

healthwatch

Cumbria

Powbeck House
Care Home

15th May 2017

your
voice
counts

Contents

Introduction	3
About Healthwatch Cumbria	3
Details of visit.....	3
Acknowledgements.....	3
Disclaimer.....	3
What is Enter and View?.....	4
Purpose of the visit	4
Methodology.....	5
Findings	6
Access to Health Services.....	7
Activities.....	7
Meals.....	8
Recommendations	9

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	Cumbria County Council
Service Address	Meadow Road, Mirehouse, Whitehaven, CA28 8HL
Date and Time of visit	15/05/17 1.30pm-3.45pm
Authorised Representatives	Carolyn Carol Shirley Tordoff Robin Powell
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 Gillian and her staff along with residents and visitors for their valuable contributions during the visit to the home by Healthwatch Cumbria.

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

Healthwatch Cumbria (HWC) spoke to the homes manager in a telephone conversation outlining the role of HWC, the purpose and reason for this Enter & View visit to Harbour View Care Home. It was explained that the visit would take place sometime in the following two weeks. A poster and letter confirming the visit was sent to the home via email for them to display in the home to residents, staff and visitors informing them of the visit and welcoming them to take the opportunity to speak to HWC representatives.

HWC findings are based on conversations with 7 residents, 4 members of staff, 1 day centre service user and 1 visiting family member in addition to HWC observations.

Powbeck House is a local authority owned residential home, consisting of 38 beds, 16 of which are specifically for EMI / dementia residents. The home also has a day centre service.

Findings

The reception area was clean, tidy, and uncluttered. There was an easily accessible visitor signing in and out book, and a hand gel dispenser on the wall but unfortunately this did not work. The manager thought it may have required batteries and said she would get this checked.

A resident invited and welcomed us into their room and we saw that it was immaculately clean, with many personal effects therefore personalising the room. The resident pointed out the view from his room window across the homes gardens and said he was extremely happy with their view of the gardens and especially interested in the bird box outside that had recently become home to baby blue tits and photos on the walls demonstrated this. Other residents commented that the care they receive at Powbeck House "is very good and the rooms are lovely."

The lounge/dining areas were well presented and welcoming. There were TV's, CD players, bookcases, DVD's and magazines as well as fresh fruit in bowls. One of the lounges had a small fish tank. By the 'memorial garden', there was a framed collage of photographs of residents, the bird box where the blue tits were nesting etc. We were informed that these photos change and are regularly updated.

One resident told us that Powbeck was "a home from home" and that they were shown four other homes in the area but said it was "an easy winner" when it came to selecting their future home.

We observed throughout our visit that the staff were interacting with the residents in a very genuine, effortless manner. It was clear that staff, many of whom had been there many years, enjoyed and took pride in their job. They described organising various fund raising events to support the resident's fund. This fund is put towards initiatives such as ensuring all residents get a gift at Christmas. Staff spoke fondly of the residents and some of the extra touches they had given to areas (such as painting the cupboard doors in one of the units) demonstrated the pride they took in their work and the environment the residents called home.

There is a separate living area for residents with dementia - the Rosemary Lonning unit. The unit has a very welcoming sign on the door which says 'Welcome to our family home' and a list of the staff who work in the unit. This provided a personal focus and perhaps would be something to include in the main reception area and the entrance to the other units.

The lounge area was being used by 5 of the residents and 3 were watching the TV. There was also a separate lounge area/quiet room where one resident told us they enjoyed spending time when her family and grandchildren visited.

We spoke with another resident who said they felt well cared for and had no complaints - the staff were very kind and friendly and when their family visited, which was generally 2 or 3 times a week, they were made welcome.

The manager told us she sends out customer care surveys twice a year to family members and other professionals who visit the home and resident's views are also gathered. The survey is anonymous. The manager does not specifically provide feedback but felt those who had made suggestions would see that their views had been taken into account by the actions or changes evidenced after the questionnaire.

