

Report of Enter and View

Healthwatch Croydon Enter and View Visit Report Frylands Court Extra Care Home

HEALTHWATCH CROYDON CIC

2014

Report by: Nicky Selwyn, Kay Kakad, Patricia Mohabir

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Healthwatch Croydon CIC

Healthwatch Croydon CIC is the independent consumer champion for those children, young people and adults who use health and social care services in the borough. It:

- works to ensure consumers views about services are represented both locally and nationally;
- focuses on local voices being able to influence the delivery and design of local services;
- has statutory powers that enable local Croydon people to influence Health and Social Care services under the Health and Social Care Act 2012.

Healthwatch Croydon CIC finds out what people want from their health and social care services such as hospitals, GPs, care homes and pharmacies. This is referenced against information gathered from health and social care providers and commissioners and national and local research sources. Healthwatch Croydon CIC also produces reports about services visited and makes recommendations for action.

As part of this role Healthwatch Croydon CIC has statutory powers to undertake Enter and View visits of publicly funded Health or Social Care premises. Enter and Views are undertaken when Healthwatch Croydon CIC wishes to address an issue of specific concern and gives the opportunity to its trained Authorised Enter and View Representatives (ARs) to find out the quality of services and obtain the views of the people using those services. Our Enter and View policy is available to view at www.healthwatch.co.uk. You may also wish to look at the Department of Health “Code of Conduct” relating to Enter and View at www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_087285

Background to Visit

Special Sheltered Housing Extra Care Setting, catering for:

Categories include:

- Continuing healthcare
- Dementia care in the home
- Older peoples extra care
- Support at home for older people
- Support for people with physical disabilities

Date and Time of Visit: Thursday 13th Nov 2014, 10.30-12.30 hours
Establishment Visited: Frayland Court Extra Care Home
Enter and View Nicky Selwyn, Kay Kakad, Patricia
Representatives: Mohabir

Methodology

ARs gathered information through observation; they also carried out interviews with patients and staff members, logging all data on an interview sheet, which included a set of qualitative questions designed to capture issues relating to patients' care within the setting and their quality of life including:

- How the setting treats residents with respect and each person as an individual;
- Level of faculties and activities provided;
- How staff interacts with residents and how they support their independence.

Two questionnaires (included in this report) were compiled by ARs at a briefing meeting held on 3rd November 2014. They discussed, planned their visit and allocated tasks. Some questions were targeted at residents (and/or relatives) while others were solely for staff members.

All representatives observed the general environmental conditions and residents, interaction and behaviour; scrutiny areas included levels of hygiene/cleanliness, support to residents and staff levels.

Overview of the home

Frylands Court comprises forty flats owned and managed by London Borough of Croydon with care at home provided by Care UK. The flats are designed as one-bed flats, although one flat is occupied by two long-term friends who chose to share rather than wait for two flats to become vacant. Occupation is 100% and consideration is currently being given to closing the waiting list since it is excessively long.

The building is just over thirty years old and although the public areas are somewhat tired and battered in some places, everywhere we went was very clean, with no unpleasant odours.

The premises are located in a cul-de-sac which means the area is quiet and peaceful. There is a bus stop nearby which serves the tram stops and local shops.

There is an on-site laundry which tenants may use themselves, or staff will do it on the tenant's behalf at a cost.

There is a large staff flat at the top of the building which is used for training, sleep-in staff and to accommodate tenants while adaptations are being carried out.

A guest flat is available for tenants' visitors/relatives.

Service Users views

We interviewed seven service users who we will refer to as tenants in this report. Five were female and two were male; all were white British. Their cognition, mobility and physical health varied.

We used questions aimed at assessing the quality of life of the residents by asking them about the care and support they received and the facilities and activities provided

Of the people we spoke to on an individual basis, most were happy at Frylands Court. One tenant who expressed deep dissatisfaction across most questions seemed to be angry about her own poor health and the

consequent limits on her mobility and independence rather than the care offered. Those who were able to get about by themselves were very happy with the freedom and independence they enjoyed. Some of those with very limited mobility felt they would have liked more activities in the home as well as the opportunity to go out more often. Some tenants said they wished that staff were available to support them to use the trams and trains.

