

HEALTHWATCH HERTFORDSHIRE

Enter and View Visit Report

Wilton House Residential and Nursing Home

73 - 77 London Road,

Shenley

Herts

WD7 9BW

Wilton House Ltd.

Healthwatch Hertfordshire Enter and View Visit Report

Premises visited: Wilton House, Shenley, Herts

Date and Time of Visit: 08/09/2016 10.30 - 13.30

Visit Conducted By: Sundera Kumara- Moorthy (SKM)
Sally Drabble (SD)

Acknowledgements:

We wish to thank the Manager of Wilton House, her staff and all the residents and relatives for making us so welcome during the Enter and View visit.

Purpose for the Visit:

To look at the individual's quality of life in respect of environment, leisure and services, digital inclusion and food and drink.

To see if NICE guidelines 1 and 2 of Quality Standard 50: Mental Wellbeing of Older People in Care Homes 2013 are being considered by providers.

QS50 states:

1. Older people in care homes have opportunities during their day to take part in activities of their choice that help them stay well and feel satisfied with life. Their families, friends and carers have opportunities to be involved in activities with them when the older person wishes.
2. Older people in care homes are given support and opportunities to express themselves as individuals and maintain and develop their sense of who they are, for example, this can include helping people to maintain their relationships with family, friends and carers.

Methodology:

Healthwatch Hertfordshire (HWH) is the independent health and social care champion. Local Healthwatch is in place to gather the views and experiences of people accessing services, to use this information to influence decisions and to provide information and advice to the local community about health and social care services.

Legislation allows HwH authorised representatives to 'Enter and View' health and social care premises to see and hear for themselves how services are provided.

Healthwatch Hertfordshire is conducting a rolling programme of Enter and View visits to care homes/nursing homes in groups in order to review results, methodology and outcomes at defined intervals.

They are announced visits using questionnaires for residents, staff and observation from 10.30am to 1pm.

Hertfordshire County Council, as commissioners, are aware of this planned piece of work and will receive reports and recommendations from our visits. Reports will also be shared with the relevant Clinical Commissioning Groups, Care Quality Commission and Hertfordshire Care Providers Association and will be published on our website www.healthwatchhertfordshire.co.uk.

Disclaimer

The report relates only to a specific visit (a point in time) and the report is not representative of all service users (only those who contributed within the restricted time available)

Healthwatch Hertfordshire Enter and View Visit Report

1. INTRODUCTION

Wilton House Residential and Nursing Home provides accommodation and care for up to 51 people. It is situated in the village of Shenley, and shares some facilities (such as car parking) with the adjacent Wilton Lodge Residential Home, which is run by the same company and can accommodate up to 36 people. Both premises share the same registered manager. This report covers an Enter and View visit to Wilton House only.

Wilton House currently has 51 residents, of which 40 are classified as highly dependent, requiring nursing care, whilst the remaining people are somewhat less dependent. We were advised that some residents transfer across from Wilton Lodge, as their care needs increase. Residents all have their own rooms, with ensembles which comprise W.C. and wash-basin facilities as a minimum; most rooms have a shower or bath in addition. There are four floors: the ground floor is primarily administrative, the next two floors house all the residents, with those with the highest care needs being on the upper (3rd) floor. The top floor provides accommodation for some staff. Each residential floor has its own day-room and dining room. Additionally, there is a dedicated room on level 1, equipped with a library (bookshelves, entertainment equipment, etc.) which can be used as a quiet room or for private meetings, by residents and family/carers - but it was slightly compromised insofar as the access to a residents' courtyard was via this room.

The home has signed up to the Hertfordshire Care Providers Association (HCPA) and has champions for dementia, infection control and nutrition. It has also joined NAPA (the National Activity Providers Association) and has occasional visits from the local primary school (e.g. at Christmas).

2. FIRST IMPRESSIONS

2.1 The unit is based and has its address along London Road, Shenley, though the entrance to Wilton House is in fact behind London Road. The entrance is off a short un-named access lane which is an offshoot from the main Radlett-Shenley highway (which at that point is called 'Radlett Lane'). The main Radlett-Shenley road changes its name three times between Radlett and Shenley. For all these reasons, it can be difficult for those unfamiliar with the home to find their way in. This can cause some confusion to first time visitors and indeed, one of us had difficulty discovering the main entrance; the other had been to site before. Signage from both London Road and Radlett Lane was unclear or lacking.

