

HEALTHWATCH HERTFORDSHIRE

Enter and View Visit Report

MONREAD LODGE NURSING AND RESIDENTIAL HOME

London Road

Woolmer Green

Stevenage SG3 6HG

Maria Mallaband Care Group

Healthwatch Hertfordshire Enter and View Visit Report

Premises visited: Monread Lodge Nursing and Residential Home

Date and Time of Visit: 21st March 2017, 10:30 - 14:00

Visit Conducted By: Sally Gale, Sara Kent and Keith Shephard

Acknowledgements:

We wish to thank the staff, residents, family members, and other visitors, for welcoming us on this announced visit, for showing us around the Home, and giving us their views on the Home, enabling us to shape this report.

Purpose for the Visit:

To look at the quality of life experience by residents of the Home 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 staff and observation and talking to residents and visitors. Visits normally commence at 10:30 and take about three hours.

Hertfordshire County Council, as commissioner of services, is 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

This Home is registered for 62 residents, including a dedicated dementia unit, Knebworth Court.

The latest Care Quality Commission report is dated 22 November 2016, following an inspection on 18 October 2016.

All residents have shower and toilet facilities in their own room, and share bathroom/sluice rooms and shower facilities.

2. FIRST IMPRESSIONS

2.1 The Home is well signposted from London Road, with a wide access. A bus stop is close by outside.

2.2 There is ample car parking on the site, with disabled parking spaces adjacent to the main entrance, with good wheelchair access. The car has a number of large potholes. We were advised that this issue was being dealt with, but have no timescale.

See Recommendation 9, completed on 19/04/17

2.3 The Home is set in a semi-rural area within pleasant, well kept, grounds, abundance of spring flowers, and potted plants at entrance.

Entry was by keypad access, or ring for reception. The entrance was secure, as were all other areas viewed, including a well set out courtyard garden.

2.4 We were met at the front entrance and were wearing our badges which were looked at, though we needed to invite ourselves to sign in. The signing in book appeared to be well used and was clearly visible.

The reception area was welcoming, and bright with a lovely display of Easter bonnets produced by residents. It felt homely, and warm.

2.5 All staff had name badges (though some were hidden by clothing, and took some reading) and wore uniform appropriate to role.

There was a staff list on display, but not and on duty rota, or any photographs of staff that would enable visitors to identify them. The list was of a very small font, as were a number of notices, though the display and notice boards were tidy and thorough.

2.6 After the initial welcome the three volunteers met with the Deputy Manager (Paula Foster). Paula, who has only been in post since February, remained with us for most of our visit, though not in an intrusive way, and we had ample opportunity to converse with staff, residents and visitors without being overheard.

Understandably Paula was not able to respond to all of our initial questions about the home, but was a very professional and friendly host for our visit. The Manager, Belinda Webb, was on brief holiday at the time of our visit, and we were advised of that in advance.

2.7 We did see residents moving about the Home, with staff engagement, though it was not an active site, with many nicely set out lounges unoccupied (though there was a quiz in one of the activity rooms at the time of our visit with 15-20 residents taking part).

Manager comment: There was also a chiropodist on site.

2.8 Workers were very busy and seemed well stretched, multi- tasking, with all staff involved at lunch-time to support the dining. Our sense from talking to a number of staff and visitors was that the Home has a high staff turnover (though we were not given any figures on that) and a number of staff spoken to had been at the Home for a number of years. Agency and bank staff are deployed as necessary. *One visiting lady, feeding her husband at lunchtime told us that she is there every day from 0930 until about 1600. Asked whether that was because she wanted to be with him to care for him, or because of perceived staff shortages she replied 'a bit of both.'*

More than one member of staff indicated that staffing was at very tight margins, though compliant with minimum standards required. Paula felt that staffing levels were right.

2.9 The Home has two activity leads, both working part time, and adding up to just over one full time post.

2.10 A notice outside the reception office shows analysis of staff survey feedback of the Maria Mallaband Care Group which reads quite positively, but does not show the breakdown figures for staff at Monread Lodge. This would be more relevant to get an assessment of morale for example.

Manager comment: There is more information in the office.

2.11 The Home is in membership of the Hertfordshire Care Providers Association, and working with the Support Me in Life Engagement (SMILE) team on activity planning. However, it was not clear from our conversations whether there are champions in place for dementia, nutrition, falls, wound management or health and engagement. It would be helpful to have this clarified, in terms of current and planned use of this training and accreditation.

Manager comment: There are 2 champions for dementia and 2 for health and engagement.

3. FINDINGS

3.1 Environment

1. The Home was clean and fresh and in good decorative order, though some Zones rather bland. The notable exception being the dementia unit (Knebworth Court) which has very colourful corridors and creative use of common spaces, with residents contributing to them. Doors within the dementia unit are well signed, with pictures to help.

Manager comment: The environment is enriched with themed reminiscent areas.

2. We saw well-tended notice boards and well set out information at a number of locations and in the reception area in particular. This was a mix of information for residents, and a reminder of systems and procedures at the Home (safeguarding, dignity etc.). We did not see notice of the HwH visit on display.

