

### Enter & View report

<b>Service</b>	Foxley Lodge residential care home
<b>Address</b>	Foxley Lodge, Residential care home, 24 -26 Foxley Hill Road, Purley, Surrey, CR8 2HB
<b>Manager</b>	Mr Yogi Abhee
<b>Date and time of visit</b>	27 <sup>th</sup> January 2016 at 11:30am
<b>Status of visit</b>	Announced
<b>Healthwatch Croydon Enter &amp; View team - Authorised Representatives</b>	Annamika Koomoshan, Kay Kakad
<b>Lead Authorised Representative</b>	Annamika Koomoshan
<b>Healthwatch Croydon contact details</b>	Healthwatch Croydon, 24 George Street, Croydon, CRO 1PB

**Reason for visit:** As part of Healthwatch Croydon Enter and View programme.

**Acknowledgements:** Healthwatch Croydon would like to thank Yogi Abhee the Manger and Foxley Lodge residents, carers and staff for their co-operation during the visit.

**Purpose of the visit:** The Health and Social Care Act allows Healthwatch Croydon representatives to observe service delivery and to talk to service users, their relatives and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. The visits can happen if people tell us there is a problem with a service, but equally, they can take place when services have a good reputation - so we can learn about shared examples of what they do well from the perspective of the people who experience the service first hand.

On this occasion, Annamika Koomoshan and Kay Kakad Authorised Representatives carried out observations and engaged with residents and staff. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations on areas for improvement. Healthwatch Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with the Healthwatch Safeguarding policy. If at any time an Authorised Representative observes a potential safeguarding concern, they shall inform their lead and service manager. The lead Authorised Representative will then end the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to Croydon Council's Safeguarding Team.

**About the service:** Foxley Lodge residential care home provides care to residents with dementia. Within the ground floor area is situated the manager's office, kitchen, dining room and two lounges. The dining room and lounge area leads out to the communal garden. Residents access floors by using the lift. The home has three floors some rooms have en-suite toilets; communal bathrooms are accessible to residents. The home provides call bells in each of the bedrooms which is checked on a regular basis to make sure they were working properly. Activities are scheduled in twice a day one in the morning then in the afternoon.

The home provides call bells in each of the bedrooms that is checked on a regular basis to make sure they were working properly. Activity sessions are scheduled in twice a day one in the morning then a session the afternoon.

**Observations:** Within the entrance and reception area staff were not easily identified as they did not wear uniforms or badges.

**Information displayed:** The Healthwatch Croydon poster was displayed on the Manager's door. Other information displayed was the CQC report, Health and Safety poster with details of the Health and Safety rep, a display board with the names of staff on duty and a visual calendar within the dining area.

**Odour and environment:** There was a fresh clean odour in the home and the rooms were brightly lit.

**Choice of food and refreshments:** Residents were offered a meal choice and drinks were continually offered throughout the visit.

**Dining area:** The dining areas were clean and bright, menu options were displayed.

**Levels of interaction:** Good levels of interaction between staff and residents was observed.

**Appearance of residents:** All residents appeared to be dressed well.

**Noise:** There were low level background music being played that was age appropriate.

**Photographs of residents:** Names and photographs of residents were displayed on the residents' bedroom doors.

**Activities:** Within the lounge area there was a big display board listing the activities. Residents were asked what activities they like that varied from reading, puzzles, help preparing the tables at mealtimes to seated exercises.

**Outside space:** The dining area and lounge led out to the garden.

**Residents' comments/feedback:** The majority of residents found it difficult to fully understand and answer all the questions; the information below is a snapshot of their responses.

Topic	Response
What is it like to live here?	One resident said "I like staying in my own room watching TV. Food was okay I especially like Friday's fish and chips. Activities take place every day I prefer not take part in activities and stay in my room."
Dignity and respect (meal options, bedtime routine, staff interaction with residents)	Residents commented that they were able to wake up and go to bed when they wanted. Some residents like to stay up until 10pm/11pm to watch television.
Staff interaction and care provided	Residents commented that staff interaction and care were good.
Improvements or changes	A resident commented "I want to be able to choose my own clothes."
Involvement in choosing activities	One resident staying within the home for respite commented that she lacked mental stimulation.

