



healthwatch

Cumbria

Abbotsfield Residential
Care Home

22nd February 2017



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Introduction

About Healthwatch Cumbria

Healthwatch Cumbria (HWC) is an independent community based organisation for the people of Cumbria. It was set up to champion the views of patients and people who use health and social care services in Cumbria. The goal of HWC is to make services better and improve health and wellbeing. HWC achieves this by talking and listening to people in all parts of Cumbria and telling providers of these services local people's views and challenging organisations that need to do better and highlighting examples of good practice.

HWC is part of Healthwatch England who act as the national consumer champion for all local Healthwatch.

Details of visit

Service Provider	Abbotsfield Residential Care Home
Service Address	373, Abbey Road, Barrow- in-Furness, LA13 9JS
Date and Time of visit	22/02/17 9.45am
Authorised Representatives	Pauline Houlton Ann Chambers
Healthwatch Cumbria contact details	Healthwatch Cumbria, The Best Life Building, 4-8 Oxford Street, Workington, Cumbria, CA14 2AH Tel: 01900 607208

Acknowledgements

HWC would like to thank Mr Patel, the residents and staff for supporting the Enter and view visit and their valued comments to us.

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. 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.

What is Enter and View?

Healthwatch Cumbria has a statutory right (Health and Social Care Act 2012) to carry out Enter & View visits to health and social care services to gather the views and experiences of customers, patients, families and staff for the purpose of service improvement. Service providers have a duty to respond to our reports and recommendations.

Healthwatch Cumbria will share its findings with Healthwatch England, the Care Quality Commission, services and the public.

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. This is so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Purpose of the visit

To engage with residents in care homes in Cumbria to collect and record their experiences of accessing health and social care services, primarily the out of hours GP service Cumbria Health on Call (CHoC).

To identify and champion examples of best practice with regard to resident experience including: surroundings, activities and meals.

Methodology

HWC tried on three occasions to speak to the manager of Abbotsfield Residential Care Home to make him aware of the Enter and View programme of visits but were told he was unavailable. HWC then emailed the home to inform them of the programme of visits and details of the purpose of the visit. When HWC staff arrived at the home on 22/02/17 a member of senior staff told us that they were unaware of the email, however they did contact the owner of the home who said he was happy for HWC to undertake the visit once his senior staff had seen and copied the HWC staff credentials. The HWC staff supplied the relevant credentials to the senior staff member. HWC staff explained that the report following the visit would be provided to the home manager to inform them of the findings for factual accuracy check prior to publication on the HWC website.

The representatives engaged with staff and residents and initiated conversations around the following topics.

- Access to Health Services
- Meals
- Activities
- Comments about life at the home

Findings

First impressions

The building is warm bright and spacious with several communal rooms all well furnished and decorated, considerable attention had been paid to the choice of decoration in particular the pictures in the communal areas.

Eight residents were in the communal living room at the time of the visit.

We did not notice a signing in book when we entered the building, although there is one in the lobby and it was drawn to our attention by the deputy manager as we were leaving and signed it at that point.

Abbotsfield has a well kept garden with a pond containing carp that residents can sit nearby. We were informed that any resident wishing to garden may do so.

We were told by staff that all residents have a named key worker but can approach any of the staff team for support including the deputy managers.

The home adopts a "Buddy" system whereby when a new resident comes to the home they are introduced to other residents and a "buddy" is identified.

Access to Health Services

The residents we spoke to said the staff would call Cumbria Health on Call out of hours service (CHoC) for them, if medical attention was required. A dentist attends the home regularly, however relatives, friends or staff can accompany residents to their local GP or dentist if preferred. We were told that staff issued medicines and monitored when they might need to be reviewed or adjusted. Additionally a communications book was used by staff to record details of resident's appointments with health professionals.

Activities

During the visit there were no structured activities taking place. Although there were televisions in each communal room, no one was actively watching them.

Two residents told us they enjoy talking to other residents, though one said, "I am not sure who everyone is." The chairs are arranged along the walls in straight lines. We were informed there is an activities board in the hall.

Staff described an activity called "Let's Talk" that they use once or twice a week to encourage residents to reminisce and talk to other people in the group.

One of the staff is a trained nail artist and many of the women had their nails manicured.

There were books, DVD's, videos and a CD player available for activities with residents.

There are organised activities and visits on a weekly basis, e.g. hairdresser, librarian, and members from the local church including the clergy. Some of the residents are taken to Day Services at Ostley House which is a charity for the visually impaired.

Residents told us:

"I regularly attend a local club."

"I spend a lot of time knitting and sewing." another resident told us.

"I like to sit at the window and watch squirrels running up and down the trees."

"We are all free to come and go." (provided they told the staff)

"I like to watch people dancing at social events."

"I have my own mobile phone that I can use to speak to my family."

Meals

Two residents we spoke with about the meals told us that the home know their preferences e.g. one resident likes less bread while another likes the meat and vegetable choices and the staff take this into account when providing meals.

Recommendations

HWC would recommend a trial of clustering some of the armchairs in one lounge to encourage residents to interact more with each other.

It was observed that there was a safety barrier across a fire exit. It is essential that all fire exits are not restricted HWC would advise on its removal.

HWC recommend that the signing in book is moved to a more prominent position as it is obscured when the main door is opened.

Response from service provider

The home owner responded to these recommendations in the following manner:

Clustering of chairs - in the past chairs were clustered but a number of complaints and accidents occurred:

- Residents couldn't watch the TV as their backs were turned.
- Trip hazard.
- Residents couldn't easily and safely access the chair as they had zimmer frames so there were three or four frames all clustered together.

Therefore chairs were arranged as they are for the safety of our residents.

Safety barrier across a fire exit - Previously care homes were inspected by Social Services Inspectorate from Cumbria County Council. They advised us to place safety measures in front of the fire exit as there is a step there; therefore to prevent residents from falling down the step as they tend to wander a lot. A safety notice by the gate indicates that the gate must be lifted and removed in case of an emergency. An inspection by Cumbria County Council Fire Department a month ago and previously throughout the years have approved of this safety measure as do CQC.

Signing in Book - this was previously kept in the hallway, however a number of residents used to pick it up and misplace it and some even tore pages from it. This is why it is now kept behind the front door and a locked door. Staff make visitors, doctors and anybody else who enters the home aware that they must sign in and out as part of the safety regulations of the Home.