

HEALTHWATCH HERTFORDSHIRE

Enter and View Visit Report

Garden City Court

Whiteway

Letchworth Garden City

SG6 2PP

Quantum Care

Healthwatch Hertfordshire Enter and View Visit Report

Premises visited: Garden City Court

Date and Time of Visit: Thursday 20th October 2016 at 10.30am

Visit Conducted By: Debbie Barnes, Sally Gale and Virginia Kirri-Songhurst.

Acknowledgements: Thank you to the Manager staff and residents for answering our questions and their hospitality during our 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 staff and observation and talking to residents and visitors 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

Garden City Court is a new, purpose built care home consisting of 4 units and an Intermediate Care unit which provides intermediate and enablement care for up to 3 weeks.

There are currently 75 residents including 1 couple.

The day centre (Q Club) takes clients referred from General Practice.

2. FIRST IMPRESSIONS

2.1 The home was difficult to find as it is away from the main road and there is no sign. It does, however have an easily identified entrance with a medium sized car park with several disabled spaces near to the entrance. The area is pleasantly landscaped with easy access for wheel chairs. There is visible outside lighting which was not on as we visited during daylight. There is one bus route that stops close by.

Manager comment: Unfortunately, we have spoken to the Highways department at Herts County Council and we are unable to have a sign. I agree it is difficult to find the first time you visit.

2.2 There was a keypad and doorbell at the entrance with a manned reception inside. The doors to the entrance are automatic with a reception desk opposite the entrance. The Healthwatch Hertfordshire poster and comments box was prominently on show. There are also various framed professional certificates on display.

2.3 The whole building is bright, clean and imaginatively decorated with plenty of natural light. There is good internal signage with lifts to all floors. There is an attractive seating area and a jukebox with lights that change colour. We saw albums of residents' photos showing the activities they have taken part in.

3. FINDINGS

3.1 Environment

1. On the ground floor is the Q Club, which is the day centre. The communal area is brightly decorated with plenty of things made by the clients on show. Seating is well grouped in the coffee area, encouraging conversation. Clients can make their own drinks as wanted. There is documentation showing that each client has an individual programme to address their needs.

2. There are showers and washing machines available for client use and a kitchenette. Clients pay by the day for this facility.
3. The two toilets are white with white seats and not easily distinguished from the walls, the toilets are automated to wash and dry, quite high-tech toilets so changing the seat would be difficult to rectify. The toilets, shower and washing machines are in the same area and at the time several wheelchairs and a scooter were parked there blocking easy access. All the doors were wood and toilets were clearly labelled.

Manager response: I agree there should have been consideration given to a contrasting toilet seat. Wheelchairs and scooters have now been stored elsewhere.

4. Rose Garden is the high needs unit. This is beautifully decorated with a bathroom for the use of all residents in the unit- all rooms have en-suite showers etc. It is very well decorated with an integral hoist. Residents can have a bath as often as they want, even daily.
5. The rooms are decorated to the resident's choice and many around the home had personal effects such as their own furniture, pictures and ornaments. All rooms have views of the surrounding garden.
6. All of the communal areas are divided into two sitting areas and a dining area. Seating is varied, but all the same height although various seat raisers are available when needed. The dining area is arranged around small tables with non-tip chairs, each with a menu for the day's meals.
7. There is a large kitchen area with fridge, sink, oven and microwave. Finger food was available and on show; some residents were having a late breakfast. Residents can choose when to eat as there is a large kitchen on site. Staff can eat with clients to encourage them.
8. The walls have pictures on them and each area has a clock and a calendar, though not visible from all parts, so another clock and calendar might be advisable for those areas.
9. The corridors are well decorated with a change of theme every few rooms. The doors to the rooms are all painted with a different, bright colour and made to look like a front door, with a door knocker on every door. There are

resident's pictures or pictures of items of the resident's choice on their door.

10. All units are similarly decorated, though with different colour schemes and themes set by the artwork, furniture and ornaments. At the entrance to each unit photographs of the staff working there are displayed. Each unit has a small secluded area for privacy if needed.

All of the bathrooms are the same, and there was a feeling of déjà vu as we went around.

11. The ambient temperature was neither too hot nor too cold, but all residents have controllable radiators in their rooms and windows that will open a limited amount.
12. The rooms are of a good size and all rooms have a lockable drawer and there are 2 safes in the home for valuables.
13. There are some residents who are under the 'Deprivation of liberty Safeguards'. There are keypads on the exit doors and access to equipment storage and staff only areas are controlled with locks. These doors blend in with the colour of the walls.