Activities include weekly Bingo sessions, twice-weekly coffee mornings, regular film sessions and occasional outings. A member of staff offers weekly Arts and Crafts sessions and the monthly Fish & Chip night was obviously a real highlight for many tenants. Once a month there is a non-denominational service of worship and a hairdresser visits every Friday: one of the public rooms is set up as a salon. Age UK have recently started to offer fortnightly exercise classes. The more able tenants help to organise activities. For example, while we were there, there was a raffle (during the coffee morning) which was run completely by the tenants. We were told by staff that it is the tenants who run the Bingo sessions too.

Most of the tenants we spoke to had regular visits from family. One tenant had a canary and also looked after her daughter's dog during the day.

All tenants told us they felt safe. The vast majority of tenants felt that staff were respectful, although one said that staff didn't knock before entering her room. All the other tenants we spoke to said that staff knocked and waited to be invited to enter.

Tenants seemed to get on really well with each other. There was lots of interaction and laughter...and some obviously close friendships. One tenant told us that he'd only been here seven months and when he came in he was in a bad way because he wasn't coping with the loss of his wife. He has forged a real friendship with the tenant in the next flat to him, who has dementia. He told us how good it feels to be needed and to be able to help someone else.

Lots of tenants told us how important the company of other people was to them. One told us that she just liked watching people. Tenants felt that

having their own flat meant that they could balance the sociability with privacy when they wanted it.

Since all the flats are let unfurnished, all tenants can furnish them to their own taste. Most of those we talked to spoke of their flat with great pride and pleasure. One told us, “I do it all myself and people say I’ve got it nice.” Another said, “You can make it just how you want.”

A hot meal service is available at lunch time Monday-Friday. When asked about the food, many were not very impressed. They felt that there was poor choice that the meat served was often too tough for them to chew and several said longingly that they would love a nice roast dinner. The hot meals are offered as a service so those who are able can prepare their own food if preferred. Over weekends, staff prepare individual ready meals for those who can’t do so themselves – or provide help where needed. (Staff later advised us that tenants readily complain to them about the food, but are unwilling to do so to Interserve. When Interserve ask tenants, they all say the food is fine; this makes it very difficult for staff to effect change.)

Those who are able to prepare their own drinks and snacks are able to make what they want when they want in their flat. Two of the tenants with limited dexterity expressed frustration that there wasn’t always a staff member around to open a snack or packet when required.

The television wasn’t on and there was no radio audible so they didn’t serve as a barrier to communication.

Everyone we spoke to said the staff were really friendly and helpful. When asked if she could get someone if needed, one tenant said, “Yes, but sometimes it gets switched off and the red light doesn’t come on so you can’t get help.” All other tenants said they could get someone if they needed help, though some said they sometimes had to wait.

Although those tenants with personal support needs are dependent on staff support to go to bed and get up, all but one agreed that staff do their best to accommodate individuals’ preferred bed times and wake-up times. The one exception said, “It depends who’s on.”

All tenants felt able to access their GPs easily. The more able go to their GP's surgery while staff arrange home visits for those tenants who need it.

Most took medicines and knew what they were for, with the exception of one tenant with dementia who knew he took half a tablet but didn't know what for.

Everyone felt that the manager was always available when they needed her and that she was easy to talk to.

Staffing/ staff interviewed

Frylands Court is at full capacity. There are 18 care staff and a full-time manager. Five staff are on duty in the morning; two in the afternoon; one waking night and one sleep-in overnight. Nursing care and therapists (e.g. speech and language, physiotherapy, occupational therapy) are brought in from outside as required. One staff member has been working at Frylands Court for twelve years.

We spoke to two staff - the Manager, and a care worker.

