



healthwatch

Cumbria

Risedale at Aldingham
and St Cuthberts

2nd March 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
Meals.....	6
Activities.....	7
Recommendations	7

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	Risedale Estates Ltd
Service Address	Risedale at Aldingham and St Cuthberts
Date and Time of visit	02/03/17 1.15pm
Authorised Representatives	Sue Hannah Robin Powell
Healthwatch Cumbria contact details	Healthwatch Cumbria, The Best Life Building, 4-8 Oxford Street, Workington, Cumbria, CA14 2AH Tel: 01900 607208

Acknowledgements

Thank you to all the staff on duty that spoke with us and to the residents and family members for sharing your views with 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 contacting the manager of the home by telephone but she was unavailable to speak with and so HWC contacted the home via email to Barbara Redshaw who is the Director of Nursing for the Risedale Estates Ltd. care homes. With the email we provided the home with a poster for display to inform family members, visitors, staff and residents that we would be undertaking a programme of Enter & View visits to care homes in the Furness and South Lakeland area during February and that this home may be selected for a visit. No specific date or time was given as Healthwatch Cumbria wanted the visit to the home to be as natural and least disruptive to staff, residents and family members as possible.

The home's manager contacted HWC acknowledging receipt of the information about the proposed visit and extended her invitation to the team to visit the home at any time.

Findings

The setting of the building is very impressive with gardens backing onto the coast. It appears to be most conducive to creating a calming environment. On entry to the building HWC received a warm welcome, there was a signing in book and hand sanitiser readily accessible on entry to the home. The home caters for residents with varying degrees of dementia, many of whom were unable to speak with HWC representatives, however those residents with capacity were identified to HWC representatives in a professional and discreet manner.

HWC spoke to four residents, five members of staff and one visitor.

Meals

HWC representatives arrived during the end of lunch time so most of the residents were in the communal dining areas. There were two dining areas and staff explained that residents with more challenging needs are catered and cared for in one and the other is for those with more independence. This was a staff led initiative to enable the best use of staff experience and resource. As it was meal time we did not feel it was appropriate to ask the residents too many questions or to create any disturbance to the normal routine. However, we did speak to four residents once they had finished eating and retired to the lounge area. It was difficult to hold conversations with them given their levels of dementia but we were able to understand that they liked their food. The meals we observed looked appetising and easily recognisable with appropriate portion sizes. We observed the staff encouraging residents to eat without making them feel pressured to do so.

One resident told us, "I like chocolate, would you like some?" Another when asked if they had enjoyed their lunch said "Yes." and smiled.

We observed all the residents were clean and tidy in appearance and appropriately clothed. Staff were dealing with some challenging behaviours from residents that required support with their meal in a professional and compassionate manner. We observed that residents appeared happy with the food and that it was well presented.

The drugs trolley was situated in the dining room in preparation for the dispensing of medication and had a member of staff who was designated to the dispensing of medications and wore a different coloured uniform to the other members of staff.

In the corridors we noted the bespoke signage on the residents' room doors to reflect things important to them, this personalises the residents own space and reflects that it is their home and not an institution.

Activities

A comprehensive activities board was visible in the residents lounge with a list of physical and mental activities, there was also a music and film room containing a piano and a selection of DVD's. We were shown a newly refurbished lounge called the "Sunshine lounge" that was in the process of being decorated in bright sunshine yellow where visitors will be able to meet family members in a more private area. We observed all areas seemed clean and in a good state of repair, there were no odours other than the food that was being served. The home manager told us "we have some areas that are due to be converted to allow more space to be available for residents to relax in an extended sun lounge area".

The gardens and surroundings were quiet and well kept and staff told us, "The residents enjoy being outdoors when the weather is nice."

We spoke to one family member who said, "I am extremely happy with the care my mother receives and the staff are very welcoming whenever I visit. If I have any specific issues or requests of the home they are dealt with swiftly by the staff or manager."

We spoke with the activities coordinator who told us "Residents like getting involved in the activities. I try and vary them and bring in new ideas for them. We try to go out and do things when it's possible. Family members are welcome to join us and sometimes do."

We observed one resident who was nursing and talking to a doll as you would a baby.

We observed the activities schedule on display on the wall in the lounge.

We observed how welcoming the home and staff were which was reciprocated by the home manager in her compliment of how approachable HWC staff had been and how she welcomed and supported the Enter & View visit with an invitation to return at any time.

Recommendations

Healthwatch Cumbria would like to commend the home on their good practice to have a dedicated member of staff responsible for the medicines trolley during the visit.

Provider Feedback

"I'm very happy with the report you have written on behalf of our home