



Enter and View Report

Care Homes - Fitzwilliam House

Service Address: Rooks Street, Cottenham, Cambridge
Service Provider: Excelcare Holdings
Date and Time: Thursday 4th June at 2pm
Authorised representatives: Mike Smith, Penny Coulson and
Kate Hales



Acknowledgement

Healthwatch Cambridgeshire would like to thank the residents, relatives and staff at Fitzwilliam House who spent time talking to us about their experiences of living at the home or having family staying at the home.

Thank you also to the Manager of the home for helping us to arrange the visit and providing the relevant information we asked for.

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. This report relates to findings observed on 4th June 2015 at 2pm.

The visit 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 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 suggestions 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 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.



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 Care Quality Commission 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 three authorised Enter and View representatives, including one Healthwatch staff member and two volunteers. It lasted approximately two hours. We wrote to the home explaining the purpose of the visit and inviting them to take part in our Care Home project.

Before the visit, the team lead met with the manager to give an overview of Healthwatch and the project. 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 the week before.

The visit was informal and involved a combination of observations and talking to residents, staff and visiting relatives, all findings were logged. The team were invited to walk around the care home.

A large proportion of the visit was also observational, involving the authorised representatives walking around the public 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 and leaflets to display in the reception area. To keep in touch with Healthwatch the Manager signed up to receive both our Newsletters.



Fitzwilliam House



Entrance

Fitzwilliam House is a purpose built two storey care home that provides residential and dementia care. There is car parking at the front of the home, with disabled parking near the main entrance. It is located in Cottenham, within easy reach of local shops, public houses and local transport links.

This is a privately run home, registered to provide care for older people and for people with dementia. It has 40 beds which are in single rooms; the larger rooms can accommodate two individuals or a couple. Some of the beds are funded by Adult Social Care, Cambridgeshire County Council.

On the day of our visit 35 men and women were living at the home. Two were there for respite care and 14 people lived on the first floor who were receiving dementia care.



Notice board

The entrance has a covered porch area with a visitor notice board which displays forthcoming events and home information. The main door is locked and key coded.

The home has large lounge areas with televisions on both floors; all were clean and tidy with comfortable armchairs and side tables.



Separate bathing, shower and toilet facilities are available on both floors and are equipped with aids, rails and moveable hoists.

Summary of findings

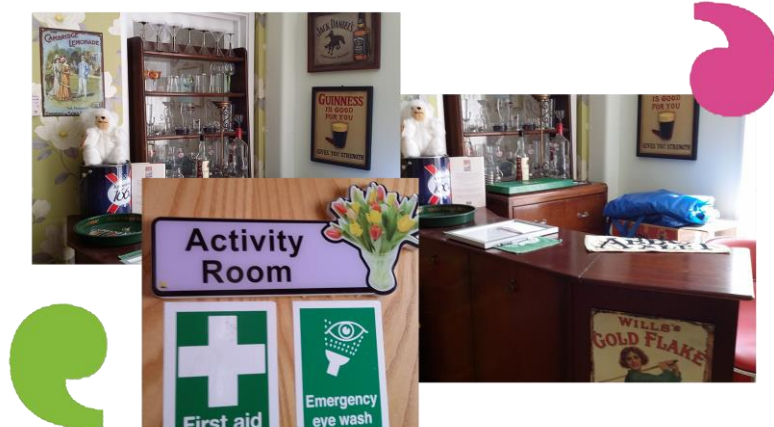
- The ground floor was light and airy with a welcoming atmosphere.
- The residents on the ground floor:
 - Told us they were able to make decisions about what they liked to eat, what they wanted to wear and what they wanted to do on a daily basis.
 - Appeared well looked after, comfortable, clean and content.
 - Staff were observed to be positive, respectful, kind and caring.
 - We saw evidence that told us that the residents have access to a variety of social activities.
- We noted that the residents in the dementia unit seemed to be receiving care of a lower standard.
- The gardens featured raised beds, patio and seating areas, large greenhouse, summer house and a chicken run.