Care staff are responsible for personal care and cleaning. Where laundry and/or cooking services are required, care staff provide these too.

We noted that the needs of tenants have become increasingly complex over the years, and continue to do so. Care can include end of life and only where Frylands Court feel they cannot meet people's needs (i.e. those who wander or are violent) are people moved on. The manager is currently exploring a wristband/exit arch system which would alert staff when a tenant leaves the premises.

Staff we spoke to said they really enjoyed working at Frylands Court. Everyone worked as a team. One staff member said that all staff 'looked out for' the tenants. So if one tenant came down with their hair uncombed, one of the staff would address the issue or alert that tenant's key worker..."because it's not nice for them..." There was a genuine sense of dignity being truly respected.

They also spoke with great pleasure about re-abling people as far as possible. They told of the sense of satisfaction they got from seeing someone come out of their shell. One tenant came to Frylands Court deeply depressed after a suicide attempt. He didn't socialise at all and had stopped all self-care. He now takes pride in his appearance, spends time chatting to tenants and staff and feels life is worth living. The same staff member also spoke of the sense of achievement in supporting someone who had had a stroke to start doing some things for themselves again.

We were told that mornings were very busy. Staff did their best to accommodate tenants in terms of the time they wanted to get up, but sometimes an emergency would cause delays.

Afternoons were much quieter and the staff member said one of the best parts of the day was just being able to sit and chat with tenants.

When asked about the most challenging aspect of the job, the staff member said that she didn't enjoy some of the messier jobs (for example cleaning up after a tenant who smears) but that she just took it as part of the job.

We were told that no tenants currently needed support in eating. Staff cut food up and one tenant needed their food in liquid/puree form, but all tenants could feed themselves.

Staff keep clear records and each morning check on those tenants who don't need support getting up.
Any pertinent issues are shared at hand over.

Basic training on topics such as Manual Handling, Safeguarding, and Palliative Care etc is on-going. A range of training is provided by Croydon, Care UK, St Christopher's Hospice.

The manager is clearly a strong advocate for the tenants. One example was where Croydon was ready to hand over a flat to a new tenant but the

manager insisted it was re-painted before they did so. Another was where Interserve wanted to introduce the all-in-one moulded trays to replace plates. The manager successfully argued that the tenants would find them unpleasant and demeaning.

General Observations

Communication with residents

- Safeguarding & complaints notices were displayed on main notice board
- The tenants' notice board in the foyer could better reflect the general warm and friendly atmosphere and the caring and respectful staff
- All staff seemed happy and friendly and well-liked by tenants

Premises

- Large garden with a shaded patio area. Plans to extend the patio area.
- Several residents with visitors during our visit
- Whole place was clean and fresh-smelling
- In the wet room of the room we were shown, the hot water pipes appeared to be exposed, presenting a potential burn hazard.
- Tables for lunch time meals were set with fabric tablecloths and attractive centrepieces
- Some door and door frames gouged and chipped, presumably by wheelchairs and scooters
- Communal bathroom is in need of refurbishment which is planned

Residents Wellbeing

- Residents generally well groomed and dressed
- Tenants seem really supportive of each other. The more able help the others and there are some obviously strong friendships.

Activities

- Very large screen TV which must be ideal for the 'Film Nights.'
- Seems all the listed activities take place

Recommendations

1. That staff consider ways of supporting less mobile tenants to access the local community. Perhaps trained and DBS-accredited volunteers might be considered?
2. That staff consider how they might keep the tenants' noticeboard more up-to-date. Perhaps some tenants might volunteer to manage it? Or could it be done as part of the weekly Arts & Crafts session?
3. That staff use this report to support the case for the communal bathroom to be refurbished or at least the floor tiles replaced
4. Tenants obviously feel very comfortable popping in to have a chat with the manager. While this is positive, we recommend that the door be shut when discussing personal matters
5. That staff enrich their current positive activities with dementia friendly activities. Might these be offered by some of the more able tenants or by volunteers, possibly sourced via the Alzheimer's Society? We suggest exploring working in partnership with local or national befriending charities and building on the existing relationship with Age UK Croydon to source reliable volunteers who could provide support for tenants to go out and about. Croydon Volunteer Centre can also advertise volunteer opportunities.

