

### Enter & View Report

<b>Service</b>	Hall Grange
<b>Address</b>	Shirley Church Road, Shirley, Croydon, CR9 5AL
<b>Manager</b>	Abi Williams
<b>Date and time of visit</b>	Thursday 31 <sup>st</sup> March 2016
<b>Status of visit</b>	Announced
<b>Healthwatch Croydon Enter &amp; View team - Authorised Representatives</b>	Annamika Koomoshan, Michael Hembest
<b>Lead Authorised Representative</b>	Annamika Koomoshan
<b>Healthwatch Croydon contact details</b>	Healthwatch Croydon, 24 George Street, Croydon, CR0 1PB

**Reason:** Part of Healthwatch Croydon Enter and View programme.

**Acknowledgements:** Healthwatch Croydon would like to thank Abi Williams who was recently appointed manager a few days ago. Plus Hall Grange staff, residents and family members 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 families and relatives on premises such as hospitals, residential care 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. We can therefore learn from shared examples of what they are doing well from the perspective of the people who experience the service first hand.

On this occasion, 2 Authorised Representatives (including a Healthwatch staff member) carried out observations and engaged with patients, carers 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 if required. 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 will 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:**

Hall Grange new premises can accommodate up to 45 people, at the time of the visit there were 33 residents. The home offer residential care for adults aged over 65 years. The home is based over two floors with 20 en-suite wet rooms downstairs and 25 en-suite wet room downstairs. In

addition, there are three large bathrooms with a hoist for individuals who prefer a bath. On each floor is located a lounge and dining room that overlooks the large garden areas.

This service was registered by CQC on 15 January 2016. The home received National Activities Providers Association this year.

## **Observations**

On arrival to the new building the Authorised Representatives and a family visitor had trouble with gaining access to the building as there were problems with the call buzzer. The Authorised Representatives informed management of this straight away and the problem was resolved.

**Reception area:** The authorised representative signed in on arrival. Staff were dressed in uniforms with name badges and were easily recognised.

**Facilities:** An activity room is located on the ground floor plus hairdressing and nail bar service. The communal lounge area where the entertainment takes place is situated opposite a café area where residents, relatives and visitors can help themselves to water, tea, coffee, soft drinks and wine.

**Information displayed:** Each floor had a display board listing the activities and menus for two weeks. Including the names of the keyworkers for each resident. Including information on the complaints procedure and fire safety information.

**Dining area:** The area was clean and nicely decorated.

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

**Choice of food and refreshments:** Residents were offered two meal choices plus alternatives such as an omelette or baked potatoes.

**Levels of interaction:** Good levels of interaction were observed between staff and residents. During the visit a member of staff was observed escorting residents around the garden.

**Dignity and appearance of residents:** All the residents appeared to be well dressed.

**Activities and outings:** The Authorised Representatives observed residents taking part in a spelling and reading session. Other activities were offered including music, poetry, quotes, current affairs, arts and crafts to entertainment. Outings to garden centres, restaurants and cream teas are arranged.

**Outside space:** There is a large garden one area had a covered seating area with bird feeders. The other outside area was used for barbecues.

## **Other observations:**

**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.

Resident commented "I am very happy here the care is wonderful. Staff respond straightaway to the call bell. I have never been left for a long time my call bell has never been ignored. At the moment staff are helping me with my rehabilitation supporting in using the handrails to walk a few steps. The activities lady always asks what I want to do. I join in everything I'm so

happy unlike the other care home I came from most people sit in their chairs all day.” Another resident said “It’s very good but it’s not my home. It’s all you need, it is clean, efficient and the rooms are fairly big.”

Residents said “I am happy here I can do what I like. I like to rise early and go to bed early nobody minds. I like my own space after dinner I go to my room to listen to the radio.”  
 “On a whole I’ve been very satisfied with the food. I go downstairs for the activities we have some interesting talks I can’t say I’ve been bored all the time. I like to get my hair down by the hairdresser. Staff are quite prepared to listen to residents all you need to do is ask something and you get it.”

**Relative’s feedback**

A relative said “Hall Grange provides good care the ambience is also very good. The staff are aware of mum’s preferences they ask her what she wants to do. Within mum’s room there is a book which is completed by staff every day. I am involved in reviewing mum’s care and consult with the GP or any of the services. Staff always inform our family on mum’s treatment. There are a lot of activities from outings which I help out with. I volunteer as a mini bus escort for trips and run the weekly summer barbecue.

