



Enter and View Report

Care Homes - Cottenham Court Residential and Nursing Home

Service Address: High Street, Cottenham, CB24 8SS
Service Provider: BUPA
Date and Time: Wednesday 15th July at 1:30pm
Authorised representatives: Ann Redshaw, Brian Walker, Carlos Holder, Jenny Egbe and Kate Hales



Acknowledgement

Healthwatch Cambridgeshire would like to thank the residents, carers and staff at Cottenham Court Residential and Nursing Home who made us feel welcome and spent time talking to us about their experiences of living at the home or working at the home.

Thank you also to the Manager of the home for helping us to arrange the visit and providing relevant information that was requested by Healthwatch Cambridgeshire. Please note that this report relates to findings observed on 15th July at 1:30pm.

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.

The visit also takes into consideration the fact that some of the residents spoken to will have a long term illness or disability, including dementia, which will have an impact on the information that is provided.

We recognise that providers are often able to respond to us about any issues raised and we will include all responses in the final report.



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Introduction and methodology

What is Enter and View?

Part of Healthwatch Cambridgeshire's work programme is to carry out Enter and View visits. Enter and View authorised 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 and end the visit.

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



Our Care Home project

Healthwatch Cambridgeshire made the decision to undertake a programme of enter and view visits to care homes in Cambridgeshire during spring - summer 2015.

Our visits are intended to:

- Find out what daily life is like in a care home in Cambridgeshire.
- Gather the opinions and experiences of residents, relatives/friends and staff.
- Raise awareness of the role of Healthwatch.
- Build relationships to enable those voices not often heard, to have a say about the health and care services that they receive.

Enter and view visits will also highlight (if applicable) what the team view as 'good ideas' and this will be collated and shared with all the care homes that we have visited at a later date.

The care homes to be visited are selected based upon a number of factors which include geographical spread across the county.

Where possible we will ensure the visit does not conflict with other visits such as planned CQC Inspections or visits by the local authority.

Following each visit a report will be produced and this will form part of a summary report highlighting good ideas and issues around access to health and care services.

Purpose of the visit

The purpose of the visit is to find out what daily life is like for residents at the care home. We observe day to day life in the care home and talk to residents, relatives, staff and other visitors, to collect their experiences and opinions.

- We look at how residents are supported to make choices about their daily life, for example making mealtime choices or what to wear.
- We watch how staff interact with residents and other people in the care home.
- We find out what activities are available for residents at the home and in the community.
- We ask people what they think about the range and quality of their food.
- We find out how easy it is for residents to access local health and care services, for example GP, Dentist, Optician and Chiropody.



- We collate examples of good ideas and report on any issues or concerns that are raised.
- We talk to people about their experiences of living in the home, and any ideas they have for change.
- We tell people about Healthwatch Cambridgeshire and what we do.

Announced visit

This was an announced Enter and View visit. It was undertaken by a team of five authorised Enter and View representatives, including one Healthwatch staff member and four volunteers. It lasted approximately two hours. Correspondence was exchanged with the home, inviting them to take part in the Enter and View project and explaining the purpose of the visit.

Confirmation included advising the names of those who would be taking part in the visit. Posters with details of the visit and Healthwatch contact information together with leaflets for display prior to the visit were sent to the home the week before.

The visit was informal and involved a combination of observations and talking to residents and staff. During the course of the visit the team spoke with members of staff and some residents; all findings were logged. We were invited to walk around the care home without an escort.

A large proportion of the visit was also observational, involving our authorised representatives walking around the public/communal areas and observing the surroundings to gain an understanding of how the home works and to get a feel for the general environment.

Notebooks and questionnaires were used to record the information gathered.

The Enter and View team spoke with the Manager, who provided detailed information about the home and answered any queries raised.

Information was also given out about Healthwatch Cambridgeshire to residents, and the home was given copies of the latest Newsletter, Information and Signposting bookmark, leaflets and posters to display in the reception area. To keep in touch with Healthwatch the Manager signed up to receive both our newsletters.



Cottenham Court

Cottenham Court is a residential and nursing care home located in the Cambridgeshire village of Cottenham, adjacent to the village college. There is a large car park with disabled parking near the entrance to the home.

The home is built over two storeys. There are 56 en-suite single rooms and a further 6 rooms providing short term or “step down” accommodation. The home has courtyard gardens and seating areas which have raised flower beds and pots planted with summer annuals. Trees and shrubs provided a green and varied backdrop.



