

Care Home Visit Report

West View Lodge Care Home, 124A West View Rd, Hartlepool TS24 0BW

On Thursday 30th May 2018, six members of Healthwatch Hartlepool visited West View Lodge Care Home; the visit lasted from 11a.m. — 3p.m., it was in response to a complaint received by Healthwatch.

The team consisted of:

R. Marshall, J. Tilly, C Sherwood, J. Gray, M. Marley, E. Fletcher

The letter, advising the Manager, Michael Brogan, of the proposed visit, appeared to have gone astray—however, the manager and an assistant were welcoming and helpful.

As per of the visit, questionnaire sheets were left for relatives to voluntarily complete. Any comments will be incorporated into this report.

West View Lodge is a 74 bed Home, with three distinct units.

A) Marina ward—Residential long term care

B) Jubilee ward—Rehabilitation Unit for patients who will return home within 6 weeks.

C) Croft Unit—Specifically Dementia Residents

Two members were allocated to each unit.

The main reception area of the Home, was clean and clutter-free. Information was available in a bookcase near a Fire Extinguisher. There was a Four Seasons Company brochure inviting staff to nominate “an Extra Special Team Member” for a Rock Award.

The Home is Dementia Framework Accredited.

Unit 1 Marina

Upon entering the area there was an unpleasant odour in the corridor.

Resident’s rooms however, were odour free and very clean. Washing facilities were immaculate.

Laundry Room, operated by staff, was well ordered and used an efficient system to return clothing to person named.

Relatives remarked that they felt the clothing to be clean and returned quickly

“But some items go missing despite being labelled”

It was noted that the Laundry was operated by one person per shift—it was the opinion of the observer, that the position would benefit from extra help/support.

Dining Room. Everything was immaculate. A list of Lunch menus allowed residents to order their lunch; this consisted of chicken and fresh vegetables plus other options.

Food was served initially from a heated trolley, then distributed to residents on trays. All trays had a cover over the food. Other choices included a salad with either ham or fish-cake followed by sponge and custard. There were a variety of drinks offered—tea/coffee/ soft drinks/water.

All residents were able to feed themselves.

Staff wear aprons when serving food.

Good care was observed, with consideration for resident's needs. Relatives remarked

“Very nice food”

“Not varied enough. Too many cooked dinners. Sometimes a simple pie and chips or a burger would be a nice change”

“Frequent drinks given”

Residents commented

“I wish we had a rolling menu—I know when I wake up what is on the Menu—it never alters, week by week”

“Snacks and liquids available several times a day”

“No concern whatsoever, everything is fine!”

Residents are given the opportunity to follow their interests. One lady remarked that their relative

“Likes reading, watching T.V. And listening to Classical Music—we Provide this”

There appears to be a wide variety of activities offered

“Keeps relative active and engaged.”

When asked about Health and Well being- relative remarked

“Yes, although sometimes she does have to wait to use the toilet if

Staff are assisting others. We appreciate the constraints when only 2 carers on shift in the Marina unit.”

Very positive feedback was given to questions about staff involving residents and treating them with respect

“Staff are respectful and polite”

However, concern was raised about availability of staff to help and support residents.

“Generally helpful, but as mentioned before; only two carers on

Shift and they can't be in two places at once”

“Apart from Breaks, when they all seem to go off together and only 1 person is left in charge”

A resident commented

“Staff don't have the time to just sit and talk to you”

Relatives felt they were kept advised of any Changes or Needs and all knew the Complaints procedure.

“I am pleased with the overall provision so far”

“Overall, I am happy with my Mam's care, and the carers

Themselves are always helpful. But as I mentioned before,

I feel there are constraints on their time. For example,

I think each resident should be offered a daily bath, this would

Currently be impossible due to staff numbers”

Unit 2 Jubilee Ward

Following an “Assessment of Needs” by Social Services, then discharge from North Tees or Hartlepool University Hospital, patients are able to receive care in this 20 bed rehabilitation unit. The period of residence is from one to six weeks.

There is support from a variety of specialists, including O.T. And Physiotherapy.

There is a gymnasium which residents may use with support. Observers were aware of a very relaxed atmosphere in this unit, with residents feeling secure and

comfortable. Residents are able to watch TV, join in the singing; able to go to bed/get up when they choose; have visitors at any time or 'sleep-over' if necessary. All residents were able to manage their own finances and, without exception, all were aware that the six weeks rehabilitation was 'free' Privacy and Dignity were respected, with staff usually knocking on doors prior to entering the resident's room.

"Yes, always knock-it does help to keep your privacy"

"We are well treated by the girls. If you want privacy then you can Have it—it's up to you"

Residents felt secure in the unit

"I manage quite well, but I know there is help there if I need it"

All recognised the Fire Alarm

"Yes, I know the fire-alarm-it's noisy but i suppose it has to be Some people may be deaf."

