



Enter and View Report

Care Homes - Swan House

Service Address:	Swan Drive, Chatteris, PE16 6EX
Service Provider:	Four Seasons Health Care
Date and Time:	Wednesday 22nd April 2015 at 10am
Authorised representatives:	Brian Walker, Karen Begg, Nick Roberts and Kate Hales



Acknowledgement

Healthwatch Cambridgeshire would like to thank the residents, relatives, carers and staff at Swan House who spent time talking to us about their experiences of living at the home or having relatives/friends staying 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 22nd April 2015 at 10am.

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.



Contents

Acknowledgement.....	2
Contents.....	3
Introduction and methodology	4
What is Enter and View?	4
Our Care Home project.....	5
Purpose of the visit.....	5
Announced visit.....	6
Swan House.....	7
Summary of findings.....	9
The Findings.....	10
Recommendations.....	15
Service provider response.....	16
Contact Us.....	17



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 four authorised Enter and View representatives, including one Healthwatch staff member and three volunteers. It lasted approximately two hours. Before the visit, 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 the names of those who would be taking part in the visit, posters giving details of the visit and Healthwatch contact information together with leaflets for display prior to the visit.

The visit was informal and involved a combination of observations and talking to residents, staff and relatives. During the course of the visit the team spoke with members of staff, volunteers from the local college, a relative 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 the 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 and leaflets to display in the reception area. To keep in touch with Healthwatch the Manager signed up to receive the E-Newsletter.



Swan House

Swan House is located in the centre of Chatteris on a busy road that leads to the town's only GP surgery and on-site pharmacy. This has a reasonable sized car park.

It is a purpose built home consisting of two floors that overlook colourful gardens, the GP surgery and car park and the road outside.

It is a privately run residential and nursing home, registered to provide care for older people, people with physical disabilities and Alzheimer's disease. Their specialist registered care is Alzheimers. The home provides nursing services across a wide range of needs including respite, rehabilitation and palliative care.

Surrounding the home from both the main and private roads were low bushes, several small flowering trees, and spring bulb beds that were awaiting summer planting.



Swan House reception area

The home provides care for 39 residents in single bedrooms with en-suite facilities that include a wash basin and toilet. These are made up of 16 residents who have residential care and 23 residents who have nursing care.

The care areas are differentiated by their names 'Ivy', 'Orchid', 'Fern' and 'Azalea'.

All the rooms (communal and the residents' own rooms) have a carer call system (cord pull) and are furnished to a good standard.

Residents are encouraged to bring favourite items and their own small pieces of furniture, to help ease the move into their new home.

On the day of our visit 39 residents were living at the home. Some of these beds are funded by Adult Social Care, Cambridgeshire County Council.

The home has lounges, dining rooms and quiet seated areas on both floors. Separate bathing, shower and toilet facilities are also available, all with the necessary aids and rails.



The ground floor also provides facilities for guests. The main garden is private and secure.

Access to the home requires a staff member to release the lock on the door. Our team found it to be warm and pleasant to walk into.

The Manager's office was adjacent, and this enabled someone from the home to be around this entry point.

The entrance was busy when we arrived, as several residents were getting ready with their carers to visit the local village.

The entrance area is quite large and has on display lots of information on different services, leaflets and booklets. An electronic feedback/comments system (ipad type terminal) is in place for the residents, their families/carers to use. The poster advertising our visit was on display as were the fire and safety certificates, together with fire evacuation plans.



Summary of findings

- The home looks fresh, clean and well maintained.
- The residents appeared well looked after and told us they were able to make daily life choices.
- Residents appeared comfortable, clean and content.
- Staff were observed to be positive, respectful, kind and friendly with residents
- We saw evidence that told us that the residents have access to a variety of social activities both in the home and outside.
- Garden areas were mixed with some being full of colour and plants, and some awaiting attention.
- Visitor parking was very limited during surgery hours and there are no facilities for disabled parking.
- We were encouraged to walk around the home and talk to whom we wanted and ask questions.

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



The Findings

Accommodation and environment



Communal areas

Swan House has a number of communal areas including quiet lounges and sitting areas, lounges with televisions and dining rooms.

Hand sanitizer gel and cream were located along the corridors in plain display for easy use.

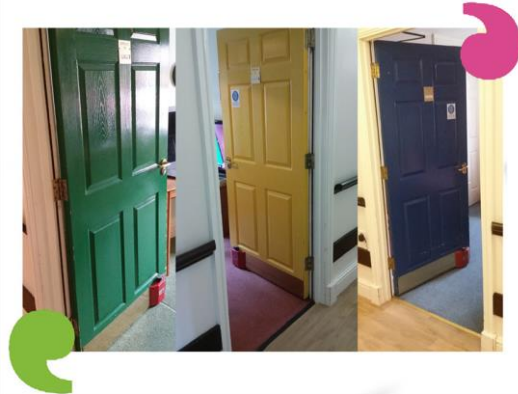


Garden areas

It was noted that the main garden had a choice of seating and tables that could be moved and arranged to suit the needs of the residents.

There was an area of the garden that we thought looked untidy and in need of some attention. We were later told that this was being addressed by the maintenance team, with help from the local Scout group.

