

HEALTHWATCH HERTFORDSHIRE

Enter and View Visit Report

Name and Address of Service

Rosslyn Residential Care

6/8 Rosslyn Road

Watford, WD18 0JY

Name of Provider

RNJ Care Ltd

Healthwatch Hertfordshire Enter and View Visit Report

Premises visited: Rosslyn Residential Care

Date and Time of Visit: 22nd October 2015, 10.30 to 13.30

Visit Conducted By: Edith Glatter and Adrian Lepper

Acknowledgements:

We wish to thank the staff, residents and family members for welcoming us on this announced 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 as a basis for discussion with residents, staff and for observation from 10.30 to 13.30.

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

Rosslyn Residential Care (RRC) is privately owned, and provides accommodation for up to 30 older people, with 26 single rooms and 2 which can accommodate couples, over three floors. A lift is available. Personal care is provided but not nursing care. Personal care includes residents with dementia. There is a mixture of en-suite rooms and rooms with only a wash basin but there are toilets and bathrooms on all floors.

RRC took over and adapted the premises of a hotel. This is reflected in some of the ground floor layout and the bedrooms.

There is a secure, reasonably sized rear garden which can be approached through the conservatory. There is barely any garden to the front though efforts have been made with pots and an attractive strip of plants. The location in central Watford leads to limited car parking facilities but good access by public transport. There is also a public car park along the road.

2. FIRST IMPRESSIONS

2.1 Arriving by car the home is easily located down Rosslyn road (one way) off the Rickmansworth road opposite the Colosseum. The sign for RRC is large and clear. On arrival there was only one car parking space available and management has stated that parking for professionals and visitors who come daily is on a first come basis.

2.2 The entrance was clear at the front and the porch has down lighters for illumination.

2.3 The doorbell was responded to promptly and we were asked to sign in on arrival. We were greeted by Kiran Vaidya, the newly appointed manager, and the proprietor. There is a small hallway with a number of notices two of which announced our visit. We were given a very friendly reception and offers of tea. The home looked clean, was free from smells though it looked tired.

2.4 There was nothing to indicate the name of the Manager or Proprietor or evidence of an 'on duty' rota. There was a collage of photos of residents' birthdays in the entrance hall and a board with the week's activities.

2.5 The communal areas were all on the ground floor and included an open plan dining area with a television area off it. There was a pleasantly furnished lounge with chairs round the room which led on to another room, less inviting, for pampering (hairdressing and nails), to store activity materials and with a table for a small number of residents to do activities. This led on to a conservatory for smokers.

The manager said that good comments about this room have been received from residents and their relatives.

3. FINDINGS

3.1 Environment

3.1.1 The overall environment was generally attractive but in need of refurbishment. This was acknowledged by RRC who have plans to take action and are consulting the residents about their preferences. The layout of the building, probably due to its origins as a hotel, results in various constraints. During our visit we did not see a comfortable room where residents could have private discussions or just read a book as our discussions with the manager and proprietor took place in the dining area. However the manager says that there is a middle lounge that is regularly used for professionals and relatives for private discussions.

3.1.2 A number of bedrooms were small and narrow and some were dark and gloomy. This cannot be changed but the bedrooms could be freshened up and made to look more inviting. Others were bright with plenty of natural light. Residents are able to bring in photos, pictures, ornaments, TVs and a resident we spoke to had brought in a bed.

The manager has stated that residents can “furnish their rooms according to their preferences.”

3.1.3 The corridors were free of any clutter but were cheerless.

3.1.4 The garden was appreciated and used by the residents. It was an adequate size but could be made more attractive by the addition of some shrubs and plants as were seen in the front of RRC.

3.1.5 Labelling and notices could be displayed more tidily and made more attractive. In particular names on bedroom doors could be displayed with proper labels rather than a piece of paper sellotaped or stuck on with blu-tack.

3.1.6 Temperature control is good with the residents satisfied with the level of warmth resulting. Every room has a thermostat and if any extra warmth is needed there are portable heaters available.