One resident expressed concern when the door to her room closed automatically at the sound of the alarm—she had not known that would occur and was shocked when it did.

All felt safe using any equipment,

"Girls and Physio know what they are doing"

Without exception, residents were able to feed themselves and were very pleased with the quality and quantity of food. At night, a menu is offered for the next day's meals, which can be altered if they wish. Residents are able to choose where to sit in the Dining Room or

"We can have our meals in our room."

Snacks are provided several times a day, water jugs are replenished and are monitored as to date and time filled.

Residents to whom we spoke were encouraged and assisted to exercise-

"The Physio is a nice man, very helpful. He is gentle and knows What he is doing"

"I do arm-chair exercises—they are helpful"

Most residents to whom we spoke, were happy with the medical service they received, from Practice Nurse to G.P.

"I have been with the same Practice for many years. I would not change it"

Residents felt they were respected and helped by the staff

"The girls are all helpful but they don't have much time"

"The cleaner is a lovely girl, very helpful and a nice smile"

All knew the procedure if they had any concerns

"I would not put up with any rudeness, I would complain to the Manager"

Observers found the care in this unit to be very good. Personal possessions and money were secure but most importantly, residents appeared content and well looked after

"I have never had any worries at all. I am going home soon and Everything is alright"

Unit 3-Croft

Two members of the team visited this Dementia Unit.

Upon opening the lift door, our first impression was of an unpleasant odour.

A relative remarked

"The smell of incontinence hits you at the door to the part she is in. There is constant cleaning but the plastic seats smell very strongly I wet-wipe the chair in her room and it was O.K. After that, so it

Wouldn't take much to do a deep-clean on the furniture"

We observed bland, uninteresting corridors and rooms where the furniture and furnishings looked tired. We were told that a wall display had just been dismantled. In the first space there were several small stained tables, some chairs but no visible water for residents to drink; when queried this, we were told 'not allowed in this area' It was noted that in other parts of the unit and in the Resident's rooms, there was water or juice in jugs. These were checked regularly to ensure liquid was being consumed.

The design of the unit comprises rooms off corridors, there were no en suite facilities.

Bathrooms and shower rooms were in need of upgrading and two toilets were unclean (the cleaner on duty rectified the situation when asked so to do) There were concerns from relatives about Health and Well-being

"Twice in one week I noticed a strong smell of urine and asked for Her to be showered"

"Doesn't like the shower and am not sure how much supervision Is given to teeth cleaning"

We spoke to a very pleasant carer who has almost completed her level 3 NVQ. From her, we learnt that residents are encouraged to bathe regularly, but it is a matter of choice and it depends on the frame of mind of the resident at that time-Family supply washing equipment e.g. soap. Night staff are responsible for waking and dressing residents.

Comments from relatives, confirm that staff appear to be involved with the residents and treat them with respect—talking to them, being aware of the change of moods and encouraging them to take part in activities

"Staff are very enthusiastic"

Observers noticed care-staff, who were unaware of our observation, talking to residents. The body-language was gentle and unthreatening, voice was calm and unhurried, position was at a level which ensured resident didn't have to strain to see the Carer's face—all examples of good practice.

We observed two staff 'hoisting' a resident from a chair in preparation to be taken into the Dining Room. It was noticed they dealt with the lady in a caring and aware manner; talking gently to her and keeping physical contact—another clear example of good practice.

From the Activities Co-ordinator, we learnt that there is some involvement with some schools in the town; shopping expeditions are made; there are visits to the Salvation Army lunch once a month, using the Warrior Park transport and driver. A hairdresser visited each Monday, and residents enjoy the animals that are brought to visit.

Relatives remarked they were told if there was a change in need

"Am in regular contact and will discuss changes in care with the Staff on the unit"

Of great concern were the number of falls recorded on this unit—35 with one month. The design of the building; the nature of the Residents' complaint-make it imperative that there are sufficient staff on duty who are capable of regular checks on vulnerable residents and who are able to respond to any given situation.

The Manager, although very recently in post, is to be congratulated for his plans for the future of the Home.

His intention to utilise his own staff rather than depending on 'bank' staff, will ensure continuity of care.

He should also be commended for his awareness and concern about the number of falls in the Croft unit. Unannounced, he visited the unit at 2.30.a.m, in order to observe the working practice of his Night Staff.

We would like to thank the Manager and staff with whom we spoke, for their warmth, honesty and commitment.

CONCERNS

1. Unpleasant odour in certain areas of the Home
2. Frequency or in frequency of bathing of residents
3. The high number of Residents' falls recorded in Croft Unit.

It is felt there is a Safeguarding Issue here.

