



Enter and View Visit

The Manor Care Home

Haydon Close,

Bishops Hull,

Taunton,

Somerset,

TA1 5HF

21st October 2014

***Authorised representative(s) undertaking visit:
Cliff Puddy. Jonathon Yelland. Elaine Hodgson.***

Healthwatch Somerset

Tel: 01823 751404

Email: info@healthwatchsomerset.co.uk

Acknowledgements

Healthwatch Somerset would like to thank the staff and residents of The Manor Care Home for making us feel welcome and offering assistance during the Enter and view visit.

Purpose of the visit

- *to seek the views of those who live in residential services, on the health and social care services that they use, including the residential service that they live in.*
- *to find out how those in residential care access the health and social care services they need.*
- *to identify and highlight areas of good practice to share with other providers*

Methodology

The home was notified about the Enter & View visit 2 weeks prior to the visit. A letter was written to inform residents and visitors, which the home was asked to display.

On the day of the visit, the Enter & View team were keen to ensure that their presence did not get in the way of the care being given to residents. They had therefore requested to meet with the manager or senior member of staff on duty to discuss how the visit could be best managed, and be informed of any issues that they needed to be aware of.

The Enter & View team were then given a tour of the home, before being free to wander the communal areas in the home and chat to residents and staff. The team then joined residents for lunch and it was found that this provided a social occasion in which to chat to residents in more depth.

The team then met in a quiet area of the home to collect their findings before giving a brief verbal feedback to the manager.

Summary

The Manor Care Home is run by Barchester Healthcare and provides residential and nursing care for 68 residents of differing adult age groups. The Home is a spacious period building having a quality hotel like appearance. We spoke to 18 residents, 2

visitors and 5 members of staff including the Manager. Several examples of good practice were noted and in particular the food and service were observed to be of a high standard. Some concerns were also identified that seemed to relate to there not being enough care staff at the home and staff retention. We were told that at times this has compromised the dignity of residents.

A few residents raised wider issues with the health and social care services that they use. Access to on-going physiotherapy was noted as a concern and one which Healthwatch Somerset will look into.

Findings

The Environment.

The Manor is an attractive large period building set in well-kept and spacious gardens. Upon entering the home, the Enter & View team were struck by how luxurious and hotel like the communal areas were. Tea, coffee and a selection of pastries were displayed in reception and available for visitors and residents to help themselves. Serving staff wearing smart uniforms were observed taking a refreshment trolley to residents in communal areas. The home appeared clean and well decorated.

We observed that the home had a hair salon and it appeared to be well used by residents during our visit. The Enter & View team noted that some ceiling tiles were missing from the hair salon and were told that this had been awaiting repair for some months. We also noted that a lift was out of order, and a resident told us that they had been waiting for their room to be changed around for 2 months but that this had not yet happened. Maintenance management appeared to be an issue for the home and would therefore recommend that this is looked into and given priority by the management.

All rooms are ensuite and those we saw were spacious and well decorated. Downstairs the corridor floor had, what appeared to be a new carpet. One visitor told us that it was difficult to push a heavy wheelchair on the thick carpet and the Enter & View team observed a resident who also found it difficult to manoeuvre his wheelchair on the carpet. The Enter & View team would recommend that ease of manoeuvrability be considered as a priority when planning future redecoration.

One resident that we spoke to said that the home was a bit of the maze and jokingly laughed that they were always getting lost. One area of good practice that was noted in other homes visited by the Enter & View team, was where different areas in the home had been decorated in different colours, with the purpose of helping residents to find their way around with more ease. One home visited also painted the doors to different resident's rooms in different colours. The Enter & View team would recommend that the home give some thought to how they can define different areas of the home during maintenance and routine redecoration to assist residents who may have dementia in finding their way around.

It was noted that no hearing loop system was installed in the home and no portable hearing loop system was observed to be available. Action on Hearing Loss (formerly RNID) state that on average, 80% of those living in residential homes will have significant hearing loss. The absence of hearing loop systems is likely to disable many residents and could lead to residents experiencing a number of difficulties such as communication and isolation. The Enter & View team would therefore recommend that the home consult with Action on Hearing Loss and take advice on the installation of hearing loop systems.

The Staff

During our visit, the staff were observed to be helpful and kind and respectful in the way that they supported residents. Staff were seen to be dedicated and hard-working although it was noted that some seemed extremely busy, rushed and perhaps a little stressed. Staff we spoke to told us that they received good and regular training in a variety of different subjects and this was noted to be important as research tells us that good staff training is key to enhancing the quality of care that people receive.

