



Enter and View – Food and Drink Visit Report

| | |
|------------------------------------|---|
| Place of Visit: | Keneydon House |
| Service Provided: | Residential Care |
| Service Address: | 2 Delph Street, Whittlesey, PE7 1QQ |
| Service Provider: | ADR Care Holdings |
| Date and Time: | Tuesday 18 July 2017 at 11:00am |
| Authorised representatives: | Maria Garner, Jane Garside and Angela Bouch |

Report published 7 September 2017



About us

We are the independent champion for people who use health and social care services in Cambridgeshire and Peterborough. Our job is to make sure that those who run local health and care services understand and act on what really matters to people.

We listen to what people like about services, and what could be improved. We share what people tell us with those with the power to make change happen. We encourage services to involve people in decisions that affect them.

We also help people find the information they need about services in their area.

Our report is not a representative portrayal of the experiences of all residents and staff. It is an account of what we saw and what people told us when we visited on Tuesday 11 July 2017.

The report also takes into consideration the fact that some of the residents spoken to may have a long-term illness or disability, including dementia, which will have an impact on what they could tell us.



Contents

| | |
|---|----|
| About us | 2 |
| Contents | 3 |
| Summary of findings | 4 |
| Purpose of the visit | 5 |
| Findings: survey and observations | 6 |
| Ideas to take forward..... | 9 |
| Response from Keneydon House | 10 |
| What is Enter and View?..... | 11 |
| Acknowledgement..... | 11 |
| Contact us | 12 |



Summary of findings

The home specialises in dementia care for older people. Fourteen of the residents are in the late stages of dementia. The team chatted with three residents, four members of staff, the Manager and a regular visitor at Keneydon House on 18 July 2017.

- The home appointed a new Manager in April, with many changes being made and planned for over the coming months. This included some staffing changes.
- Residents told us:
 - they were given a choice of meals for breakfast, lunch and tea, and they could ask for drinks and snacks at any time.
 - they can vary the times of their meals and where they take them.
- A new kitchen had recently been installed and the home also had a new chef.
- Food and drink options were explained to the residents and they were asked what they would like.
- Some residents could forget what meal they had requested and would change their mind when it arrived. The other option available was omelette and salad.
- Fluid and food charts are kept for the residents. We were told by the Manager that many of the residents are high risk for not eating and drinking enough. Different methods are used to ensure that their nutritional and hydration needs are met.
- Staff were caring and considerate, adapting to the new changes in a positive way.
- Staff were observed to be responsive to the needs of the residents, chatting and helping in a supportive and courteous manner.
- All care staff have a responsibility for the residents' nutrition and hydration. Training on food and drink is undertaken to ensure they understand the need for a nutritious diet and fluid intake for residents.



Purpose of the visit

The need to tackle malnutrition in older people living in residential care has been nationally recognised by the Department of Health and the Nutrition Summit stakeholder group. They have encouraged local authorities to ‘champion good nutritional care’ in local homes.

We want to know what local care homes are doing to make sure that people can choose from a healthy and varied diet that meets their needs and cultural diversity, especially when increasing frailty and health problems can make eating and drinking harder.

To do this, our volunteers will be visiting care homes in Cambridgeshire over the next three months. They may join residents for a meal in the home and talk to them about the food and drink they get.

We will be wanting to know if the residents like the food, how much input they get into planning the menu, and whether they get any help that they need to eat and drink. We will also eat with the residents if the care home invites us to.

What we did

These visits are being carried out using our power to Enter and View. This is Healthwatch's legal right to visit places that provide publicly funded health or adult social care services to see and hear how people experience those services. Each visit is carried out by a team of trained volunteer Authorised Representatives. Our Authorised Representatives are the only people who can undertake a visit using our power to Enter and View local health and care services.

A survey was produced to help us talk with the residents and staff, and to make observations during the visits.

We selected the care homes we visited at random. We notified the Care Quality Commission and the contracts team at Cambridgeshire County Council of our visits.



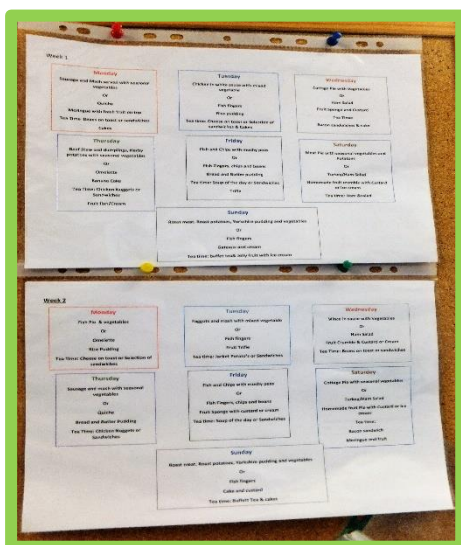
Findings: observations and survey

The entrance to the home was clean and odourless. We were welcomed into the home by a friendly member of staff.

What we observed:

- Staff were gentle, respectful, and showed empathy to residents. being discreet when moving residents with hoists. Staff were seen to use touch and voice tones to reassure residents when communicating with them.
- Residents were given time and encouragement to eat and drink. Staff took their cue from the needs of the resident they were assisting. All the residents looked to be enjoying the food very much.
- The staff were very caring and worked well together as a team. We noted good interactions with the residents, with staff encouraging and helping the residents to eat and drink.

