

West View Lodge Care Home



Enter & View Report

Location: West View Lodge, 124a West View Road, Hartlepool, TS24 0BW

Date and time of Visit: 6th February 2019 from 3pm

Contact name: Wendy Collins

Healthwatch Team Members: Liz Fletcher, Jane Tilly, Judy Gray, Carol Sherwood, Ruby Marshall. **Observer** Thora Deacon

What is Enter & View?

Part of the local Healthwatch programme is to carry out Enter & View visits. Enter & View visits are conducted by a small team of trained Healthwatch volunteers, who are prepared as 'Authorised Representatives' to conduct visits to health and social care premises.

Enter & View is the opportunity for Healthwatch Hartlepool to:

- Enter publicly funded health and social care premises to see and hear first-hand experiences about the service.
- Observe how the service is delivered, often by using a themed approach.
- Collect the views of service users (patients and residents) at the point of service delivery.
- Collect the views of carers and relatives through evidence based feedback by observing the nature and quality of services.
- Report to providers, the Care Quality Commission (CQC), Local Authorities, Commissioners, Healthwatch England and other relevant partners.

Enter & View visits are carried out as 'announced visits' within a given timescale.

Enter & 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 a service does well.

Acknowledgements

Healthwatch Hartlepool would like to thank the staff and residents of West View Lodge

Disclaimer

Please note that this report relates to findings observed during our visit made on 6th February 2019

The Visit

This visit to the Home was a follow-up to one made by the same team, in 2018. At that time, safeguarding issues were raised regarding the welfare of the residents in the Croft Unit.

Today, we were met by Gail Nelson, a relief manager. She informed us that the previous incumbent, Michael Brogan was no longer employed in that role. We found this disappointing, as on the previous visit, he had concurred with our findings and told us he intended to make improvements.

It was somewhat disconcerting, to find that a person in Ms Nelson's position, had no knowledge of the Healthwatch Organisation declaring she had never heard of Healthwatch England. I explained the process and asked if we may speak with her at the end of our visit, this was agreed.

The first noticeable change was in the flooring of the establishment. Carpets had been replaced by linoleum which allowed for easier cleaning and thus a reduction in unpleasant odours.

Marina Unit

Long term Residential.

Residents declared themselves to be happy with the service. A variety of activities including work-out in a gymnasium and other exercises are offered; Choice, quality and quantity of food is appreciated by residents, one gentleman remarked "It's lovely, it's like the b----y Waldorf!"

We noticed on this visit, that there were jugs of water or juice available in all rooms and some lounges. A member of staff informed us that liquid intake was monitored. Staff are recorded as being polite and aware of resident's privacy.

It was noted that when dealing with a resident who was confined to bed, the member of staff held a blanket, in order to preserve the privacy and dignity of that resident. Another example of good practice was when a Domestic in the Dementia Unit, heard a lady complaining of being cold, she brought her a blanket. Her attitude was one of gentleness and care.

Most long term residents felt that staff tried to find time to talk to them, but one lady remarked "No they are too busy"

Another noted

"Yes, but not enough staff"

When asked about making complaints, most residents remarked that they knew how to do so "I go into the office and they listen to me". It was good years ago but now it is getting commercial"

"The staff take them down in a notebook (complaints) sometimes something happens"

Jubilee Unit

Residents are transitory, and the aim is for Rehabilitation; length of stay is normally six weeks.

Several people were interviewed.

Some concern was raised about loss of clothes from the Laundry. However, one resident's daughter explained that she had intended to do her Mother's washing, but

a notice, advising staff of her intention, had not been attached to the laundry and thus the staff had taken it to be cleaned.

It was felt by our team members who visited the laundry, that the staff were very hard worked, and that if possible, an extra staff member could be allocated to this duty.

A lady who was interviewed, appreciated the day staff but had some concerns about those on duty at night. She had needed the toilet, called for assistance which was slow in coming. Having soiled the bed, she was embarrassed and very upset, complaining about the length of time she had had to wait, was told, 'Quite curtly' "You are not the only resident!"

Croft Unit

This is the area which caused us most concern during our last visit. Specifically catering for those with Dementia, it is on the upper storey of the building, accessed by a secured door to the lift.

On this visit, the first impression was of an odour-free, light environment. Staff were very aware and inclusive of the residents, chatting to them quite naturally; residents appeared much more relaxed and far less agitated. The walls of the corridors now had photographs; the lounge looked brighter and the chairs appeared to be new.

The cleaning staff were doing a thorough job and bathrooms appeared clean and Dementia friendly.

I found the most noticeable difference to be in the Dining room. It was no longer cold and impersonal. Coloured table cloths, vases of artificial flowers decorated all tables, which were set with knives and forks. Kitchen utensils hung from a dado-rail and there was a fun wall mural of a large tea-pot and cup and saucer. A clear pictorial menu advised residents of the daily menu.