One staff member noted that the college course they had done had not prepared them adequately for the manual handling duties that they would be required to do. One resident also informed us of the poor experience of being hoisted. It is therefore recommended that manual handling training is reviewed for all staff and additional training is found where needed.

Residents that we spoke to were asked the question; *'If they could wave a magic wand what would they change?'* Many of those we spoke to said they would like to see more staff. Some of the residents we spoke to seemed worried about the staff and said that they know the staff would like to spend more time with them but noted that they were so busy.

Another resident told us that their feet had not been attended to 4 months, and that carers often work very long hours. The Enter & View team found this concerning as tired staff become stressed and make mistakes. This invariably leads to staff sickness and the problem is compounded.

The Enter & View team noted that the home had several agency workers working on the day of the visit and the team learned that initially carers were only paid minimum wage. All of these problems and difficulties that we heard about or observed seemed to be related to staffing and recruitment issues within the home. It is therefore recommended that; Staff recruitment and retention of staff is urgently reviewed and given top priority by the management and Barchester Healthcare.

Involvement.

The manager told us that they have residents meetings every 3 months but that these were generally not working well. We were informed that they tend to be attended by the same people and they were not running as they had hoped. Despite this the Enter & View team felt that it was important to continue to offer the opportunity for residents to become involved and feedback about the management and running of the home. Some homes have improved the attendance and value of the residents meetings by applying different ideas and the Enter & View team would recommend that the home consider some of the following ideas. These include;

- Making the meeting part of a larger events such as a cheese and wine evening
- Ensuring that residents have the opportunity to add to the agenda and receive the agenda well in advance
- Inviting guest speakers to talk about a topic of interest such as care home fees, hobbies and crafts, reminiscence or perhaps even a comedian. This would help to ensure that residents who may not otherwise attend might be motivated to give their input for different reasons.
- Ensuring that residents received minutes of meetings, noting in particularly 'You said we did' type comments.

How do the residents of The Manor Care Home access health and social care services?

Faith and Religion

The home have visiting clergy attend the home.

Dental Services

A dentist visits the home regularly.

Hospital Appointments

Residents we spoke to confirm that the staff had assisted them to attend hospital appointments. The Home had experienced difficulties when patients have been discharged from hospital. The manager informed us that patients are sometimes returned to the home with a high level of medical need during the night and early hours of the morning. The Enter & View team note that other homes visited have experienced similar problems. Healthwatch Somerset will ensure that these difficulties feed into the Healthwatch national enquiry on hospital discharge.

GPs

Residents told us that GPs attended the home and residents we spoke to were able to see the GP of their choice on the majority of occasions.

Transport

The home provide their own minibus which they use to transport patients to appointments shopping trips and organise trips out. This was noted as a definite plus. Residents at other homes visited have expressed concerns about access to and affordability of transport which has led people to feel isolated from there community. It was therefore a comfort to residents to know that The Manor Care home had a mini bus and that they could still get out and about.

Physiotherapy

One resident we spoke with said that they had been assessed and received a predetermined number of physiotherapy sessions after they suffered a stroke. They were told that although a continuation of physiotherapy would be likely to benefit their recovery further, they would have to pay for further sessions privately if they wanted them to continue. Healthwatch Somerset will consider this issue further and ensure commissioners are aware of this concern.

Other Services.

A number of other services are provided within the home and these include; opticians; massage; music therapy; chiropody; physiotherapy and others.

What do the residents think about The Manor Care Home?

Staff

Residents we spoke to noted that the staff were kind and respectful, although long waits for maintenance and problems related to care staffing numbers were also expressed. The Enter and View team also observed that care staff and activities staff sometimes appeared rushed. Many of the concerns we heard about from residents or visitors appear to be due in essence, to there not being enough staff. Residents seemed generally concerned for the staff's welfare and told us that the staff were very rushed but they knew that if they could they would like to spend more time with residents. We were told that there are times when people had had to wait a long time before staff were able to assist them. In one case a resident told us that they had waited for several hours which resulted in them wetting the bed and having to lie in wet sheets. This is clearly unacceptable and compromises both the resident's dignity and health.

Food and Dining

Several residents told us that the food was excellent and a good choice was provided.

One resident told us that the home did not always cater for his specific dietary needs and that on one occasion at least they had been brought food that they were unable to eat. The Enter & View team recognise that occasional mistakes can be made, however because of the importance of ensuring that food allergies are catered for the Enter & View team recommend that the manager ensures that steps are taken to prevent similar mistakes from happening.

Activities.