Manager comment: The HwH poster was on a door in the foyer and the HwH cards had been taken by visitors.

3. Residents are all on one floor. It is easy to navigate, with no corridor clutter, good handrail coverage, a decent standard of carpeting and tiling, and very good natural light throughout.
4. Signage could be improved and having a bit more demarcation of zones (there are at least eight). This could be explored to distinguish the zones, and to replicate creativity used in the dementia unit.

5. Doors for toilets, storage, and bath/shower rooms are not differentiated by

colour though they have large signs and pictures on them.

6. The dementia unit had good use of memory boxes outside of bedrooms and creative artwork/displays throughout, with a vibrant common room /dining area which was well used.
7. A number of lounge and common areas are nicely located throughout the Home, including activity rooms and TV lounge. The TV lounge was unoccupied during our visit (though there was a quiz taking place in a different room. All of these common areas had a good range of comfortable seating, and easy to move around in. We were told that family members and other visitors often use such spaces when visiting residents, though we did not witness this during our visit.
8. We saw a number of bedrooms, which were of a reasonable size, clean, and nicely furnished. Residents are able to personalise their own rooms, and we saw evidence of that. Many doors were left ajar, which could give rise to a lack of dignity or privacy, though we recognise that this has to be balanced with staff being able to observe individual care needs and choice.
9. At least two bedrooms had bird tables immediately outside, on an extensive and well- kept lawn. We thought that was a nice touch.

Manager comment: residents are encouraged to enjoy the wildlife.

10. There is no restriction on how many times a week residents can take a bath (*though we would note that if staffing is tight there are restrictions to that possibility*).
11. In keeping with good practise we saw no mirrors in the dementia area and the décor /flooring was suitable to resident needs.
12. In many common areas and individual rooms we noted that wall and floor colours were the same colour as toilet seats. This can be rectified.

Manager comment: This would be done if required for individual need.

13. Residents have their own lockable cabinet facilities consistent with any risk assessment.
14. We saw a lot of well filled bookcases in the various lounges, but did not

observe any reading, watching of TV in lounge, or playing of games (though there was a quiz in progress). We did note that there is a large cupboard full of various board games, and activity equipment in the activity room. At the time of our visit a resident was being seen by a chiropodist in the activity room.

Manager comment: All residents see the chiropodist.

15. Residents at the Home can benefit from a sizeable and secure garden area which looks well kept, has nice quality seating and sun shades. Most of the area is unpaved, and is shingle based. This restricts movement for many, if not most.

Manager comment: There is an adequate paved area for use.

16. The activity lead told us that residents help out with the vegetable plot. The space is used for social events with visitors (e.g. BBQ, summer fete) as well as casual use by residents. On the day of our visit nobody was in the garden area, but it was a fairly cold and miserable day.

Manager comment: Residents enjoy the vegetable plot. They can help/watch planting, growing, picking, prepping and eating.

17. We were told that there were regular meetings with residents and families, but not the purpose or frequency. This is something to check.

Manager comment: Resident meetings are monthly and family meetings are quarterly or as needed individually.

18. The parent company had funded a minibus for the Home. This minibus has been refitted to make it fit for purpose (at the expense of the Home) and has Monread Lodge signage on it. It has not yet been utilised and awaits a driver (either paid or by volunteer) which we were told is imminent.

Manager comment: The minibus has been used.

3.2 Leisure and Services

1. We got the impression that more could be done with the common areas for informal activity, such as reading and board games for example. It may be that our visit was untypical of course.

Manager comment: There was a quiz going on and chiropodist visiting at the time of the HwH visit. Different areas are used for different activities.

2. There used to be a regular cinema club, or at least a DVD film showing, but this has lapsed. Many residents have TV in their rooms, and some prefer radio too.
3. As noted earlier, the book stock is good, and wide ranging. They do have the weekly Welwyn Times‘(local weekly newspaper) on disc’ too.
4. The Hertfordshire library service has cut library and other replenishment services. However the activity leads at Monread have established a good link to a local charity shop which helps refresh the books available to residents.
5. There was a limited weekly programme of activity on display, which is shared with all residents. A late morning quiz was taking place during our visit. A ‘piano man’ is a regular visitor and is next booked in for the day after Mothers’ Day. There was evidence of an exercise group, and we saw photographs of completion of ‘falls prevention’ courses, and the ongoing programme.
6. We were told that historically the Home has good links to two primary schools (Woolmer Green and Knebworth) and were given examples of activities. Recent change in Head at one school had led to less contact but that would be revived.
7. Some residents would soon be going to the Barn Theatre in Welwyn Garden City for an evening out.
8. The Home has regular worship opportunities and links to local churches.
9. Residents do not routinely help out in the kitchen (for obvious safety reasons) but some have enjoyed baking cakes recently.
10. They do have ‘singalongs’ but we did not observe any indication of activities involving movement or light exercise on the day.

Manager comment: Exercise activities are in the weekly programme.

11. Whilst we were there the activity area in the dementia unit was well occupied, and appropriately staffed.
12. The garden area is suitable for activities, and we were advised of residents helping out too.
13. Daily newspapers are available.