The Findings

Accommodation and environment

The entrance leads into the reception area where there is a seating area with information, photographs and notices along the walls. The dates of resident meetings are on display and there are photographs of the staff. Hand sanitisers are available. There is a call bell system in place with pull strings and inter-call panels.



Activity Room

The room identified as an Activity Room was being used as a temporary storage area when we visited, rather than for activities. This room is a good size, light and cheerful with drinks bar and retail shop features. The Manager told us *'the residents use this room for activities'*.

The décor on the ground floor is light, airy and welcoming.

The corridor leading into the lounge area contained information for residents. This included health and safety information, policy documents, including the complaints policy, a feature on "Resident of the Day", the weather and the menu. Whilst there was a lot of useful information, there did not appear to be any order and we wondered if important notices could get lost.



Information in corridor

The lounge area is light and spacious, with large windows looking out onto the gardens and patio areas. The Manager's office and hair salon are located adjacent to the lounge.

The lounge had comfortable seating in upright chairs. Small side tables on wheels were being used by the residents for their drinks and personal items.

A large television is located in one part of the lounge and a resident told us that they *'love TV and just want to watch it all the time'*.

We found the home clean, tidy with no unpleasant odours; some windows were open and everywhere was bright and airy.



Memento box

The Manager told us that *'residents can choose the décor for their room and are able to bring their own furniture and personal items to make their room more like home'*. The rooms were a good size, light and spacious.

Memento boxes were located on the wall next to each resident's room and their doors featured a plaque with their name.

The laundry is located on the ground floor and looked well organised. We asked how clothing is sorted out and were told that all clothing has name tags and each resident has their own basket which again is named. Spare items of clothing that have lost their name tag are put on display for relatives and residents to look through and reclaim.



We were invited to take a tour of the kitchen; this appeared to be organised and efficiently run. We were told that *‘wherever possible local produce is used and we accommodate the needs of the resident. The majority of meals are from fresh produce with frozen on standby’*.



The gardens

The gardens are colourful with lots of annual planting for colour and shrubs for texture. The greenhouse had lots of potted plants and shrubs; raised beds enabled residents to take part in gardening.

Residents told us

‘Can do what we want’

‘Really nice and I have a beautiful room’

‘Love it and have a super bedroom’

‘Couldn’t be happier’

People with dementia are cared for on the first floor and this is accessed by a lift and staircase. The door is key coded and locked; a member of staff was just leaving and let us in.



The upstairs lounge is large and split into two sections, with a dining area that overlooks the gardens. This felt gloomy and not as welcoming as downstairs. We thought this area to be lacking in stimulation and interest.

The room had comfortable upright chairs and a television. There were some dolls and teddy bears sat on a table in the far corner of the room.

When we visited a resident was very upset and was sat crying. They told us that they wanted to go outside and no one would take them. We tried to console the resident whilst a member of the team looked for care staff who could help. Another resident came to help and offer sympathy.

One of the corridors leading to the residents' rooms had a seaside feature. We thought this was tactile and gave some interest. The memento boxes upstairs were mostly empty. The Manager told us 'the residents have a choice of whether they want to use their memory box'.

Activities

The home has an Activities Coordinator, care staff join in and help residents with activities and trips. The activities take place on the first floor in the morning and on the ground floor in the afternoon.

The activities include memory games, quizzes, exercise, arts and crafts, scrabble and bingo. We were told 'the gardening club like to grow vegetables and the knit and natter group meet weekly'.

Once a month there is a trip organised and the residents have the choice of whether to go or not. The trips are to local garden centres, wildlife parks and the seaside, destinations being weather dependent. Musical entertainment is scheduled for once a month.

The home has good links with the local community, and local school children visit and perform a musical during the year. The local Co-op recently raised money for the home and supported its fetes through 2014-2015.

The hair salon is open one day a week and caters for both women and men.

Pets are allowed, the home has both a chicken and a resident cat.



We were told that the home invites family, friends and carers to the quarterly residents meetings *'to have your say'*. This gives everyone the chance to get involved and have a say in how the home is run, for example what activities and trips they would like to do.

We were told there are four different church services and the local Vicar visits every Wednesday.