The décor was mainly fresh, clean and well maintained in varied shades, giving distinction between the different rooms and areas. To help them find their way and their room, the residents' room doors were in different and bold colours and resembled 'front doors' with large handles and name plaques.



Residents' bedroom doors



We noted the kitchen was locked with a coded security lock. Clear notices were in place to advise staff which part of the kitchen to use to make snacks and drinks for residents, together with the clothing to be worn.



Suggestions & feedback board

We saw a good and well equipped bathroom and a spacious wet room.

Signage throughout the home was clear and at a good height for everyone to see and read.

We were told that the home regularly asks residents for their opinions about their care and suggestions for improvements. They use this to create an action plan for the home with feedback to the residents, which is on display for everyone to read.

We also noted a day/activities room which also seemed to be a staff room as it contained activities and some storage. We were unsure of the purpose of this room, although the size, décor, general airiness and light were very good.



Activities room

There are staircases and a lift to the second floor. The lift was large enough to accommodate a stretcher, which is important because the upstairs is the nursing care for Swan House.

There was a second large day room on the second floor, which was used as a staff room with a workstation. There was also a nursing station at the other end of the corridor.

The bathroom, shower room and toilets were all signposted and equipped to a high standard. The staircase was protected to ensure that the residents did not fall.

This second floor wing had a large residents' lounge which included a dining and seating area; it looks out onto both gardens.

The adjacent wing on the second floor was a similar layout; the former lounge was used as a maintenance room and the bathroom had become a storage area. There was also a treatment room in this area. We were told that this area was in the process of being redeveloped to provide an 'archive' room and storage, with a smaller maintenance room.



We noted that residents in this wing would have to use the bathroom in the adjacent wing.

A further staircase led up to the staff area which was situated in the roof space. This housed a dirty linen laundry room and a separate clean laundry drying room. The latter having individually labelled baskets for each resident.



We saw clothes on hangers on the gas pipe and told the manager about this.

Laundry drying room

Activities

The home has a carer who organises activities for the residents, with two students from the local school who come along in their free periods to help. The home has a strong relationships with the local schools and colleges in the County, and facilitates work experience for those studying NVQs and GNVQs in Social Care. A mini-bus is used for planned outings.



The activities are clearly displayed on the notice board, with a wide range of indoor and outdoor activities.

These include games, quizzes, jigsaw puzzles and outings to local garden centres and coffee shops.

Residents are able to bring their own pets into the home. The home has a budgie in residence and the visiting animal scheme attend at regular intervals.

The home told us that it reviews the residents' preferences for activities and accommodates requests wherever possible.



Catering

The menu provided a range of dishes and offered choices of food for all diets; special dietary requirements were catered for. Snacks and drinks are available throughout the day.

Menus are displayed on the notice boards around the home and in the dining room. One of the residents told us they were not “overly fond” of the current menu and found it a bit monotonous. A glass of wine, sherry or beer is available for dinner and the residents liked this very much.

Care and help

We observed staff taking residents out to the local coffee shop in their wheelchairs; all were chatting and smiling and looked to be enjoying themselves.

Before a person moves to the care home, an initial assessment of their needs is taken in their own home. Residents, their families and friends are encouraged to take part in their care plans and input their needs on an ongoing basis.

Staff attitudes

The staff were all clean and tidy, some were wearing uniforms and others work wear appropriate for their area e.g. the kitchen. We observed staff talking with residents in a respectful, polite and caring manner, e.g. residents were asked if they would like refreshments.

Residents told us that they could tell staff about any concerns, be assured they would be listened to and appropriate action would be taken.

Visitors, relatives and friends

Visits by relatives and friends are encouraged by the home. We chatted with a relative who was very happy with the care given to their loved one, who told us they were always made welcome and could visit as often as they liked, including staying for occasional meals.

Access to health and care services

The Manager told us the home has a good relationship with the local GP Surgery and district nurses, although some residents have told the manager they do not like the current doctor.

The Manager told us that where possible, hospital appointments are arranged for Doddington Community Hospital.



The care home have found the hospital to be “**very** good”; they can use the ‘choose and book system’ which helps them meet residents transport and other needs.

We were told that appointments at other hospitals can be “rather cumbersome” and difficult to arrange around the use of ambulance transport. In these circumstances, the home provides packed lunches to residents. The home knows the ambulance crew very well and they have a good working relationship.

The Manager told us that sometimes people are going to hospital; when they could perhaps receive community based care. They felt that the hospital appointment system does not always take account of the individual needs of residents, and there is no “measured judgement of what is appropriate”.

The home now has a defibrillator and staff were scheduled to receive training in how to use this. Staff were also receiving training in how to run chair based exercise classes with residents.

Cambridgeshire Hearing Help visit the home monthly to see the residents and check their hearing, this also can be checked at the local surgery. Vision Call visit every three months to conduct eye tests. There is an Optician in the village who can complete eye tests for those residents with diabetes.

The access centre at Hinchingsbrooke NHS Trust is used for dental services.

Good Ideas

- Coloured and ‘front door’ appearance of residents’ rooms.
- Special cakes to celebrate birthdays.



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. Provide suitable and safe hanging storage areas in the clean drying room.
5. Find creative ways to involve residents, families and friends in capturing celebration events and the wonderful cakes made, for example a photo album.





Service providers response

Looking forward to seeing the report published.



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