

HEALTHWATCH HERTFORDSHIRE

Enter and View Visit Report

Name and Address of Service

Prince Michael of Kent Court

Stratford Road

WATFORD WD17 4DH

Name of Provider

ROYAL MASONIC BENEVOLENT INSTITUTION

Healthwatch Hertfordshire Enter and View Visit Report

Premises visited: Prince Michael of Kent Court, Watford

Date and Time of Visit: 20 November 2014 10:30am - 1:45pm

Visit Conducted By: Keith Shephard

Acknowledgements:

Beverley Roberts, Deputy Manager, all residents, staff and visitors.

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:

A rolling programme of care homes/nursing homes in groups of 12 in order to review results, methodology and outcomes at defined intervals.

We have consulted with the Clinical Commissioning Groups, Hertfordshire County Council, Hertfordshire Care Providers Association and our local Care Quality

Commission Compliance managers as well as looked at feedback from the Community to choose our first 12 homes.

Announced visits using questionnaires for residents, staff and observation from 10.30 am to 1pm

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)

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1. INTRODUCTION

This Care Home comprises 5 living units with 55 residents that have a range of dependencies.

Due to unforeseen circumstances, the visit was conducted by only one Healthwatch Hertfordshire authorised representative. This was agreed, accepting limitations with the HwH Office and with the Deputy Manager of the Care Home.

2. FIRST IMPRESSIONS

2.1 On arrival the Home was well sign posted at the driveway, and ample parking was available. There were large and clear signs to reception.

2.2 I was not invited to sign in, though there was an open book, and pen at reception. *Neither was I invited to sign out at the conclusion of my visit.*

2.3 The pathway to reception is wide and clean. There are benches, a few plants and a small water feature around the entrance.

2.4 On arrival I was immediately met by the Deputy Manager, Beverley Roberts. I was made most welcome, was introduced to other staff in the office. The Home has an open and warm feel. The Healthwatch poster notifying of the visit was displayed at reception, and in various other places (including in all 5 units of accommodation).

2.5 After a brief conversation where I set out the purpose of the visit and what I intended to do Beverley Roberts and I spent 45 minutes or so covering the areas defined in the standard guidance.

Thereafter I met with the Chair of the Home's Association of Friends, Malcolm Andrews who explained the role of the Association in supporting activities, and other funding at the Home.

I was then free to meet residents, and visitors in the main indoor communal area (Hampshire and Isle of White lounge). I also spoke to staff, including the Head Chef. There were no restrictions on who I wanted to see or speak to.

Having spent an hour or so with residents I was given a tour of the Home by Beverley Roberts, visiting three of the five accommodation units, including the 'Jersey Unit', for residents with dementia.

2.6 The Home appears to be cleaned and furnished to a good standard.

3. FINDINGS

3.1 Environment

3.1.1 The residents I spoke to feel very safe here.

3.1.2 All external doors are only accessed via swipe cards, and/or key pads. As I entered, exited, and moved about within the Home, it was clear to me that security was important and well drilled. Some residents have their own keys. All senior staff hold master keys.

3.1.3 Residents are checked hourly, and in the dementia unit (13:4 ratio) there are sensor mats next to each bed to detect when residents are out of bed at night.

3.1.4 Both gardens (Dementia unit residents have their own garden) are fully enclosed.

3.1.5 In addition to the main lounge, each Unit (of 5) has a lounge with armchairs and a TV. The lounges visited had a supply of books.

3.1.6 The ceiling in the main lounge was adorned with Christmas decorations. A Christmas tree 'ceremony' was planned.

3.1.7 There is a smart and bright café in the Jersey café (dementia unit) which is open to all residents, and is sometimes the venue for activities (coffee mornings or 'nails and natter' sessions for example - as displayed on notice boards throughout the Home).

3.1.8 All residents have their own room, and can choose shelving, colour schemes and furnishings. Pets are also permitted, subject to risk assessment. Personal effects and photographs are allowed.