On the day of our visit some of the residents on the ground floor were chatting with each other and staff, as refreshments, cake and biscuits were being served. Others had visitors, or were just relaxing and having a nap.

Care Staff told us

'We have suggested more variety for the entertainment, different acts rather than always the same or similar'

Catering

There are dining rooms on both floors; the ground floor directly overlooks the garden whilst the first floor dining room has large windows that look out onto the garden. The tables had tablecloths and looked attractive. There was a kitchenette the care staff used for refreshments and serving breakfast.

We were told that all meal times are protected and any visitors are invited to join the residents for meals or requested to visit at another time.

There is a picture menu and these are changed every fortnight. We were told that care staff ask each resident what their preferences are from the choices available each day. We were told alternative choices are always available.

Residents told us

'The food is good'

'Vegetarian options are limited, get food in if I want it'

'Good choice of food most days'



'I have a soft diet and they are very flexible'

Care and help

The residents we chatted to had no complaints about the care they received and we were told that the staff were very nice and friendly.

The Manager told us that each day of the month is a resident's day; they have a one to one with the Manager, the resident's picture is on the notice board and they get to choose anything special that they would like to eat or do.

We were also told that any changes in a resident's circumstances are noted as they happen and relevant action is taken without waiting for the next one to one. Families are invited and encouraged to take part in the review of care plans and to be involved in the daily care of their loved one.

The ground floor residents we saw all looked well presented and content in their surroundings.

Prior to coming to the home the Manager carries out an assessment and chats with the families, relatives and friends to gain as much back ground and history as possible to ensure that the needs of the new resident can be met. This is carried out again after the resident has been in the home a few weeks, as it is often found that their tastes may have changed.

Residents told us

'Like a big family'

'I am looked after very well'

'Can go to bed when I want'

'Can have a bath when I want to'



Staff attitudes

On the ground floor we saw staff chatting with residents, serving refreshments, addressing the residents by name and attending to their needs.

We were told *'this is not a nursing home and staff do not wear uniforms; we make it as homely and comfortable for residents as we can'*.

We saw staff behaving politely and respectfully towards residents, making sure the residents were comfortable.

The Manager told us that they have an open door policy and take complaints seriously and will learn and change as needed.

Carers and Relatives

There were several relatives at the home at the time of our visit, most were busy chatting and did not have time to talk with us.

We were told that visitors are welcomed and encouraged by the home. Overnight accommodation can be arranged when needed.

A relative told us

'Mum is very happy and the staff have a can do attitude'

Access to health and care services

The home told us that their GPs and dental services were fantastic. The home uses two local surgeries in Cottenham. They also have access to the District Nurse service.

Vision Call visit and look after the eye screening for residents and a Chiropodist visits every six weeks.

The Manager told us that an area of concern for the home was the way residents were discharged from hospital; sometimes this was late at night with no notes and still fitted with a canula.



Good Ideas

- Residents having the choice to take part in gardening and knitting clubs.
- Resident for the day was popular with residents, because they got to choose an outing and a special meal. However, we do think it is good to make sure that all residents have choices around food and activities.
- Building links with the local community, inviting the local school to perform musicals and receiving support from your local supermarket.
- Raised flower beds making sure gardening is accessible at different height levels.

Ideas to take forward

As a local Healthwatch, we encourage care homes to develop ways to involve residents, their families, carers and staff in making decisions to improve care in the home.

We think it is important to support people's opportunities to give meaningful feedback on improving and developing health and care services.

We encourage a positive approach to managing complaints and actively learning from people's feedback about care in the home.



Our ideas for Fitzwilliam House:

1. Look at ways to brighten the atmosphere in the dementia unit and make it more home like. Increase access to stimulation and activities.
2. Encourage residents and families to make greater use of memento boxes outside their rooms. Reminders of their life for staff and themselves.
3. Make sure the Activity Room is used for its intended purpose.
4. Promote Healthwatch Cambridgeshire through displaying posters, leaflets and newsletters.



Response to the report from Fitzwilliam House

Comments were received regarding the memento boxes and the activity room. These have been included in the findings.



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