Courtyard garden and seating area

This is a privately run residential and nursing home, registered to provide care for older residents and younger adults with physical disabilities.

The home has several lounges, dining rooms and quiet seating areas for residents to use. Separate bathing, shower and toilet facilities are available on both floors; they are all equipped with aids, rails and moveable hoists.

Residents are encouraged to bring personal items and their own furniture to help them settle into their new home.

On the day of our visit there were 52 people living at the home. Some of these are funded by Adult Social Care, Cambridgeshire County Council.



Summary of findings

- The home was welcoming and friendly. It appeared clean, fresh and well maintained.
- At the time of our visit, we observed that the home appeared to be operating to a high standard of care with regard to daily life and the care of residents.
- The residents appeared well looked after, clean and content.
- Staff were observed to be positive, respectful, kind and friendly with residents.
- Residents were able to choose whether or not they took part in activities.
- We were impressed with the professionalism of the staff and their smart appearance.

Our visit identified no substantial issues nor any points that could be classified as a cause for concern.



The Findings

Accommodation and environment

The entrance leads into a large area which houses reception, staff and the manager's office. An information stand displayed lots of information including the home's policies, local leaflets and statutory reports. There was a signing in book which we were asked to complete.

There is comfortable seating consisting of arm chairs and a sofa. A suggestion box, latest BUPA newsletter and compliments folder were on a table at a level easily accessible for everyone.

The décor was fresh and well maintained and we found the home clean and tidy with no unpleasant odours. Everywhere was bright and airy. The corridors were wide with handrails on either side, so that people using wheelchairs or walking frames could easily get through. We did note that there were no hand sanitizers available in any of the communal areas.

We noticed some of the brass plated signage in the home was not very clear. It was very small and at a high level making it difficult to read for those with poor eyesight.

The ground floor has a quiet lounge for the use of visitors and relatives; a large lounge with both upright chairs and seated table areas, enabling the residents to choose how they would like to use the room. There was a television; tea and coffee making facilities and a water cooler. The room had large windows and patio doors which looked out onto a colourful planted courtyard and seating areas.

Picture art made by the residents was displayed in the corridor leading to the ground floor dining room. This was colourful and depicted a variety of subjects and art materials.



Residents' art on display



One of the dining rooms

The dining rooms on both floors were bright, spacious and inviting. There was plenty of room for people using wheelchairs or walking frames to use the rooms comfortably.

There was an area used to serve drinks and meals when they were brought from the main kitchen.

The residents' rooms are located on both floors; rooms on the ground floor are primarily used for people who needed nursing care. All the rooms are en-suite.

The shared bathrooms, shower rooms and toilets are all equipped to a high standard.

To access the first floor, there are two lifts and a staircase. This includes a larger lift to enable the movement of larger equipment, for example stretchers.

The first floor offers mainly residential accommodation. The corridors are equipped with hand rails to both sides and are light, airy and spacious. The lounge and dining areas are of the same standard as the ground floor.

The corridors have quiet areas with seating dotted around for those wishing to be less involved.

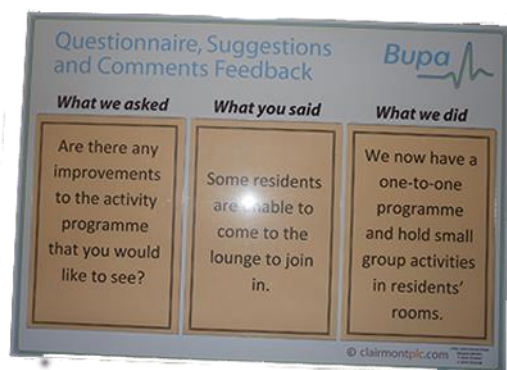
Residents can bring their own furniture and personal items to make their room more home like. The rooms are a good size, light and spacious. The home provides beds designed to look like domestic beds, which are suitable for people receiving nursing care, i.e. hospital beds in disguise. Residents' room doors have small name labels and are numbered.

Activities

The home has three Activity Co-ordinators who work varying part time hours to organise activities, to meet the differing needs of the residents.

We were told that this includes activities within the home such as musicals, games and quizzes. The Co-ordinators also organise external trips to local garden centres, tea rooms and boating trips on the river.