3.2 Leisure and Services

1. There are a lot of activities organised by 4 activity workers. A shop on the ground floor is manned by students from a local college. There is also a hair-dresser and a coffee area where residents and visitors can make their own drinks.
2. There is access to talking books, local library and reminiscence boxes. There is also a selection of books in all units in the communal areas.
3. Residents can help with the chores if they wish, they have recently helped the cooks having picked apples earlier in the day from their orchard. They also help in the garden and are about to set up a gardening club.

There are extensive gardens around the home and an internal courtyard. There is also a roof garden area surrounded with safety glass. Due to the poor weather no one was outside.

4. There are frequent trips out, either as groups or individuals.
5. There is a well-equipped gym/ occupational therapy room.
6. There is a large "cinema room", during our visit most of the residence were attending a black and white film morning.
7. Local schools and colleges come in to help with entertainment and leisure therapy.
8. There is use of the Hertfordshire Care Providers Association Smile (Support Me in Life Engagement) service. Pat dogs are also used.

3.3 Digital Inclusion

1. There is Wi-Fi in all areas. There are plans for the use of IPad for residents.

3.4 Food and Drink

1. Residents choose their meals on the day. There is generally 2 choices for each meal, although an alternative is provided if needed. All diets are catered for and some residents are on specific diets for health reasons. There are no religious diets needed at the moment, but this would be respected and catered for if required.
2. The chef attends the monthly residents' meetings and there is a Nutrition Champion.
3. There are snacks and drinks in all communal areas for residents to eat if hungry. Drinks and snacks are also offered mid-morning between breakfast and lunch.
4. Lunch looked appetising and residents enjoyed it. Those needing help eating were helped sympathetically and without fuss or needing to ask.

4. MONITORS CONCLUSIONS

4.1 This is a very pleasant and welcoming place. The decoration and cleanliness is of an exceptionally high standard. There is a happy atmosphere and everyone we spoke to seemed very satisfied - residents, visitors and staff.

4.2 One visitor we spoke to said that it felt too much like a hotel and not a home. He did not feel that there were enough staff.

4.3 Everything is still new at the moment and as the furniture wears in it will feel begin to feel homelier.

5. AREAS OF GOOD PRACTICE

5.1 The home is dementia friendly and you can see that the staff know their residents and treat them with dignity and respect.

5.2 New management with a comprehensive training programme who values the staff and encourages personal growth.

5.3 There are interesting themed areas in each corridor with tactile objects and with some eye-catching artwork.

5.4 The sitting room areas in each wing have lots of books and games. They are pleasantly colour co-ordinated.

5.5 Non tipping chairs in the dining room and small round tables to promote eye contact.

5.6 Facilities such as the Cinema room, hairdresser and shop.

5.7 Beautifully kept garden and decking areas.

5.8 Good activities programmes.

5.9 Cheese and wine evenings with family and carers.

6. RECOMMENDATIONS

The Registered Manager (Karen Parker) has responded as follows:

1. Ensure that ornaments and pictures in the sitting room areas are reviewed to see that they remain appropriate and familiar to the age range of the residents in the home.

Manager response: Due to the home being new, this is something that will be developed.

2. Consider a large easy read clock and calendar in the communal areas.

Manager response: We will be looking to purchase some more clocks for the home.

3. Consider having the name of the home and wing to be displayed in all communal areas. This will have to be in a way that does not feel institutionalised and could be incorporated into the themes.

Manager response: It is felt that there is sufficient signage around the home.

4. There is a full length mirror in one of the lifts which can make some one with altered perception feel that there is someone else there. This could make a reluctance to use this lift. There should be a way to cover up this mirror effectively if required.

Manager response: If we were alerted to such conditions then we would make every attempt to cover the mirror. This could prove difficult when it is a visitor.

5. Develop the roof garden.

Manager response: As the home is new, this is something that will be developed. We have decided on an 'Oriental theme' and we are looking for local support with this.

6. Notice boards for residents should not be so high and contain only information relevant to them.
7. The activity menu was printed in a small font without spaces between the sentences. This made it look like one big blur. Be more thoughtful to visual perception.

Manager response: I will discuss this with the team.

8. Minutes from residence/ relatives meetings to be displayed.

Manager response: We are not obliged to display these. I have passed this recommendation on to the Operations Team at HQ.