We were told, by two different members of staff, at different times "The Croft is a working progress"

It was in this department that one of our group spoke to a lady in the lounge, she became aware that the lady was cold but before she could act, a nearby cleaner, brought a blanket. It was the attitude of the staff member which impressed our colleague "caring, gentle and compassionate, she tucked the blanket around her and dropped a kiss on her forehead"

Approximately three hours after the start of our visit, we gathered to speak to Ms Nelson. We were told that there were no senior staff remaining on the premises. A Care Worker, Christine Farrell, listened to our remarks, which were mostly complimentary.

The team felt they would like to congratulate Mr Brogan and his staff, for the part they played in implementing such obvious changes.

Appendix 1



Completed Questionnaires from Relatives at West View Lodge (21)

A. Independence

1. Are you happy with the variety of activities and the amount of exercise offered to your relative?
 - Yes 10
 - Activities N/A – confined to room due to mobility. Physio sessions satisfactory.
 - We are unaware of what takes place or is available.
 - He refuses to join in any activities and grumbles he is bored.
 - There are activities, however I think there could be more throughout the day and weekend.
 - Yes very good.
 - Yes, very much in line with her wishes.
 - Exercise and activities not able to. Bingo ok.
 - No 2
 - Think there could be more activities offered.
 - My relative is very elderly and needs wheelchair assistance to get outside for a smoke which is virtually her only interest apart from TV. Assistance is limited.

2. Does your relative have a choice of when to go to bed and when to get up?
Going to bed ok, getting up not acceptable that some days are 5.30am – 6.00am, this is far too early.
 - Yes 14
 - We don't know as she is unable to communicate.
 - Not sure
 - Yes, sometimes can wait on a morning due to night staff levels.
 - No
 - Technically yes, however if you want breakfast, you have to be up when it is served, not when you want it.

3. If your relative has an interest e.g. gardening/art – are they given the opportunity to enjoy this?
 - Not applicable 6
 - Yes 5

- Not that we are aware of 2
- He enjoys having visitors which he is allowed any time he likes.
- Yes likes arts, dominos and bingo
- Likes bingo and games, usually joins in.
- Classical music which is readily available to her.
- Back to Question 1, due to staffing levels it is not always possible to go outside for a smoke.
- No
- Don't know

B. Food & Nutrition

1. Is the food varied, plentiful and well presented?
 - Yes 15
 - Yes, however sometimes not hot enough. Cakes sometimes not on a plate or serviette, given by hand.
 - She is unable to tell us and we are not there at meal times.
 - Yes, however mince and dumplings is a regular.
 - Food good but would like a change now and again.
 - Yes, likes most foods.
 - Definitely plentiful and well presented but far too many dinners.
2. Has your relative the choice of where to eat his/her meals?
 - Yes 19
 - Has choice but prefers own room.
 - Yes – dining room or bedroom only.
3. Is assistance available if required?
 - Yes 17
 - N/A 2
 - Yes, all the time.
4. Are there sufficient drinks available?
 - Yes 18
 - Yes but jug filled from bathroom, not good!!
 - Yes juice and tea, no lager !!
 - Yes although on a certain shift jugs are filled later and from a bathroom.
 - My relative is very elderly and frequently complains to me that she cannot get a cup of tea when she wants one.
5. Are any health issues (e.g. diabetes) addressed?
 - Yes 13
 - Yes if required.
 - No health issues 3

- N/A 3
- Yes – medication and attention is given when required.

C. Involvement/ Respect

1. When you visit, have you noticed staff talking to your relative?
 - Yes 15
 - Yes (day staff)
 - No 2
 - Staff do interact with my relative, but it is very rare that I have found anyone in the room when I have arrived for a visit which I do 2 or 3 times each week.
2. Do they treat them with respect?
 - Yes 18
 - Yes (day staff)
 - Hope so
3. Try to involve them in activities?
 - Yes 14
 - N/A 2
 - As he refuses there is not a lot they can do.
 - Not sure.
 - She likes her room and is happy.
4. Are they aware of the needs/mood swings of your relative?
 - Yes 17
 - Yes, they are very supportive
 - Most times.
5. Do they assist where necessary but encourage where possible?
 - Yes 17
 - They do assist, sometimes requires more encouragement to get dressed.
 - Yes, when there is enough staff
6. Do they attempt to explain if a new situation arises?
 - Yes 18
 - Not sure but think they would.