3.3 Digital Inclusion

1. Two dedicated computer stations are located in one of the activity rooms, but not being used during our stay, and were not easily accessed physically from what we saw. Both terminals appeared to be in fairly cluttered desktop spaces.

Manager comment: The monitor is on a clear table at the far end of the room and is used individually as desired.

2. There was no knowledge of any residents using iPads for example, though we were told of residents being supported to use SKYPE to make contact with family members travelling.
3. Elibrary was not available.
4. Wi- fi access is available to residents and staff.

NB Digital Inclusion leaflet /information supplied with the Healthwatch Hertfordshire volunteer pack was handed to the activities lead.

3.4 Food and Drink

1. We saw the menu planning file.
2. Residents do have a say in food provided, but this seemed to be ad-hoc rather than systematic.

Manager comment: This is included in the residents meeting and the chef meets with residents when the menu is renewed seasonally.

3. All food is prepared on site.

4. Residents have a choice of two meals at lunchtime, and decide earlier in the day what they would prefer.
5. We observed lunch being served and the dining area was lively, with good interaction between residents, and with staff. It appeared that those needing assistance were getting the necessary support.
6. The food did not look particularly appetising to the volunteers ('a bit sloppy' as one put it) but the residents seemed to be fine with it, and most food was eaten. We observed that staff were all helping out during lunchtime to make sure that it was successful.
7. Meals can be taken in rooms or in dining areas.
8. We saw menus on chalkboards, but this was not neatly written, and could be tidier. Menus do not include pictures to help residents identify what is on offer, but we were told that this was being addressed. Within the dementia unit the menu/meal planner had photographs of dishes available.

Manager comment: menus are also available on tables and a photo menu is available in Reception.

9. We saw water jugs, fruit and other snacks in lounge and dining areas, and were advised by staff that there is 24 hour availability.
10. The benefit of having a nutrition champion is covered elsewhere, and it would be helpful to clarify.

4. MONITORS CONCLUSIONS

4.1 This Home is friendly and welcoming.

4.2 It is in a pleasant setting, clean, tidy, and calm, with a good variety of rooms /spaces, though more could be done around the home to use colour and creativity. The dementia unit is nicely laid out and creative in themed areas.

4.3 Staff are evidently committed to their tasks and helping out as necessary to give residents the best possible quality of life. Staffing levels appear to be compliant but tight.

4.4 The recently appointed Deputy (a few weeks) gave us a good look at the Home

in a helpful and constructive way. Inevitably she was unable to give thorough answers to all of our questions, so the Manager has an opportunity in responding to this draft report to clarify observations contained in it. In particular we were told of things that were planned, or would happen, but timescales would be useful. This is not by any means to say that the current offer is poor, but to be satisfied of striving for continuous improvement within available resources. We have confidence that Paula Foster will help the Manager to do this.

5. AREAS OF GOOD PRACTICE

5.1 Well adorned entrance area and reception. Good information, excellent displays, with clear resident input.

5.2 Secure and creative dementia unit with strong evidence of compassionate care.

5.3 Clutter free corridors, good handrail coverage, and excellent use of natural light (ceiling windows in reception area for example)

5.4 Well set out, extensive, and neatly equipped garden space.

5.5 Good range of common rooms for leisure and activities, with a lot of games equipment, books and range of comfortable seating

6. RECOMMENDATIONS

1. Consider using alternative colour schemes for each zone (outside of the dementia unit), and use of artwork on corridor walls.

Response: There is artwork on walls and themed areas in each zone...we will be reviewing colour schemes as we redecorate, involving residents in this.

2. Ensure that toilet seats (in dementia unit at least - preferably elsewhere too) are a different colour from walls /floor.

Response: Toilet seats in the dementia unit are red. This will be implemented in rest of home if required.

3. Pave more of the garden area to enable better movement around it for residents.

Response: No plans at present to pave central garden...adequate seating available and gazebo's, plant displays on shingle and pond has been refreshed, extra gazebo now at back of home.

4. Have photographs of staff at reception area - and who is on duty at the time.

Response: Board now in situ in reception stating name of nurse on duty, as requested by relatives.

5. If showing staff survey results in reception - use specific data and anecdotes from the Home, rather than the group.

6. Clarify use of HCPA, and specifically the accreditation of champions, and how they share their learning with others.

See 2.11

7. Consider using larger font sizes for all key notices.

Response: Notices currently being reviewed.

8. Make the best possible use of the new minibus (and if necessary train /pay a driver to enable that to happen).

Response: Minibus usage discussed with residents at their meetings, some staff able to drive and also advertised to see if of interest to local people. So far residents have liked to go for a ride round local area rather than specific trips , but will be reviewed with residents, especially now weather improving to use as they want.

9. Arrange for the large car park potholes to be filled.

Response: Completed 19/04/17

10. Assess staffing levels to ensure that best possible use is made of the facilities available to residents.

Response: staff levels reviewed regularly several factors considered.

11. Consider bringing back a 'film night' or similar activity.

Response: Never had a regular film night, but we do show films in day as a group or on individual basis for people who are in their rooms, evening activities have been trialled but we discuss at each residents meeting what the residents want to have arranged for them and then implement.