

Enter & View Report

Service	Hollybank Care Home
Address	5 Abbots Lane, Kenley, CR8 5JB
Manager	Debbie Barrett
Date and time of visit	Wednesday 30th March 2016
Status of visit	Announced
Healthwatch Croydon Enter & View team - Authorised Representatives	Annamika Koomoshan, Janet Benham
Lead Authorised Representative	Annamika Koomoshan
Healthwatch Croydon contact details	Healthwatch Croydon, 24 George Street, Croydon, CR0 1PB

Reason: Part of Healthwatch Croydon Enter and View programme.

Acknowledgements: Healthwatch Croydon would like to thank Debbie Barrett the Manager, residents 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 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:

Holly Bank residential home accommodates up to 17 residents who require accommodation and personal care. At the time of the visit the home was at full capacity. Resident's rooms are situated over three floors within the Victorian house. Seven bedrooms are en-suite the remainder of residents share communal bathrooms, toilets and a wet room. On the ground floor was situated the lounge and dining areas towards the rear of the building is a quiet conservatory area leading onto the garden.

Observations

Reception area: The authorised representative signed in on arrival. Staff were easily recognised in their uniforms and name badges. A hand sanitiser was accessible by the entrance.

Information displayed: CQC certificate of registration, fire safety information, complaints and suggestions form, and safeguarding poster

Dining area: Photographs of the staff were displayed. The area was clean and nicely decorated and could seat up to twelve people at a time. Observed the lunch sessions taking place over two sessions to accommodate all residents.

Odour and environment: There was a slight odour of urine on the ground floor.

Choice of food and refreshments: Residents were continually kept hydrated and were offered a selection of tea, coffee and water during the visit. Pictorial and written weekly menus were displayed. 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. Staff interacted with residents in a respectful manner.

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

Activities and outings: A list of activities displayed outside the lounge.

Outside space: There was a large garden area which is used for barbecues or activities during the summer time.

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 (Feedback from residents).

The authorised representatives asked residents for their feedback on how they are treated by staff. Residents commented that staff are approachable and caring. The residents said staff are very good they also enjoy the home cooked food. Staff involve families in reviewing their care plans. One resident said "I am as happy as I can be staff respects my privacy they know that I like to be left alone when I am having a bad day." Another resident said they enjoy taking part in the activities especially the quizzes.

Feedback from staff

Topic	Response
Positive aspect of the role	"I love my job I am very happy here it is one of best homes I have worked for. Management are very flexible and supportive."
Induction process. Training and development	New staff a shadowed by a permanent member of staff. In addition to undertaking core training in areas such as health and hygiene, manual handling and safeguarding.
Training and development	A few members of staff are due to undertake professional developmental training in level 4 in management and leadership. Staff commented that the company is very good with offering training and development.
Safeguarding procedure	"Any safeguarding issues are reported straight to the manager. If I felt it was not being dealt with I would report the issue to the Care Quality Commission and the Council's Safeguarding team.
Supervision and appraisal	Supervisions are now held every six weeks and appraisals once a year.
Staff meetings	Staff meetings are held every 6 weeks and more frequently if required.
Handover procedure	A verbal handover is undertaken after each shift.
Staffing levels	3 care assistants during the day. 2 care assistants during the night. An additional member of staff is always on call during the night. There are no bank staff colleague's cover each shift during staff absence.
Support from management	All staff commented "They can approach the owner or manager at any time." Staff stated "Management are very supportive and prefer working for Hollybank compared to other homes. "
Questions about residents	
Person centred care plans	Staff commented "The manager is responsible for care plans and she discusses these with the residents and family members to be able to include their preferences and history. If staff notice any changes in the residents they have discussions with the manager regarding reviewing the care plans." Due to the small size of the home staff are able to get to know the residents likes and dislikes. For those residents who have difficulty in communicating staff establish their preferences from their body language.

Activities	Both the owner and manager consult with the residents at the residents meetings once a month. A schedule of activities displayed outside the lounge. Residents are able to participate in a selection of activities from reminiscence, cake decorating, quizzes, karaoke and current affairs.
Residents meal options	Staff ask residents for their meal choices on the day. There is a written and pictorial menu displayed with the dining room. Two meal options are offered. If residents do not like the options provided they are given alternative such as an omelette or a baked potato. Meals are provided for those individuals with dietary requirements. All food is freshly prepared on the premises.
Residents bedtime routine	Residents get up and go to bed when they like. Some residents get up between 6am and 7am others around 8:30am. One particular resident wakes up after 10:30am.
Call bell	There are call bells in all the bedrooms and en-suites. There is another bell in the communal bathroom, lounge and conservatory area. When the call bells are raised the room number will appear on the control system.
Involvement of family members	Families of residents are invited to resident's parties. At present the home has invited families during the day to taste the meal during announced visits. The aim is to get their feedback on the quality of the home cooked meals.
Supplementary questions	
GP access	Hollybank has access to 4 GP surgeries. Some residents remained under their own GP as they lived within the area.
Chiropodist	A chiropodist visits the home every six weeks and charges £10 per person.
Physiotherapy	Residents access physiotherapy service within the community.
Hairdressing service	The hairdresser visits residents every Tuesday at an additional charge.
Other comments	All staff said "The owner and manager know the residents very well. They spend time with them every day." Feedback from a member of staff "I enjoy working for Hollybank it feel like a family environment."

Conclusion

Overall, positive feedback received from residents regarding their care. Staff commented that the owner and manager are extremely supportive. Staff are encouraged in undertaking training and career progression. During the visit the Authorised Representatives got an opportunity to taste the lunch menu. The general consensus was that the home prepares good quality home cooked food.

Good points:

- Friendly environment.
- Residents are able to make suggestions via the residents meetings.
- Residents are asked for their meal choices on the day.
- Written and pictorial menus.
- Family members are invited to taste the meals to feedback their opinion.
- Good selection of activities displayed.
- Good levels of interaction between staff and residents were observed.
- Residents were treated with dignity and respect.
- Residents' preferences are taken into consideration observed a resident getting out of bed after 11am.
- A wide variety of training and development offered to staff.
- Regular team meetings held.
- Staff feel supported by management.
- Due to the small size of the home staff offer to cover the staffing rota during absences for annual leave and sick leave. The home does not use agency staff.

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 Hollybank. The observations made in this report only relates to the visit carried out at on the 31st March 2016.