## Feedback from staff

Topic	Response
Positive aspects of the role	Staff said the environment was friendly and felt supported by their colleagues. Another member of staff commented that they liked helping the residents.
Induction process	New staff are provided with a tour of the home, including fire exits, policies and procedures. They then shadow a senior member of staff for a few weeks until they are confident in their new role. Staff undertake training courses and assessments set against the care certificate standard i.e. mental health, dementia, safeguarding adults and person centred approaches.
Training and development	Existing staff are offered continuous training and development in care, medication and manual handling.
Supervision and appraisal	Supervisions are held once every two months and appraisals once a year.
Staff meetings and handover procedure	Handover meetings take place between staff and management after each shift. Staff meetings are held once every two months.
Support from management	Staff felt supported by management and said that there were no areas that they felt required improvements. Staff felt that the company offered a good selection of training opportunities.
Challenges or difficulties	No challenges or difficulties were identified by staff.
Safeguarding procedure	All safeguarding issues are reported to management. Staff commented "If I felt like nothing had been done I would report it directly to Croydon Council safeguarding team."
Staff level (i.e. rota for night and day)	4 staff during the day and 2 staff at night.
Care plans	Staff are aware that care plans are person centred. This involved working with residents and family members especially with individuals who are unable to communicate. Also staff use different methods to communicate e.g. by using pictures or written communication, especially for people with dementia or those who have suffered a stroke.
Residents meal options (i.e. vegetarian, diabetic, kosher, halal, vegan and non-diary)	Residents are given a menu the night before to choose their meal options. Meals are prepared around the dietary requirements of the residents.
Activities	Activity sessions are held after breakfast and in the afternoon. Staff ask residents what they would like to do and then the activities are tailored around their preferences.
Residents bedtime routine	Residents can go to bed when they wish, some residents like to stay up late and watch television until 10pm/11pm.
Other services	Residents pay for additional services such as chiropody and hairdressing services. For physiotherapy treatment and hospital appointments, residents are accompanied.

## Feedback from management

Topic	Response
Role and responsibility	The owner and manager of Foxley Lodge originally trained as a mental health nurse working with people with learning disabilities.
Induction process	All new staff are provided with a Care Certificate Induction Pack which has to be completed within 12 weeks in employment. Senior managers assess staff against each module. In addition to this new recruits shadow senior members of staff for a few weeks.
Training and development	All staff work towards their care certificate. Also they receive additional training from Croydon Council care support team. Senior staff are trained to give medication.
Staffing structure	4 carers until 4pm 3 carers from 4pm - 8pm 2 carers 8pm - 8am
Staff meetings and handover procedure	Staff meetings are held every two months and handovers are done in the afternoon with the deputy manager.
What improvements or changes would you make?	The manager has introduced more person centred activities around reminiscence.
Safeguarding	All safeguarding issues are reported to Croydon Council.
Deprivation of Liberty Safeguards	A number of Deprivation of Liberty Safeguard applications have been submitted. Currently the home was waiting for a response.
Person centred care plans	All residents are involved in designing their care plans, staff establish their life stories in consultation with family members and residents. Care plans are reviewed according to the residents' needs.
Call bell system	The call bell system is checked on a monthly basis to make sure it is working.
Other information	Residents meetings are held every two months  Family meetings are held every six months  An annual survey is carried out on yearly basis with residents

## Conclusion

Overall, positive feedback was received from residents regarding their care. Internally, the overall impression from staff was that they felt supported by management in training and carer progression.

### Positives:

- Good levels of interaction between staff and residents were observed.
- Good training and development opportunities offered.
- Staff felt that management provides good leadership.
- Regular supervision and one-to-one support.
- Staff attitude was positive.
- Residents were observed participating in a reminiscence activity.

### Recommendations:

- To provide stimulating activities for residents on short respite breaks relevant to their needs.

**Response from Foxley Lodge:** The resident concerned was provided with her choice of activities like playing Dominoes but she wanted to go to Day Centre in Croydon which social services do not provide when a resident moves into a care home. This was already discussed with the social worker and relatives as provision of Day Centre attendance incur extra costs.

- Residents should be able to choose their own clothes.

**Response from Foxley Lodge:** Carers always help residents to choose their own clothes. The concerned resident was choosing her own clothes daily, she was dressing and undressing herself. Carers were not involved.

- Names badges to be worn by staff or photographs to be displayed by the entrance in order for family members and visitors to be able to identify them.

In response to this the manager explain that they did not want to institutionalise the home by having names badge or uniforms as it is a small home.

### **Disclaimer**

*This report is a representative sample of the views of the outpatients, carers and staff that Healthwatch Croydon spoke to within this timeframe and does not represent the views of all the patients, carers and staff at Foxley Lodge. The observations made in this report only relate to the visit carried out at Foxley Lodge on 27<sup>th</sup> January 2016.*

**Foxley Lodge confirmed they were satisfied with the report.**