. No odours were apparent. Building temperature was registered at being 18oC.

Janine was very keen to answer all of our questions. There are 3 different units within the building and 3 separate bungalows on the site. The units are called Saint Bede's, Saint Cuthbert's and Saint Aidan's. Janine informed us that Saint Aidan's Unit was in quarantine due to an outbreak of scabies plus one of the bungalows. The first wave of treatment has been completed for all residents and staff and visitors. Visitors were asked to go to their own GP services for treatment. Treatment is ongoing.

Registration of services provided for up to 46 people which includes the categories elderly nursing care, EMI and residential care. There are currently 25 residents.





There are no dementia patients as such, but 3 residents have been diagnosed with personality disorder. The remainder have fluctuating capacity. 22 of the residents have a DoLs (Deprivation of Liberty) order placed on them. The 3 residents in the bungalows are from the Durham area, the remainder are from Hartlepool. At present, they do not have any resident on an end of life pathway.

Staffing Levels

There are 10 staff per day, consisting of RGN (Registered General Nurses) and care assistants working 12hrs shifts from Monday to Friday. 3 residents require a complex one-to-one carer 24hrs a day. Night staff consist of one RGN, who is agency staff (but has worked for the firm for 4 years on a regular basis) and four care assistants.

Weekends there is one RGN for a one to one care for 12hours and eleven carers.

Staff turnover remains quite high. Janine states that there is a good core team that has been with them from opening. The day we were there, there were 4 new starters shadowing carers. Their training is over 12 weeks and contains activities of daily living, dignity and respect. They complete e-learning training. If they complete the course in 12 weeks they receive an NVQ care certificate. They even go to University Hospital of North Tees to undergo oral hygiene training.

We noted an activities board for seven days a week. Work is being carried out for a pamper room, a cinema room, baking days, arts and crafts. They have a breakfast club once a week for brunch followed by snacks in the afternoon and high tea in the evening. But they have not yet employed an activities co-ordinator. So, all of the above only gets done if time permits.

Safety and Security

All staff are trained. Key codes to all units are changed weekly. Fire tests are carried out on a weekly basis. Evacuation simulations are carried out monthly. All buzzers are checked daily. Staff are all trained regarding DoLs and the use of “best interest”.

Personal possessions and money for the residents are kept in the safe. All residents have a key to a locked drawer in their own room. Families book money in with administration for extra expenses such as hairdressing fees, podiatry fees etc.



Trips and Falls

If there are trips and falls, staff check for infections and new medications. Individuals who use walking aids, wheelchairs and mobility aids are checked to ensure they are being used correctly and safely.

Well Being

Every resident has their own GP. If visits are needed, Single Point of Access Matron visits the home.

Medicine Management

Daily Audits by management checks for missing signatures and other errors.

Feeding, Hydration and Diet

These are monitored via electronic system MOBIZIO which contains each residents care plans and daily logs and charts of staff on duty. It is audited throughout the day by management.

Washing and Bathing

Bed baths, showers and baths are mainly carried out during day time with the exception of emergencies. Residents may refuse but daily personal hygiene is encouraged.

Other Issues

Decision Making with and for residents.

Not all residents have family, but where DoLs are in situ, family and other involved in their care circle are involved in decision making with regards to the residents “best interests”.

We asked if any compliments or complaints had been received recently. Compliments were made regarding the building, it’s decor and no odours could be detected. There has been one complaint recently regarding the current scabies outbreak. A family member whose mother had contracted scabies had not had her bed sheets changed daily, even after family had requested. Apologies were given and sheets were changed immediately.



All complaints and complements are published on MOBIZIO.

6 residents were interviewed by our visiting team consisting of 4 women and 2 men. All other residents declined to be interviewed other than those we could not have access to due to quarantine.

2.4 Results of visit

Independence

Activities and things to do

- 1 stated “Yes, Good”
- 2 did not have an answer
- 1 just walks about his bedroom
- 1 stated “I eat my breakfast”
- 1 stated “Things to do? Nothing to do in here”.

Choice in daily routine: choice of getting up or going to bed

- 1 said “I have a phobia about going to bed. After I had surgery, so I am able to please myself if and when I want to go to bed.”
- 4 stated we can get up and go to bed when we want.
- 1 stated “yes, i get help if and when I need it”

Personal choice of decor

All residents stated that they had a say in what their decoration was for their room.

Friends and relatives visiting time

All stated “Yes, I have plenty of visitors. They can come whenever they like”.

Are you able to vote at elections?

- 1 stated “not interested in elections anymore”
 - 1 stated “No, they gave me voting papers after voting had ceased”
- The remainder stated that they don’t bother now

Keeping Finances

- 5 people said “family deals with the finances”
- 1 stated “office keep it”.



Dignity and Privacy

Do staff knock before entering your room?

1 stated “Not all the time”

2 stated “I like my door open”

Remainder stated “Yes, all of the time.”