D. Health & Wellbeing

1. Are you happy with the personal care given to your relative?
 - Yes 18

- No – sometimes left in wet beds for long time, not quick enough to get her to the toilet.
 - Not all the time, never enough staff.
2. Are they clean (nails, hair, teeth, etc) and offered the chance to bathe often?
- Yes 16
 - No – Showers not often enough.
 - He needs more prompting to shave and his dentures are usually very stained.
 - Yes, but needs assistance.
 - Always.
3. Are their clothes their own and clean?
- Yes 13
 - Clothes washed by the family
 - Clean, but always their own.
 - Yes, send to laundry regularly
 - Yes (Most of the time)
 - Yes, her own clothes but not always clean as they don't prompt her to put clean ones on.
 - Mostly the clothes are her own. However, numerous items of clothing have gone missing. We the laundry to try to mitigate losses.
4. Do they have their own spectacles; hearing aids etc?
- Yes 18
 - Yes, but not used as they are always missing.
 - Not needed
5. Is medication given on time?
- Yes 15
 - Not always
 - Usually
 - If needed.

E. Safety & Security

1. Do you think your relative is safe and secure?
- Yes 19
 - Yes, very safe and secure.
2. Does he/she appear to be happy using equipment such as hoists and walking frames?
- Yes 14
 - Ongoing physio with walking frame seems ok.
 - She refuses to use walking frame. Wheelchair seldom in her room.

- He uses a walking frame and wheelchair when necessary.
 - Ok
 - A walking frame is used reluctantly, but this is no fault of the Home staff.
3. Are there always staff available to help and support?
- Yes 14
 - Yes, but sometimes have to wait due to insufficient staff available.
 - No 2
 - Yes, with bathing.
 - Generally the answer is yes.
4. With regard to personal articles are you happy that your relatives belongings are safe?
- Yes 13
 - No. Clothing and other personal items become misplaced even though they are clearly marked.
 - Yes, very safe.
 - Yes with the staff but not with other residents.
 - Yes – other than clothing.
 - We have had problems in the past with items being stolen but these issues have been addressed.

F. If their needs change

1. Are you told about this?
- Yes 15
 - Yes mostly
 - Yes, regular updates from staff.
 - No changes so far.
 - Not family member, just friend.
2. If able, is your relative involved in decisions?
- Yes 11
 - Unable to make decisions 4
 - N/A
 - Yes, has ability to make own mind up.
3. Are you involved in any decisions about their care?
- Yes 14
 - So far have not had opportunity to discuss my mothers welfare and treatment with anyone in authority. Deputy was supposed to come and meet with social worker but advised was not available.
 - Usually.
 - Yes if asked by him or the staff.

- No
- No, not family member, friend.
- No involvement has been necessary to date.

G. Complaints

1. If you are not happy or have an issue of concern, do you know to whom, how and where to pass on your complaints?
 - Yes 17
 - The staff are pleased to help.
 - Lady in charge.
 - We would report any concern to the Care Home manager. However, we have not been given any formal route for making complaints.

Any other comments

- Cleanliness and hygiene need looking at – dirty toilets, strong smell of drains and urine right throughout the building.
- The staff are kind and caring but they have a heavy workload especially on the dementia unit.
- The staff are patient and caring. It's a demanding job and it sometimes appears they could do with an extra pair of hands.
- Overall happy, my relative is well looked after. Could do with more activities throughout the day, especially on weekends. Sometimes I notice residents are just sitting and doing nothing.
- Doing very well at the moment.
- There is a smell of urine when you walk down the corridor.
- There needs to be more staff on Jackson Suite only ever seem to see two.
- Care staff are fab and backbone of the Home.
- Very happy with the care my mother receives.

Appendix 2 Response from Care Home Manager

From: Westview Manager [<mailto:westview.manager@fshc.co.uk>]

Sent: 15 March 2019 11:43

Subject: Healthwatch Hartlepool

Good morning

Following a recent visit to Westview Lodge by the Healthwatch Hartlepool Team can I please start by thanking the team for their continued help and support.

I would like to acknowledge receipt of the draft report which was sent by yourselves following the visit on the 6th Feb 2019.

There were a couple of areas highlighted within the report and the following areas have been addressed:-

Marina Unit

It was noted that residents know how to make a complaint however leaflets were in place in the foyer areas of the home they have now been placed on each unit to rectify this. The home has mobile and stationary ipads that residents/families/staff can use to address any concerns, to which we can work on a find and fix basis. These are reviewed daily.

Jubilee Unit

Issues regarding loss of clothes from laundry-`attach a tag system` has now been put in place within the home for families to purchase these on admission. This should reduce the loss of personal items.

Staffing levels within the home are monitored on a regular basis.

Croft Unit

Croft Unit no concerns mentioned.

Jackson Unit

Jackson Unit no concerns mentioned.

Christine Farrell was acting deputy on duty that day and Gail Nelson as referred to in the report had a prior engagement but had discussed with Christine to gather feedback.

Finally, I would like to take this opportunity and thank you for recognising and bringing to our attention improvements that have been made, and we will strive to continue with your continued support.

Kind regards

Wendy Collins
Deputy Manager