RECOMMENDATIONS

1. An increase in night staffing levels—particularly in Croft unit
2. Perhaps a notice could be placed on the back of each resident's door, explaining that the door closes automatically when the Fire- Alarm sounds. This would alleviate a concern expressed by a resident.
3. Redecoration to Croft Unit in line with Dementia Friendly standards and to make it more stimulating for the residents.
4. The visiting team re-visit the home in 6 months' time.

Questionnaire for Relatives of Residents at West View Lodge

A. Independence

1. Are you happy with the variety of activities and the amount of exercise offered to your relative?
Yes – appears to be lots of activities
2 x Yes
Would prefer more, keep relative active and engaged.
2. Does your relative have a choice of when to go to bed and when to get up?
3 x Yes
Think so
3. If your relative has a particular interest e.g. gardening/art – are they given the opportunity to enjoy this?
Yes, likes reading, watching TV and listening to classical music, all of which we provide.
2 x Yes

B. Food & Nutrition

1. Is the food varied, plentiful and well presented?
Very nice food
2 x Yes
Yes to the latter two, but the food is not varied enough. Too many cooked dinners. Sometimes a simple pie and chips or a burger would be a nice change. Think this definitely needs looking at.
2. Has your relative the choice of where to eat his/her meals?
Yes, three rooms or in own room
4 x Yes
3. Is assistance available if required?
4 x Yes
4. Are there sufficient drinks available?
Yes, frequent drinks
3 x Yes
5. Are any health issues (e.g. diabetes) addressed?
4 x Yes

C. Involvement/ Respect

1. When you visit, have you noticed staff talking to your relative?
4 x Yes
2. Do they treat them with respect?
4 x Yes
3. Try to involve them in activities?
Yes – Staff very enthusiastic
3 x Yes
4. Are they aware of the needs/mood swings of your relative?
4 x Yes
5. Do they assist where necessary but encourage where possible?
4 x Yes
6. Do they attempt to explain if a new situation arises?
3 x Yes
Yes, very good at informing me of any concerns, very quickly and efficiently.

D. Health & Wellbeing

1. Are you happy with the personal care given to your relative?
Twice in a week I noticed a strong smell of urine and asked for her to be showered.
Yes
Yes, although sometimes she does have to wait to use the toilet if staff are assisting others. We appreciate the constraints when only two carers on shift in the Marina Unit.
On the whole, but some staff are better than others.
2. Are they clean (nails, hair, teeth, etc) and offered the chance to bathe often?
Yes, normally
Yes
Generally, however can sometimes go upto a week without being showered, again due to time constraints of staff, definitely needs addressing.
Fairly, doesn't like the shower and not sure how much supervision is given to teeth cleaning.
3. Are their clothes their own and clean?
3 x Yes
Yes, but some items go missing despite being labelled.
4. Do they have their own spectacles; hearing aids etc?
Doesn't use anything like that.
3 x Yes

5. Is medication given on time?

3 x Yes

I think so.

E. Safety & Security

1. Do you think your relative is safe and secure?

4 x Yes

2. Does he/she appear to be happy using equipment such as hoists and walking frames?

2 x Yes

Yes, and always has support.

Not happy to use hoist on the bath.

3. Are there always staff available to help and support?

Apart from breaks, when they all seem to go together and leave only one person in charge.

2 x Yes

Generally, but as mentioned before only two carers on shift and they can't be in two places at once.

4. With regard to personal articles are you happy that your relatives belongings are safe?

3 x Yes

Not always, things go missing, jewellery lost, broken teeth, glasses missing/broken and needed to be replaced.

F. If their needs change

1. Are you told about this?

No change yet

2 x Yes

In regular contact and will discuss changes in care with staff on the unit.

2. If able, is your relative involved in decisions?

Not capable

Yes, when capable!

Yes

Not really able

3. Are you involved in any decisions about their care?

Not sure, has not been there long

3 x Yes

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?

4 x Yes

Any other comments

The smell of incontinence hits you at the door to the part she is in. there is constant cleaning but the plastic seats smell very strongly. I wet wiped the chair in her room and it was ok after that so it wouldn't take much to do a deep clean on all the furniture.

I am pleased with the overall provision so far.

Overall I am happy with my mams care and the carers themselves are always helpful. But as mentioned I feel there are constraints on their time, for example, I think each resident should be offered a daily bath, this would currently be impossible due to staffing numbers.

First experience of a care home so difficult to know level of expectation and we don't live locally. Feel admin could be better, little information is given about relatives account or updates about the home/newsletter despite being asked to give email address.

4 Questionnaires were returned.

That's it! Thank you! – Please would you return this, in the envelope provided, no later than 8th June – Again our thanks and assurance that everything you tell us will be treated in strict confidentiality.