Assist with bathing and dressing

All stated “Yes. We are able to bath and shower as often as we like”

Do staff call you by your preferred name?

All stated Yes.

Are you able to practice your own religion?

2 stated “Not now. Don’t bother”.

1 stated “I don’t know”

The remainder stated “A Catholic priest comes in once a month to give me communion”.

Food and Nutrition

Choice, quality and quantity of food

1 stated “Don’t like most of it”

2 people said “There’s a good choice and it’s plentiful”

1 “Likes it sometimes, but it is not always nice”

1 “Don’t like most of it. There is no head chef and too much turnover of staff!”

1 stated “More bad than good”.

Enjoyment of meals

2 enjoyed the meals

1 said there is a menu to choose from

1 “Needs more variety”

1 says “Poor quality food. I love a bit of steak but can’t get none”

1 made no comment



Choice of where to eat

2 stated “It’s not applicable. Doesn’t matter to me”

2 said “Yes”

2 says “Go downstairs”

Availability of water and other drinks

1 said “Yes. Water stations are in view”

1 likes soup in a cup and had juice and cups of tea

1 “Nice to have a drink handy”

All residents stated that it would be nice to have some ice in their drinks with the hot weather.

1 stated “You have to ask for drinks in here”

1 stated “Yes”

Access of Snacks

1 stated “Yes”

1 stated “No comment”

1 says “Crisps and sandwiches, BUT limited because of his illness”.

1 stated “Just fluids. No snacks have been offered to me”

2 said “Fruit and sandwiches are offered”

Assistance with feeding and Drinking

2 stated that “I do need help sometimes and it is given when needed”

2 said “No. Don’t need help”

2 people made no comment.

Healthy Food Options

Bowls of fruit were observed in the lounges but nothing in individual rooms.

2 people made no comment.

4 said “Yes”.

Involvement and Respect

Are staff respectful and polite

4 people stated “Always” “Without a doubt” and “Mostly”

2 stated “Some do and some don’t”



Concerns that you raise; Are they dealt with?

4 said “Yes”

1 stated “In some cases. But not consistent. No middle man and no liason.”

1 “I’ve been waiting for my ears to be syringed. They told me a month ago I was top of the list and I am still waiting”

Do staff take time to talk about things you like and listen to you?

3 said “Yes. Always”

1 said “No”

1 made no reply at all

1 said “Not with any outcomes”.

Do you know how to make a complaint or compliment?

1 person said “There are notices all around us. But I would take the person to one side or get a middle man”

2 people said “Yes”

1 said “Not necessary, but would it be needed?”

1 said “Tell them there and then. Put it to them”

1 said “Yes, I’d go to the manager”

Safety and Security

Do you know what the fire alarm sounds like and what to do if you hear it?

1 did not answer the question

5 said “yes”

All explained that the fire alarm goes off and all doors close. The staff then come around to check on us to make sure we are ok. This happens every week.

Do you feel safe when using hoists and walking frames?

5 people said “Yes”

1 stated “Hadn’t used these things much and did not feel safe”

Always staff there to help and support when needed?



1 did not answer

1 said “There is not enough support when I have to change my incontinence bag. I have been advised I must do it myself”.

4 stated “Yes. I feel safe”.

My personal possessions and money

2 stated “My daughter takes care of everything”

1 said “My purse is locked in my drawer and I have the key”

3 said “Yes”

Health and Wellbeing

Do staff ask how you are feeling and if you are happy with your daily care?

1 stated “they are so-so”

1 stated “Without a doubt”

2 stated “Yes, I am happy”

2 stated “No”

If your care needs change are you involved in making decisions about your care?

1 said “No. I was told I was going down stairs and not given any options at all”

1 did not understand what had been told to him

1 said “Yes, always”

1 did not answer

1 does not know

Are you encouraged/assisted to exercise?

4 people said “No”

1 person said “I cannot do any exercise”

1 walks around the grounds.

Do you have regular access to GPs, opticians, dentists etc when needed?

1 said “The daughter feels as if her father is falling through cracks. Podiatrist comes to the home”

1 states they go out to receive the services.



1 said “Yes. I am aware of these services”.

Remainder stated they did not know about these services and in future would ask.

2.5 Additional findings

I inspected bathrooms, toilets, laundry and kitchen facilities with Janine. Bathrooms and toilets were spic and span. Dementia friendly signage on doors. The kitchen was exceptionally clean and new menus are on the way. They are awaiting a new chef.

The laundry was very busy due to the excessive laundry used in the outbreak of scabies

2.6 Recommendations

- An Activities co-ordinator is needed to keep the residents mind and body active and busy.
- A laundry assistant is needed to ease the work for carers to spend more time with the residents.
- A return visit is conducted in the next 6 months due to our inability to speak to residents because of sickness and ongoing concern around the high turnover of managers and the destabilising effect this has

The team would like to thank you for the nice refreshing cup of tea at the end of a busy day. Thank you.

2.7 Service Provider Response

None received