2.2 As mentioned, Wilton House and Wilton Lodge are on the same site and share a car park and external garden area. Once we had found the car park, we had some difficulty in locating the reception to Wilton House, particularly as the first building you come to from the car park entrance is in fact Wilton Lodge.

The car park was free to use, and quite well laid out, with marked bays, although there were no designated disabled spaces or wider spaces for those who e.g. use a wheelchair or other aids. There is an access ramp to the door of the reception; this proved to be quite steep to negotiate for a wheelchair user.

Whilst we were parking up we were approached by a member of staff from Wilton House, who asked if we needed any assistance. We were advised that the car park is monitored by CCTV.

2.3 The site is spacious, with a large rear garden which contained mainly a grassed area, with a small greenhouse. There was also a pagoda, with paved access from the car park/ forecourt. We were advised this paving had been constructed as a specific response to a request from a resident's family. There was a further small external courtyard area, which was accessed from the first floor quiet room and was being used by one of the residents as a smoking area during our visit.

2.4 We were clearly expected, greeted warmly and asked to sign in, though our Healthwatch badges were not specifically checked. We spent an hour with the manager and her direct reports, before visiting the unit and meeting some of the residents.

3. FINDINGS

3.1 Environment

1. The unit was clean and free from odours.
2. The building and décor were homely, though somewhat dated, which was particularly noticeable in the ensuite bathrooms.
3. The building had long corridors, with little in the way of differentiation between them to indicate which way to go. There was little signage to indicate the direction of the main living areas (such as the day-room, and the dining area), the administrative offices and so on. The flooring was dementia- friendly, in that the colour clearly contrasted with the walls and furniture. The corridors were otherwise beige in colour.

4. There was an internal lift, with keypad access to call the lift and open the doors. Staircases were protected by a similar keypad system.
5. In the main, each resident's bedroom had the name of the occupant affixed to the door, along with their photograph. Ensuite bathrooms had both words and pictures on the door to denote their function. We were told that people could bring their own furnishings, though we did not see examples of this. We did see a bedroom where the resident had many posters related to his interests. There was a noticeboard in each of the bedrooms we were shown; this held basic information about the resident - such as the name they preferred to be called by, their religion and so on.
6. We asked what happened to people's valuables. We did not see any lockable storage in residents' bedrooms, but were advised of an example where someone had owned a particularly large amount of personal valuables; in this case the home had brought in specific lockable storage for him, to which he had his own key.
7. On the first floor, there was a large mirror on the wall just as we entered the floor when exiting the lift. This could prove a little disconcerting to some people with dementia.

3.2 Leisure and Services

We noted the following: -

1. Daily activities - we were told the home utilises an activity co-ordinator. We saw that each floor held a weekly schedule of activities on the residents' noticeboard. The activity co-ordinator was engaging some of the residents in a game of skittles whilst we were there. We asked if activities were held in the garden area but were advised this is rare.
2. A Hairdresser comes twice a week to the home; she spoke to us and explained that she provides services to some 39 of the residents on a regular basis.
3. We were advised that trips outside the home are occasionally arranged.
4. Audiobooks are used by 2 or 3 residents.

5. The local Mobile library visits the site; we were not able to identify if residents from Wilton House used this facility.
6. Local school children occasionally visit - we were told that some of the children attended last Christmas to sing to the residents.
7. There is a small in-house library in one of the day-rooms.
8. We learnt that some residents use the greenhouse in the garden, under supervision. We saw the pagoda being used by a resident and visitor whilst we were there.
9. We were told a (Church of England) service is held weekly, although the residents' noticeboard indicates this service is a monthly one. We asked about facilities for other faiths, and were advised this would be provided should the need arise.
10. One floor (level 1) had a quiet room for use by residents, with access to an enclosed courtyard. The other floor (Level 2) had a sensory room, though this was locked at the time of our visit and we were unable to see it.

3.3 Digital Inclusion

There are no Wi-Fi facilities or computers provided for residents. The manager agreed this might be considered for the future.

3.4 Food and Drink

We saw the preparations and service of the lunchtime meal:

1. There is an in-house chef, who is shared at times with the adjacent Wilton Lodge. (Their chef similarly covers for Wilton House, when required).
2. Some residents ate together in the dining room on their respective floor, some in the day rooms and others ate in their rooms.
3. Each table in the dining room held a copy of the day's menu. This was accompanied in one dining room with large pictorial representations of the

dishes; this was absent from the more high-dependency unit's dining room.