**Feedback from staff**

Topic	Response
Positive aspect of the role	“The caring side of the job, I like to look after people”.
Induction process	New staff receive a tour and induction including fire procedure, how to use the clocking-in system and security. New staff are shadowed by a permanent member of staff and are supervised whilst working with residents.
Training and development	Staff receive mandatory e-learning training in areas such as safeguarding, manual handling, first aid and fire safety. There is a computer available for staff to access training from but some individuals choose to do it in their own time. Some training courses are transferable if undertaken within a set time frame.
Supervision and appraisal	Supervisions are now held every six weeks and appraisals once a year.
Support from management	As a new manager started a few days ago staff were unable to comment.  Staff commented they were supported very well by the previous manager.
Handover meeting	The handover process entails information written in a communication book for each floor. Staff would prefer a verbal handover.
Challenges or difficulties	A member of staff fed back suggestions regarding the handover process. The individual felt that the current process of a

	written handover is not adequate and does not convey the whole situation of each resident. The individual suggested including a verbal handover between both teams. Within the written handover book the information is limited. Verbal handover will allow the whole team to receive a briefing from previous shifts regard each residents. Staff will also be able to seek clarifications on issues and agree tasks.
Staffing level	7 care staff to cover all floors during the day. 4 care staff to cover all floors during the night.
Questions about residents	
Person centred care plans	The staff explained that the senior care assistants are responsible for doing the care plans. The assessments are completed with residents and their family members to establish their preferences in the type of care they receive and their individual needs and requirements
Activities	Residents were observed taking part in a spelling activity during the morning session and then a reading session in the afternoon in the main lounge. The morning spelling session seemed to be more popular with residents.  An Activities coordinator offered a wide variety of activities from quizzes, quotes, IT lessons, reminiscence, exercise, music to spiritual needs. Students from local schools volunteer their time to help out with activities. Within the activities room there was a selection of games, books and a computer with a large keyboard.  The home has a large number of volunteers including family members who help with activities, outings and events.
Residents meal options (i.e. vegetarian, diabetic, kosher, halal, vegan and non-diary)	A noticeboard was located on each floor displaying the menu options. Residents were able to choose between two meal choices. Residents are asked for their menu options the day before. Further meal choices of an omelette or jacket potato are offered. If advance notice is given the cook is able to prepare specific meals for residents if they require them. Also meals are prepared for residents with dietary and cultural requirements
Residents bedtime routine	Residents decide on their morning and bedtime routine.

## Conclusion

The overall impression is that Hall Grange new premises has been designed well to incorporate a good layout. The premises is decorated to a high standard. Positive feedback received from residents and carers regarding the standard of care from staff.

### Good points:

- Good levels of interaction between staff and residents were observed.
- Residents were treated with dignity and respect.
- Residents' preferences are taken into consideration.
- The portable phone/pager alerts staff when the call bells are activated stating the room number. This method allow staff to contact each other for assistance.
- The call bell system is effective the phone let everyone know response time of staff. The portable phone also allows staff to contact one another when required.
- The home actively involves family members and volunteers in a range of events and activities.
- All rooms are decorated to a high standard which also has en-suite large wet rooms with basin and toilet.
- A large shared bathroom with a hoist is situated on each floor.
- Residents have access to call bells within their bedrooms and bathrooms plus allocated a call pendant which they can use at all times.
- A display board was situated on each floor displaying menus and activities plus the names of key workers for each resident.
- Supervisions are held every six weeks and appraisals on an annual basis.
- New staff receive an induction that involves shadowing a member of staff.
- Positive feedback received from a family member "Care and ambience is very good. Staff are aware of mum's preferences."

### Recommendations:

- A member of staff fed back suggestions regarding the handover process. The individual felt that the current process of a written handover is not adequate and does not convey the whole situation of each resident. The individual suggested including a verbal handover between both teams. Within the written handover book the information is limited. Verbal handover will allow the whole team to receive a briefing from previous shifts regarding each resident. Staff will also be able to seek clarifications on issues and agree tasks.

**Recommendation:** Staff to include a verbal hand over for each shift.

The new Manager commented: This is an area which I am going to implement and is already in my action plan for improvement.

- One member of staff refused to talk to Authorised Representatives which was a barrier.

**Recommendation:** For the manager to deal this issue internally.

Manager commented: Will look into this issue.

- Safeguarding: Croydon Council safeguarding contact details not displayed.

**Recommendation:** For Croydon Council safeguarding poster to be visible on each floor for residents and family members to access if they wish to speak to someone confidentially.

### ***Disclaimer***

*This report is a representative sample of the views of the residents', carers and staff that Healthwatch Croydon spoke to within this timeframe and does not represent the views of all the residents, carers and staff at Hall Grange. The observations made in this report only relates to the visit carried out at on the 31<sup>st</sup> March 2016.*