What we were told by staff and residents about food and drink:



- The menu currently runs for two weeks, with conversations taking place between staff and residents to introduce a four-week menu.
- Different food and drink choices were available to meet the needs of varying diets, including soft food options.
- Fluid charts are kept for some residents, with drinks being offered on a regular basis.



- Water jugs and different varieties of drinks are available to the residents during the day. To avoid accidents the water jugs are removed from rooms on an evening.
- The mealtimes are not protected; family and friends are encouraged to join their relative / loved one for meals.
- Mealtimes are mainly fixed, but there is flexibility to fit around the needs of the resident.
- Residents can eat in their rooms or in the other communal rooms in the home.
- Lunch is at a set time, with some residents preferring to eat in their rooms with staff assistance.

The dining room was nicely set out with table covers and mats. Residents could choose where they would like to sit and could move around as they wanted.



A napkin and cutlery is given out with the meal.

Care staff chatted with residents about the choices of food available, explaining what the food was and asking residents what they would like to eat.

We observed staff feeding residents and informing them of what food was being fed to them.

During the lunch time service, most of the staff were helping the residents who needed help to eat in their rooms.

Staff popped into the dining room to check on the remaining residents when collecting further meals. However, the residents in the dining room were on their own for most of the mealtime.



We noted that the meals coming out of the kitchen were not covered. Staff sometimes got waylaid by residents in the dining room or by the doorbell. This meant the plate of food intended for a resident who required help to eat was put to one side uncovered.



Daily logs are kept for some of the residents to monitor what foods they are eating and what their fluid intake is. We were told many of the residents are at high risk and keeping a close eye on their daily intake helps the staff to highlight any problems early on.

Some residents chose to dine in the lounge and staff were needed to help them eat their meal. We noted the television had been turned off and music was playing.

The residents told us:

'Happy with what we are given'

'It's a set menu, but can have other things'

'Happy to eat as long as it's good'

'Can eat in my room if I want to'

A visitor told us:

'I still come to visit, even though mum has died. I like the home and mum liked living here. I find the home welcoming and call in when I can to visit the residents and staff.'



Ideas to take forward

The ideas to take forward are developed through our observations and what staff and residents told us. We recognise the work being carried out by the new Manager to deliver a safe, calm and homely environment.

- Written menus are currently used; however, we suggest introducing a picture menu to encourage residents to get involved in making daily choices.
- We recognise the time restraints on staff during meal times, however, we recommend a staff presence in the dining room with the residents to encourage eating and socialising.
- We noted during the mealtime the pressures on staff collecting meals from the kitchen. We suggest the use of plate covers to protect and keep food warm in transit, especially as staff were often waylaid.

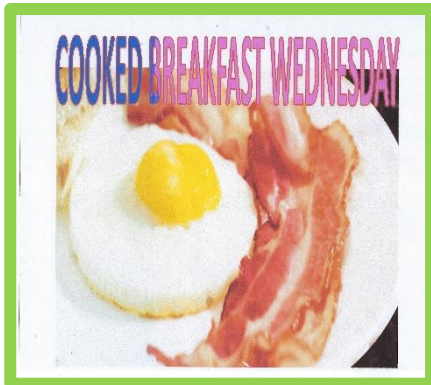


Response from Keneydon House

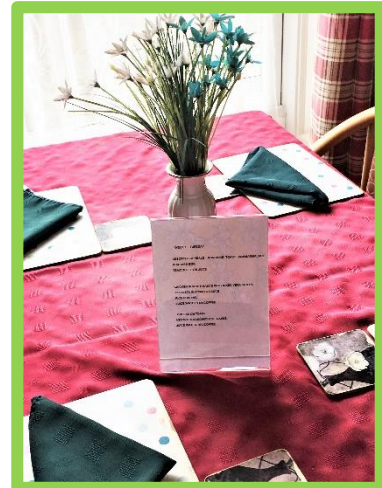
We recognise that providers are often able to respond to us about any issues raised and we include their responses in the final report.

We now have a four-week menu in place, and have introduced menu holders for tables.

Staff have now started placing lids on meals. So, we did learn from the visit.



We have started a folder with pictures of the meals for the residents.



There is still a lot to do but we are getting there.



What is Enter and View?

Part of Healthwatch Cambridgeshire and Peterborough's work programme is to carry out Enter and View visits to health and social care services, to see and hear how people experience care. The visits are carried out by our Authorised Representatives. We can make recommendations or suggest ideas where we see 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. 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.

Acknowledgement

Healthwatch Cambridgeshire and Peterborough would like to thank the residents, staff and visitor at Keneydon House who spent time talking to us.

Thank you also to the Manager of the home for helping us to arrange the visit and welcoming us into the home.



Contact us

Healthwatch Cambridgeshire and Peterborough
The Maple Centre
6 Oak Drive
HUNTINGDON
PE29 7HN
Call: 0330 355 1285

enquiries@healthwatchcambridgeshire.co.uk

www.healthwatchcambridgeshire.co.uk



Follow us on Twitter
@HW_CAMBS



Like us on Facebook
@HealthwatchCambs

Get in touch if you would like this report
in a different format.

This report is published by Healthwatch Cambridgeshire and Peterborough who retain the copyright. Healthwatch Cambridgeshire and Peterborough is using the Healthwatch mark under license from Healthwatch England. You can read and share this report free of charge. You can get a free copy from our website, or by contacting our office.

© Copyright (Healthwatch Cambridgeshire and Peterborough, 2017)
Community Interest Company: 08516179