4. We saw residents being offered two choices for their main meal. The amount and presentation of food seemed acceptable.
5. Most residents needed assistance to eat. There seemed to be a suitable number of qualified staff to assist during the meal and assistance was given with dignity.
6. We were advised that provision is made for special (e.g. diabetic) diets and saw one of the residents receiving advice about her diet.
7. The day-rooms held bowls of fruit. We were advised that drinks and biscuits are offered between the main meals of the day; it was unclear if residents could easily request additional food or drink between meals, as most people were not verbally communicative.
8. We managed to speak to only a limited number of people, because, as mentioned, their verbal capacity was limited. Those we spoke to seemed satisfied with the food and drink on offer.

4. MONITORS CONCLUSIONS

We were made very welcome during the visit and were on site for a good three hours. We saw positive interactions between residents and staff. We particularly noted a high ratio of qualified nursing staff and noticed how cheerfully they approached their duties and dealt with the residents. The residents we spoke to were familiar with the nurses and other staff on duty.

5. AREAS OF GOOD PRACTICE

The following points were particularly noteworthy:

1. There was a good number of qualified nursing staff on duty. This was particularly noticeable during the mealtime, when many residents required assistance with eating.

2. On-site accommodation for some staff was a plus as this would probably assist with recruitment and provide flexibility in rostering, and cover for any emergencies, should the need arise.
3. The home appeared to be flexible in their approach to residents. For example, the resident we saw smoking had been encouraged to give this practice up, but at the same time provision had been made for her to smoke without disturbing or affecting other residents or staff. Likewise, the flexibility shown to a resident who had a very large number of personal valuables when he entered the home.

6. RECOMMENDATIONS

We have the following recommendations:

1. That signage to Wilton House and to the main car park and entrance is improved. Ideally, this should address visitors coming from both the Shenley and the Radlett directions i.e. both in London Road itself and at the main entrance to the combined site (the entrance to the car park). A clearer distinction should be made on the signage between the two units - Wilton Lodge and Wilton House. It would be useful also to contact the highways authority, if need be, to improve highways signage from Radlett Lane and possibly for those travelling from Black Lion Hill (Shenleybury) as well.
2. That internal signage be improved, to identify, for example, where the Manager's Office, Day-rooms, Dining Areas are. This would help orientate those residents who are ambulant, as well as visitors to site. Consider also using contrasting paint colours in the corridors, to assist visually impaired people.
3. Digital inclusion: Consider providing WiFi access and iPads for residents. This could facilitate communication with friends and families, and could also be used in a variety of leisure activities for residents e.g. reminiscence sessions.
4. Consider making further use of the external areas (both the substantial garden/ lawn and the modest paved/ courtyard area) - perhaps by holding some of the daily activities (such as skittles) here, when weather permits.
5. Consider more days out/trips for residents, perhaps to a country park, the seaside, shopping malls etc., or even the nearby Shenley Walled Garden and

Tea Rooms. This could provide added stimulation for residents.

6. Consider re-engaging with the local school which has provided a carol service in past years. This could usefully be extended to include other schools in Radlett and Borehamwood to explore mutually beneficial engagement.
7. Consider providing personal lockable storage within each resident's bedroom.

Please see the action plan on the next page provided by Wilton House to the Healthwatch Hertfordshire recommendations.

HEALTHWATCH HERTFORDSHIRE ACTION PLAN
WILTON HOUSE DATE OF VISIT 8.9.16

Recommendations

1, To improve the signage to Wilton House and to the main car park and entrance	The signage of the homes has been reviewed following the visit; measurements have been taken to provide additional signage to the homes to enable visitors to find the homes who are unfamiliar with Wilton House and Wilton Lodge.	Completion date 1.11.2016
2, The internal signage to be improved to identify for example the manager's office, day rooms, dining areas etc.	The signage currently in the home has been reviewed and additional signage will be put up to help orientate residents who are ambulant, as well as visitor on site	18.10.16
3, Provide Digital inclusion of WiFi access and iPads for residents.	This inclusion has previously been sought and due to the poor reception in the home it was found to be too challenging.	
4, Consider making further use of external areas by holding some activities when weather permits.	Currently there are a number of activities that take place in the external areas of the homes, we are looking at developing our activities programme/functions to include additional outside activities.	5.12.16
5 Consider more days out/trips for residents.	Our activities programme is currently under review to improve days out and trips for our residents.	5.12.16

6, Consider re-engaging with the local schools in the area	Contacts will be made by our activities coordinators to access other schools in the area.	5.12.16
7, Consider providing personal lockable storage for every residents bedroom.	Residents who request lockable storage will be provided with lockable cupboards.	When requested.