The home has chair exercise 'move and groove' on Mondays, which is also free for local residents of Cottenham to attend.



Questions, suggestions and feedback

Religious services are held; these are varied, depending on the needs of the residents.

There is a garden club and we were told by the manager that the residents enjoy being able to take part in the planting of the summer pots and raised flower beds.

On the day of our visit, some of the residents were watching and listening to a live entertainer. Some people joined in with the songs, whilst others chatted, read or relaxed.

“Pets as Therapy” visit on a regular basis; staff told us that residents enjoy meeting and petting the dogs. We noticed that the bird feeders in the surrounding gardens were all full of food and this attracted birds for the residents to watch.

We were told that residents are involved in the recruitment of new staff and are invited to assist with the interviewing of staff.

The Manager told us *“We look for activities that bring people together” and “Ask residents what it is they want, how they want their home run and what they would like to be involved in”.*

Catering



Menu choices for the day we visited

Residents are encouraged to socialise so meals, where possible, are served in the dining rooms.

A daily menu in words and pictures was displayed in the dining room and on the tables. The dining rooms were nicely laid out with table cloths, napkins, cutlery and wine glasses.

The menu we saw looked good and had two main and one lighter options for lunch. Staff told us that they take individuals’ dietary and nutritional needs into account.



Hot meals and lighter options were also available for the evening meal. When families are visiting, they are invited to eat with the residents.

The home operates a summer and winter menu which is standard across BUPA care homes. Pilots have recently taken place and involved many residents in deciding and proposing new ideas for the menus.

Resident birthdays are celebrated with cakes and candles. The home recently put on a surprise luncheon with wine, card and flowers for a resident couple's wedding anniversary.

We were told that residents do give feedback on the meals and other choices are always available.

Residents told us

"The food is very good"

Care and help

The residents we spoke to were happy with the care they received and thought the staff looked after them well.

The manager told us that to become a resident at Cottenham Court, contact is made with the BUPA head office, and future residents are able to visit the home (if able). Assessments are made to ensure that their needs can be met.

There is an "open door approach"; relatives and next of kin are encouraged to be involved in the planning of care. Relatives meetings are held four times a year.

We were told the home, in line with their head office, are running a pilot on areas of the Care Act. They are looking at how to be more open and transparent, how to help self funders, looking at the services they provide and at the whole package and a residents' charter.



Staff attitudes

We saw staff attending to the needs of residents, showing patience and understanding. Staff were respectful and polite making sure the residents were comfortable. The staff knew the residents very well and made the time to stop and chat.

We watched staff interacting with residents - laughing and joking.

Carers and Relatives

There were no relatives or visitors available for us to talk to during our visit. We were told that relatives and friends were welcomed at all times and they were invited and encouraged to visit and join in the meetings and outings.

Access to health and care services

We were told that the home has built up a trusting relationship with the local GP Surgeries in Cottenham and Histon with weekly visits and more when needed.

Local dentists are available and do visit the home. Residents can if they wish keep their own dentist as they know and trust them. Opticians visit and the residents have regular eye checks.

There are long waiting lists for physiotherapy and sometimes this can be too long for a resident. The home has built up a good relationship with a private physiotherapist and if a resident or their family want to pay, this can be arranged.

Good Ideas

- Introduction of the Residents Charter
- Music for all - bringing people together
- Chair exercise for all - making links with the local community



Recommendations

1. Continue to develop ways to involve residents, their families, carers and staff in making decisions to improve care in the home.
2. Support people's opportunity to have a say in health and care services by promoting Healthwatch Cambridgeshire through displaying posters, leaflets and newsletters.
3. Encourage a positive approach to managing complaints and actively learning from people's feedback about care in the home.
4. Clearer signage that is at a height suitable for all residents inside the home and outside signs to advise which set of doors is the main entrance.
5. Change of postcode to that similar to the college next door, or update information given on literature and electronic Medias, to aid navigation to the main entrance instead of the new housing estate and building site at the rear.





Service providers response

Thank you for your draft report and nice photographs captured during your visit.

I noted recommendation 3, and thought probably you missed one of our notice boards at the reception with information regarding complaints, suggestions and also our commitment to promoting a culture of openness and transparency posters.

I hope you will find the pictures as useful evidence.



Once again thank you for visiting us and hope to see you again in future.



Contact Us

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