Access to Health Services

We were told that residents with hospital appointments are usually taken by patient transport /an ambulance arranged in advance. Family members are given the opportunity to accompany their family member but only the minority take up this offer. For out of hours healthcare the home contact CHoC. Family members wishes regarding contact at this stage are established when the resident is first admitted to the home. Powbeck does not have enough staff to accompany a sick resident to hospital at night due to staffing levels. There are routine visits from a dentist and chiropodist as well as a District nurse every Monday and Thursday - all services can be requested as required outside of these routine visits.

Activities

On arrival at the home St Andrew's church choir (the church next door to the home) were performing a concert for the residents and day centre service users. Most of the residents attended and appeared to be enjoying as they sang along with the song sheets provided. We saw a small poster promoting the visit of a singer the next day, and the home manager told us about a Latin American dance troupe which had been greatly enjoyed by the residents.

There was an activities rota printed on a piece of A4 paper written in black and white in a plastic sleeve on the doors to the communal areas. Regular activities included reading and discussing news items, the family notices in the local weekly paper (The Whitehaven News), visits from a hairdresser on a Friday, cards and domino's and the 'Oomph' physical activity programme.

The day centre at the home provides activities 3 days per week and a small number of people from the community attend the centre for day care, residents are also encouraged to attend, although as there is only one member of staff, they have to manage numbers accordingly. A daily visitor to the home said the care their partner receives is "very, very good" and they have "no complaints at all" about Powbeck. A day resident said that, "The company here is wonderful, the food is great and the things we do, like today, are really good.". They attend the day centre 3 times a week, they said they wouldn't know what to do if they couldn't attend Powbeck.

There are 2 churches in close proximity to the home and a Eucharistic Minister visits each week with Holy Communion and brings the church bulletin.

While speaking to four residents we heard how they had been looking forward to hearing the church choir, but, in their view, there was not very much to do and they spent a lot of time just sitting with the TV on. Two residents told us they enjoyed sitting upstairs in the bay window area on the landing where they had a good view of the local shops and said they "enjoyed watching the world go by" and all the people out walking their dogs. They had not been aware until shortly before the performance that the choir were attending and when asked if they would go to see the singer the following day they had not been aware of this event but thought they would go. We saw some of the female residents enjoying hand massages from staff members and talking about fragrances.

The garden areas were well kept, with wooden seating and we were advised that umbrellas were used when the sun was shining. The manager advised that there would be less than 6 or 7 of the 27 residents who would choose to sit outside. One resident told us how much he enjoyed using the home's greenhouse.

There are bird boxes and rose bushes in the garden - planted or put up when a resident of the home passes away. This is an example of the caring and family focussed ethos evident during the visit.

Meals

The main meal is served at lunchtime. A meal and dessert is served for lunch with the option of jacket potatoes with a variety of fillings. A new menu is being trialled and the layout of the menu across the week is to be rolled out with the option of taking photographs of the meals to help those who may have cognitive difficulties to make a better choice. One resident commented that the food "is lovely - very good, plenty of choice" another said they were happy to have put on weight since being in the home as the food was so good. Indeed the caramel shortbread that we sampled was excellent.

Recommendations

HWC would recommend that the activities could be promoted more effectively by printing posters in colour and in larger print, - maybe include some pictures. These could be used as discussion points over breakfast so that residents know what's on that day. Additionally take photos of residents taking part, with their permission/family permission to create a record of 'what we did in May or June' and put them on a cork board with events, photos etc. to help the residents recall and reminisce.

HWC would suggest that a summary of the customer feedback be published and put up on the notice boards throughout the home including suggestions received and actions taken.

HWC would also suggest that the signage used at the entrance to Rosemary Lonning area is replicated at the main entrances and at the entrance to the other units. Additionally photos of the staff members alongside their names may help residents and visitors.

Response from service provider

"Where you suggested that the signage on the service users unit on the lower floor, Rosemary Lonning, would be good on every unit I would like to express that I would agree with this and it is something we will look to action"