

HEALTHWATCH HERTFORDSHIRE

Enter and View Visit Report

Name and Address of Service

Roebuck Nursing Home

London Road,

Stevenage,

Hertfordshire.

SG2 8DS

Name of Provider

Finecare Homes (Stevenage) Limited

Healthwatch Hertfordshire Monitoring Visit Report

Premises visited: Roebuck Nursing Home

Date and Time of Visit: Thursday 12th November 2015

Visit Conducted By: Sally Gale and Doreen Bratby

Acknowledgements:

Thank you to Moira Edmondson for showing us around and answering all our questions so patiently, as well as to the residents and staff.

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 for observation from 10.30am to 1.30pm.

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

Roebuck Nursing Home was visited as part of an ongoing project to assess care homes in Hertfordshire to look at the individual's quality of life in respect of environment, leisure and services, digital inclusion and food and drink.

This is a 63 bedded unit, with 52 beds currently occupied. It is a nursing home so residents are high dependency and can be any age over 18yrs.

There are 3 floors, 25 beds on the ground floor, 26 on the first floor and 12 in the dementia unit on the top floor.

Each room has en-suite shower and toilet.

2. FIRST IMPRESSIONS

2.1 The home was easily found with a bus stop directly outside, with buses that go to and from Stevenage Station a short way along the road. There is adequate parking shared with the adjacent motel.

2.2 It is a well maintained building with an easily identifiable main entrance and outside lighting. The outside is clean and tidy with easy access for wheelchairs.

2.3 There was a keypad at the entrance, with a manned reception area. We were asked to sign in.

2.4 Staff roles were easily identified by their clothes, eg carers in black, nursing staff in blue tunics. There are also information posters.

2.5 We witnessed good interactions between residents and particularly between staff and residents.

3. FINDINGS

3.1 Environment

3.1.1 The general environment is clean and bright with the occasional sign of wear and tear. The ambient temperature is very pleasant, and residents can control the temperature in their own rooms. There are no unpleasant odours.

3.1.2 There are lounges and a dining room on each floor, with chairs of varying

heights. The arrangement of chairs in the lounges is generally good, although in the ground floor lounge the chairs were generally arranged around the walls, however, there was still conversation between the residents. Dining rooms were arranged with tables for 4-6 residents, although many of the residents either preferred to eat in their rooms or were not well enough to come down.

The Manager commented: The chairs in the lounges are set up by night staff in clusters of 4-5. The day of the visit, these were rearranged mid-morning for the large group activity planned for the afternoon.

3.1.3 The décor was clean and bright, but the same across the whole floor, the doors were obvious, but all the same colour and looked the same. Bathrooms, toilets, cupboards and staff areas were clearly labelled.

3.1.4 There are few signposts, so it is quite difficult to find one's way around.

3.1.5 There are plenty of easy to see clocks.

3.1.6 The dementia unit had lovely, bright and colourful accessories, but the walls were all the same. The doors to the rooms had different pictures on them. Although the unit is very small and less confusing, some differentiation of areas and some sign-posting would be helpful.

3.1.7 The toilets are the same colour as the walls, white, but the grab bars are red or blue and very easy to see. The floors and walls are contrasting colours.

3.1.8 Residents can change the colour of their room, but rarely do. They can have as many of their own things as they like, including furniture. There is a lockable space in each room for valuables.

3.1.9 There is an enclosed garden that is largely looked after by the residents, although the weather meant that there was no activity at the time of our visit. Grass cutting and shrub trimming is done by a gardener.

3.1.10 It is a pleasant space with a patio area with a table and chairs with planting around in beds and pots, and a large lawn area. The table needed a little attention and there were weeds between the slabs and in some beds. The paving was all level and in good repair.

3.1.11 There was some broken furniture by the fence well away from the patio area and some bin bags along the passage to the locked gate.