Conclusions

The group felt on the whole that tenants were well supported and had a reasonable amount of autonomy relative to their general health.

Although some tenants felt it wasn't always possible to get hold of a member of staff immediately, this didn't seem to be a serious problem. The main issue seemed to be the lack of staff to help some tenants get out and about in the local community.

Frylands Court was very clean and fresh smelling but a little tired and battered in places.

Tenants were generally well turned out.

There was a really warm atmosphere with lots of laughter. We witnessed lots of positive interactions among tenants and between staff and tenants

Approvals

PREPARED BY: _____
Authorised Enter and View Representatives (ARs)

Approved by: _____
Chair, Healthwatch Croydon CIC

Appendix: Residents/Relatives Questionnaires

Fryland Court Extra Care Home Enter & View Questions
Residents/ Relatives

1. How long have you lived here? Where did you live before?

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2. What's it like living here? What's your favourite thing? What don't you like?

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3. Do you feel safe?

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4. Do you feel listened to?

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5. What do you do during the day? Do you go out much?

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6. What's your room like? Can you add your own things to it?

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7. Do staff knock on your door before they come in?

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8. Do people come into the home to spend time with you? (faith leaders, activity coordinators, therapists)

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9. Do you have any relatives that visit? Do they talk to the staff?

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10. What's the food like? What's your favourite? What times are meals? Can you have drinks or snacks when you want?

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11. What time do you wake up in the morning? When do you go to bed?

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12. Do you choose what clothes to wear?

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13. (If there is music &/or TV in communal areas) Who decides what station you watch/listen to?

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14. Do you take medicines? Do you know what they're for?

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15. Are the staff friendly? Can you get someone if you need help?

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16. Can you see a doctor when you need to?

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17. Are you happy with the care you're getting?

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All:-

18. Anything else you'd like to tell us?

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Observations **Scoring 1 – 5 (1- Poor, 3 – adequate, 5 - excellent)**

- 1. How much laughter/smiling is there?
- 2. Do staff treat residents in an age-appropriate manner (i.e. not like children)?
- 3. Notices around the home – how accessible are they to the residents? (E.g. pictures, photos, symbols, simple, straightforward language.)
- 4. How much interaction between residents & staff?
How much of it is positive?
- 5. How much interaction is there between residents?
- 6. Kitchens, Rest Room, TV Room
- 7. Bathrooms
- 8. Individual – Room
- 9. Reception
- 10. Corridors
- 11. General State of Repair
(Specific Areas)
- 12. Cleaning – Rota

Appendix: Staff Questionnaires

Fryland Court Extra Care Home House
Enter & View Questions – Staff

1. How long have you worked here? Please share your experience of working here.

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2. What's staff turnover like?

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3. What's sense of achievement do you get working here?

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4. What are the challenges?

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5. What sort of training do staff receive?

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6. How many people live here? Are you at full capacity?

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7. What sort of activities are people supported to do?

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8. What sort of things do you do to ensure residents feel like individuals?

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9. Do residents have regular reviews? Are their relatives invited?

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10. What times do the residents get up in the morning and go to bed?

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11. If a resident wanted an earlier/later bed/rise time, is this accommodated?

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12. Are the residents meals cooked on the premises?

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13. Are relatives/friends allowed to bring meals in for residents?
If so how is this managed?

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14. When are meal times?

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15. Do staff assist residents with feeding?

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16. How many staff are on duty?

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17. Who is responsible for setting the staffing rota and how is it managed?

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18. How often do GP's visit?

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19. Do residents use the outdoor space or go on outings?

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20. Are there allocated medication slot times or is medication given to residents at different times?

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