

Enter & View Residential Care Report

Mallard Court

Avocet Way, Kingsmeade, Bridlington, East Yorkshire YO15 3NT

Date of visit: 21st March 2017

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HWERY Representatives: Denise Lester & Jean Wormwell

Disclaimer: This report relates only to the service viewed on the date of the visit and is representative of the views of the service users who contributed to the report on that date.

Main Purpose of Visit

This visit was part of a Healthwatch East Riding programme to measure the impact of previous visits to Residential Care Homes across the East Riding of Yorkshire conducted between January 2015 and March 2016 and check on recommendation progress.

Previous Recommendations

- Whether several different parts of the home could in time be given their own identity, care team and named leader, in conjunction with the present welcome efforts to enlarge background knowledge of individual residents.
- Providing antiseptic hand wipes for residents use before meals.

Summary of Key Findings

Mallard Court is a large purpose-built home owned by Barchester Healthcare Ltd. It provides nursing and/or personal care for people who may have dementia or a physical disability. Residents with dementia are cared for on the upper floor.

It was noted that since the last visit, all residents have a named key worker. We saw posters with care workers names on bedroom walls. There are colour coded and named corridors in an effort to provide identity to various parts of the home. The manager told us that there have always been antiseptic hand wipes available for residents to use before meals.

The entrance displayed a programme of the week's activities including our visit. The home is impressive with regard to the environment and the facilities on offer. The atmosphere was calm and ordered and yet buzzing with activity in places. In all the areas we looked at we felt that the home was compliant with requirements.

Recommendations/Observations

No recommendations to make at this time.



Full Report

Background

It is important to note that Enter & View is not an inspection; it is a genuine opportunity to build positive relationships with local Health & Social Care providers, provide opportunity to demonstrate that providers support service user engagement and give service users the opportunity to give their views in order to improve service delivery.

Local Healthwatch has a number of specific statutory activities that it is required to deliver, defined in five Healthwatch Quality Statements, specifically

- Strategic Context & Relationships
- Community Voice & Influence
- Making a Difference Locally
- Informing People
- Relationship with Healthwatch England

Under its remit of 'Making a Difference Locally', Healthwatch has a responsibility to ensure that recommendations for change are heard and responded to by relevant decision makers.

Main Findings

How safe is the setting for service users?

Since the previous visit, much work has taken place to improve the lounges both upstairs and downstairs, some of the resident's rooms and the corridors which has really made the home very inviting and now provides excellent accommodation. The care home was clean, well maintained and free from any odours.

The fixtures and fittings that we saw all looked to be safe; there are fire evacuation plans in place as well as infection control measures and a call system.

There were several areas of the home which were out of bounds to residents i.e. the utility areas and offices; they were accessible only by a key pad. There was also a key pad on the main front door and residents would need to ask if they wanted to go outside themselves.

Medicine management is very well organised and record keeping is now compliant with requirements. The manager pointed out that there is a need to ensure GP's prescribe medication that can be used by Carers in an emergency; it is important that an emergency pack can be held, otherwise if an emergency occurs it would mean getting in touch with a GP, then a pharmacy etc. and cause a delay before medication could be administered.

How effective do service users consider the service to be?

Residents have access to the services they need, a podiatrist, optician and dentist calling regularly. There is a hairdressing salon in the home and a hairdresser calls on each of 5 days. The local falls team, district nurses, Macmillan nurses are also used as required.

There is ample moving and handling equipment i.e. hoists and slide sheets.

The dining areas are really well planned out and residents receive a varied diet, likes and dislikes are catered for and help is given to those residents that require assistance with eating. A menu was on display in the dining room. There is a main cooked meal served at midday and a lighter option later in the day. Hot drinks machines were also available for use by residents and visitors. Residents could choose to eat when they wanted and relatives



are encouraged to stay and eat with them. Our visit did not include mealtimes, but all of the residents we spoke with praised the quality of the food. The kitchens have a food hygiene rating of 5 from the local authority.

There seems to be a lack of communication between hospitals and care homes; care plans from Social Services do not always arrive when a patient arrives at the home and there seems to be a shortage of wheelchair taxis in the area. It can also be difficult to get some doctors to visit care homes.

How caring do service users find the service?

Interactions between residents and staff were positive, friendly and caring. Carers form good relationships with residents which is especially important with dementia patients.

Residents were given as much choice as possible in their daily care and routines. All residents had their own room and all but 3 rooms had en-suite facilities. There were 9 additional bathrooms.

The home has 2 activities co-ordinators with a calendar of activities displayed in the entrance foyer, activities were well organised and advertised. We saw staff dancing and singing with several of the dementia residents, much to everyone's obvious enjoyment. Relatives are invited and welcome to attend and take part in the activities that are on offer.

All residents have care plans which are reviewed regularly. The care plans incorporate the views of residents and their families. Residents also have end of life plans in place.

Relatives can visit the home at any time, there are facilities to make drinks etc. and there are regular meetings that residents and relatives are invited to attend.

From the information provided in relative's questionnaires, some relatives thought that the home seemed under-staffed and expressed concerns regarding staffing levels in the dementia wing in-particular. One relative stated, 'the staff are lovely with guests and family, but can sometimes seem overstretched' in relation to the dementia wing. They also requested that private rooms should also always be used to discuss individual patients as they had overheard a confidential conversation held in the foyer. However, the majority of relatives were very happy with the care the residents received and described the home as 'wonderful' and described themselves as 'highly satisfied with the care provided'; another relative said 'Mum is very happy and well looked after'.

How responsive to their needs do service users find the service?

Care is available for residents with full nursing care needs, respite care and dementia.

Residents with dementia who had more challenging behaviours were cared for mainly on the upper floor. This floor incorporated a "Memory Lane" which had lots of appropriate memorabilia including objects to handle and photos based around various themes.

Residents' and relatives' meetings were offered on a regular basis and there was a full complaints procedure in place, however one relative stated in a questionnaire that it was not always easy to raise a concern when staff seemed so busy.

Families can contact a manager who is always available in the home and by telephone or via e-mail.



How well-led do service users consider the service to be?

Relatives spoke highly about the management of the home. The home employs 32 full-time members of care staff and 15 part time members. Every resident has a key worker, whose name appears in their room. The key worker is part of a care team with a named leader. Day shifts both upstairs and downstairs include both carers and registered nurses.

The manager told us that it can be difficult to recruit nurses, but more difficult to find carers suitably trained and with the right ethos to work in care.

There was a full training matrix. All staff have met and kept up to date the statutory training. Barchester Healthcare Ltd gives a strong lead on training needs and the manager also accesses the Local Authority training.

<i>Signed on behalf of HWERY</i>	<i>Matthew Fawcett</i>	<i>Date: 13/4/17</i>
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