The Manager said: Furniture is cleared and the bin bags were there so that everything could be taken to the bins outside of the Home in one go.

3.2 Leisure and Services

3.2.1 There is a very enthusiastic activities co-ordinator who organises different activities every afternoon which residents are encouraged to attend. There is a weekly time-table organised following discussions with residents about what they would like, this includes exercise sessions, crafts, gardening (all the beds, flowers and vegetables are looked after by residents), reminiscing, hair-dressing and manicures.

3.2.2 A weekly visit from a local vicar for an informal service is very popular, a lot of residents mentioned it. Occasions are celebrated, eg Valentine's, Easter, Halloween and Christmas, as well as birthdays etc. A lot of residents were wearing poppies they had made for Remembrance Day.

3.2.3 There are occasional excursions, such as to the London Eye, but they are difficult to organise.

3.2.4 All rooms have their own TVs as well as those in the lounges.

3.2.5 All residents have 'maps of life'.

3.2.6 All of the residents we spoke to were very happy with the activities and didn't feel pressurised to join in if they didn't want to.

3.2.7 There are other visits from outside organisations, including local schools, both primary and secondary as well as children with special needs.

3.2.8 The local mobile library no longer exists, but memory boxes are used, they are now starting to make their own.

3.2.9 The home is a member of Hertfordshire Care Providers Association (HCPA) and has both dementia and nutrition champions and also uses the HCPA Smile service.

3.2.10 There are residents' meeting every two to three months.

3.3 Digital Inclusion

3.3.1 There is Wi-Fi access throughout the home and residents are helped to use it if needed. EBooks and audio books can be downloaded from Herts Library Service.

3.4 Food and Drink

3.4.1 All residents have the choice of where to eat their meals. Most like breakfast in their rooms, but more come down to the dining room for lunch. There is always a choice of two meals with the menu on display in the corridor, but alternatives are available if needed. The menu is rotated every 3 or 4 weeks. Various different meals have been added at the request of residents.

3.4.2 Drinks and snacks are provided during the day between meals and fruit and squash are always available. Residents can request hot drinks and snacks if needed including at night.

3.4.3 All meals are prepared on site.

3.4.4 The kitchen on each floor has a list of special diets and those who need help with eating and what help they need. Carers also note how much is eaten. We observed help being given in a very sympathetic and non-condescending way.

3.4.5 The food looked and smelt appetising and was warm. We sampled some, and it was very tasty and was a positive experience. Special diets, mashed or pureed food are also available as well as assistance for residents that need it.

3.4.6 Meal times are at a regular time, so residents have time to prepare for them.

4. MONITORS CONCLUSIONS

4.1 This appears to be a very happy and well-run home. All the residents we spoke to were very happy and saw it as a home from home. They felt cared for and involved. All of them knew about the activities, but some didn't feel they had involvement in the choice of menu or activities, but were not unhappy.

The Manager commented: The Activities Co-ordinator runs resident and family meetings every 2-3 months where choices of menus and activities are discussed amongst other things.

4.2 The staff were all very pleasant and all the interactions between staff and residents were all lovely.

4.3 Staff tend to stay for a long time. There is ongoing training and assessment. A number of Care assistants left last year, all to go on to nursing training, some have come back to work part-time while they are training.

5. AREAS OF GOOD PRACTICE

5.1 The very friendly and welcoming atmosphere that the home has.

5.2 The attitude of the staff and their relationship with the residents.

6. RECOMMENDATIONS

1. Clearing the broken furniture from the garden and fencing off the bins and bin bags.

[See 3.1.11 comment.](#)

2. Changing door colours to differentiate between residents' rooms, staff areas and cupboards, and especially bathrooms and toilets.
3. Decorating, either by colour and/or pictures etc. on walls between different areas on each floor with imaginative sign-posting.
4. Change colour of toilet seats to one that contrasts with the walls.

Manager's response:

Recommendations 2-4 have been passed on to the Director for review