The Enter & View team observed that two activities were listed on a noticeboard that were running today. (One in the morning, and one in the afternoon). The manager also told us that they had a good selection of activities which they were proud of. A quiz activity that was being run in one of the rooms. 17 residents were noted to be present during this activity and the room was crowded. The Enter & View team observed that while a few residents seemed to engage and enjoy the quiz, several of the residents seemed disinterested. After the activity the Enter & View team spoke to some of those in the room. Two of the residents we spoke to said that it really wasn't their cup of tea. The Enter & View team noted that this was the only choice of activity being offered at that time and that just one member of staff was present and they seem to be working very hard to entertain such a large group. The Enter & View team wondered if this may be because of staff shortages on the day of the visit. The Enter & View team would recommend that the manager consider if more activity choices could be offered perhaps for smaller groups. We would recommend the

manager obtaining a copy of the Somerset LINK 'Dignity in Care Best Practice Examples' from Care Focus. This booklet also contains a comprehensive consolidated list of activities.

Cleaning.

The Enter & View team had 2 comments about the cleaning of resident's rooms and that on occasions this had not been done and the toilets had not been flushed. We would therefore recommend that the management look into the standard of cleaning being provided.

For more detail about what residents told us, please see Appendix A

Specific Areas of Good Practice to Note.

- The home encourage good links with the community.
 - The manager informed us that children from a nearby school and also a church visit regularly. The home organise a teddy bears picnic and a Halloween party for relatives and children. The manager told us that many of the residents love to see children in the home and that it was always good fun when the children came to visit, this was echoed by some of the residents that we spoke to.
 - The manager informed us that they are starting to look at creating a small crèche area with toys etc. The Enter & View team noted that many older people take great pleasure from being able to see the children and that creating an environment where children are welcome is a very good thing.
- Choice - The Manor provides a home to older residents and younger residents who have nursing needs. The manager informed us that they have to be very flexible with shifts, in order to meet the wishes of those who would like to get up early and those who would like to go to bed late.
- Food and dining - the menu of the day offered considerable choice and the food was found to be of excellent quality. We would however recommend that the menu be printed in larger print as some of the residents were observed to have difficulty reading it.

- The service at mealtimes was observed to be good and delivered with respect. Appropriate support was offered to those who needed it.
- A variety of health care professionals visit the home regularly.
- The home play host to an annual classic car show which some of the residents we spoke to said they very much enjoyed.
- The home recognise the therapeutic value of pets. A small dog was seen wandering about the home and several residents were noted to take pleasure in watching it or stroking it. There was also a pet rabbit and the manager informed us that donkeys from the Donkey Sanctuary sometimes visit.
- At their own cost residents may have a phone installed in the room if they wish. The home has Internet access and residents are sometimes encouraged to Skype family. A PC was available for residents to use in a communal area.
- The Home apply a concept called 'Resident of the Day' whereby all staff and departments will communicate with and about a particular resident for the day, thus helping to ensure the residents needs are brought into focus and communicated across all staff.
- Resident meetings are held quarterly.
- Staff commented that they receive good and varied training.
- Music therapy is provided and residents were observed to be engaged with and enjoying the interaction.

Conclusions

Residents had good access to health and social care services and many health professionals visit the home regularly. Where possible other residents are supported to access services in the community. The home have their own transport which is very positive as it means that many of the residents will still be able to access services and social opportunities in the community.

Care was observed to be delivered in a respectful and dignified way during the visit. Staff told us they received good training.

We were told that a good range of activities was provided although only two activities were being run on the day of the visit. Keyworkers were encouraged to spend daily one to one time with their residents, however residents told us that staff often didn't have the time to do this.

Good practices were noted such as the 'Resident of the Day' which helped to ensure all departments and staff were involved in that residents care and support.

Concerns about the timely response of maintenance and the quality of cleaning to some residents rooms were heard from residents.

Several residents also shared concerns that there were not enough care staff and that staff were rushed and stressed. We heard that this sometimes led to resident's needs not being met in a timely fashion and the dignity of residents being compromised. It was noted that several agency staff had been employed at the time of our visit.

Overall the Enter and View team were impressed by the environment, and observed care being delivered in a dignified way. However several concerns were noted that seem to be related to there being not enough staff. This had led to some situations that were clearly unacceptable. The Enter and View team were concerned by this and would urge Barchester Healthcare and the home manager to review their recruitment procedures as a priority.

See attached Recommendations and Comments document.

Disclaimer

- **This report relates only to a specific visit (a point in time)**
- **This report is not representative of all service users (only those who contributed within the restricted time available)**