3.1.7 The RRC is secure by use of a keypad to the front and the back garden is gated.

3.2 Leisure and Services

3.2.1 A programme of leisure activities was provided in which residents participated. Special events took place on occasions such as birthdays and there were photos of a resident's birthday in the entrance lobby. The garden was used in the summer for sitting out and gardening. A resident spoken to said she relied on relatives for trips outside RRC. Others spoken to had no desire to go out and one said carers would shop for her.

The manager added that special events also took place around Halloween, Christmas and Easter and that RRC staff also take out residents.

3.2.2 There is a range of activities and residents spoken to expressed no dissatisfaction about what was provided. There was a bookcase with a small selection of not very new books. Some games were located around the ground floor. There was a weekly programme of events including regular exercise sessions, bingo (very popular) hairdressing and pampering. There is a member of staff responsible for activities.

3.2.3 The television and radio were on throughout our visit. The residents were contented with this situation but it could be distracting for a resident who disliked background noise. The radio was on very loudly in the lounge at lunch time so that it could be heard by residents eating in the dining room.

The manager commented that residents preferring a quieter environment can sit in the 'cozy lounge area'

3.2.4 RRC use the Hertfordshire Care Providers Association (HCPA) Smile service.

3.3 Digital Inclusion

3.3.1 There was no evidence of any communal computers or residents using IT. There is a computer in the manager's room.

The management stated that there is Wi-Fi access and some residents use it for example we were informed that a previous resident had used Skype.

RRC expressed a willingness to provide digital services and assist residents in their use, but currently none were interested. They intend to make progress in this area. We confirmed none were interested in our discussions with residents, none of whom had used digital services prior to entering the home and had no wish to do so now.

3.3.2 RRC have a member of staff training to be a HCPA Dementia Champion and is hoping to do something in the future using digital media.

3.4 Food and Drink

3.4.1 The food served for lunch looked attractively presented and alternatives were available. RRC were concerned to encourage and provide a healthy and varied diet for residents.

3.4.2 The proprietor is training as a HCPA Nutrition Champion and showed us her file of notes.

3.4.3 Seconds were offered. All those spoken to were pleased with the food provided and had access outside formal mealtimes to drinks and snacks. The RRC is very flexible about when and where residents eat though they are encouraged to eat in the dining room.

3.4.4 We observed that where needed, help was given with eating the meal. Someone who was late down to lunch, was made welcome and given her meal. There is flexibility with diets with one lady we interviewed being offered an alternative when pork was on the menu.

4. MONITORS CONCLUSIONS

4.1 RRC has a happy environment with enthusiastic committed staff, a management aware of immediate requirements and plans to implement them. The residents are grateful for and satisfied with the services and care provided. We received only positive responses with no adverse comments or criticisms.

In addition written feedback was received by HwH from a relative who would recommend RRC to other people. The manager also provided a recent letter from relatives who felt that Rosslyn Court Residential Care Home 'ticks all the boxes and is excellent'.

(The comments made in this report are from the observations of the monitors and not those of the residents).

4.2 RRC are participating in the Herts County Council Complex Care Premium scheme. This involves them designating and training 'champions' in six areas.

5. AREAS OF GOOD PRACTICE

5.1 RRC show genuine care for the well-being of the residents, ensuring that their physical requirements are met, that they are well and properly fed, kept warm, and provided with a range of activities. Their personal preferences and requirements are taken into account. They respond positively to any issues raised.

5.2 They are to be applauded for their commitment to the training they are doing in connection with The Complex Care project which the staff believe is improving the service they provide and will result in them having six champions.

6. RECOMMENDATIONS

6.1 Continue with the improvement plans already in place so that:

- The refurbishment proposals have been implemented.
- RRC has met the requirements of the HCC Complex Care Premium and has all six champions trained and in place.

The management state they now have HCC Complex Premium champions trained in 4 categories.

6.2 Consideration could be given to allocating one or two car parking spaces for visitors.

The manager stated that there is enough car parking space for visiting professionals and relatives.

6.3 It would be helpful to have staff photos and names, including the Manager's, accessible to visitors, possibly in the entrance lobby. The staff rota too needs to be displayed.

The manager will look to implement this recommendation.

6.4 RRC is invited to give consideration to the other comments in this report. Some will have budgetary implications but others can be implemented with limited expenditure.