3.1.9 The dementia unit corridors have recently been set up like a residential street, with personalised front doors. Next to each front door is a small frame in which residents have their own memories and photographs.

3.1.10 Each room has a toilet and wash basin. On each Unit there are two bathrooms and a wet room. In early 2015 the Masonic community is funding a £20,000 investment in fitting one of the bathrooms in the dementia unit with a sensory bathroom.

3.1.11 More than one resident described the room cleaning as excellent. I only observed one room, accompanied by the Deputy Manager, which was clean and tidy. The air throughout the Home was fresh throughout my visit.

3.1.12 The temperature throughout the Home felt about right, and was consistent. Residents told me that they were never too hot or too cold. Extra heaters, and fans are available if needed.

3.1.13 Residents advised me that visitors are always welcome. The Deputy Manager advised that the Home is open to visitors on a 24 hour basis.

3.1.14 Managers have a structured meeting with relatives twice a year. Typically 15-20 turn up.

3.2 Leisure and Services

3.2.1 I was advised of an extensive activities programme. This was verified by a detailed study of the main notice board and my discussion with residents. I also spoke to one of three part-time activity leads within the Home.

3.2.2 A weekly list of activities (name of activity, time and place) is pinned on the main notice board, on each of 5 unit notice boards, and handed to all residents. Again, this was verified by residents who were pleased to show me their flyer, and tell me what they enjoyed doing.

3.2.3 The Home has an Association of Friends. They organise some events and help fund them. I met the Chairman, Malcolm Andrews, and we spoke for some time. The Association and staff work closely on programme co-ordination. Staff and residents speak very highly of the Association.

3.2.4 The Association has recently bought 12 new wheelchairs (I saw some of these) and has generally funded extras that add quality to the Home and the experience of residents. This includes a large TV, bar refurbishment, and a piano for example.

3.2.5 Some activities are regular (coffee mornings, 'nails and natter', crafts mornings, quizzes).

3.2.6 In addition to these, other activities on the notice board for November 2014:-

- Fireworks display
- 'Play your cards right'
- Church service with Vicar
- Reminiscence photographs
- Two separate 'singer' entertainers
- Family and friends coffee
- Baking morning
- Pearly Kings and Queens
- Trip to Christmas lights in London (the Home has two mini buses)
- Hand massage
- Personal trainer visits
- Crossword club
- Fish and chip supper
- Carpet bowls
- Flower arranging

The day before my visit some residents had visited a garden centre and had lunch there.

3.2.7 The library area in the lounge is stocked with a variety of books, many of which are large print. There are no reading materials in brail (but I was advised that there is no demand or current need).

3.2.8 Mobile libraries visit regularly and the stock is refreshed.

3.2.9 A hair dressing salon on site is open at some point on most weekdays, with visiting hairdressers.

3.2.10 A licensed bar in the main lounge is open daily between 1200 and 1300. I spoke to residents enjoying a glass of wine before lunch.

3.2.11 My conversations with residents revealed a high level of satisfaction with the Home and activities offered. A caveat to this is that the lounge area was not well populated, and a number of residents whilst personally happy felt that many residents stayed in their own rooms for long periods and did not engage with others, or join in with activities.

In response to this Managers re-iterated the efforts to arrange and communicate a wide programme, and residents had a 'lifestyle' choice to exercise.

3.3 Digital Inclusion

3.3.1 Many residents have their own mobile phones, iPads, tablets, and other similar gadgets. The whole site has wi-fi access. This was verified in my conversations with residents.

3.3.2 There are three terminals in the main lounge, within the library area. These are easily accessible and visible.

3.3.3 Students from a nearby college have helped residents to learn how to use the computers and also support residents in the use of new technology.

3.3.4 At least two residents regularly SKYPE and I spoke to one of them, who has family living abroad. He gets support from staff to facilitate that set up.

3.4 Food and Drink

3.4.1 Residents can choose to eat within their unit or in the dining room.

3.4.2 The Home operates on a monthly menu cycle, which is pinned on notice boards. Residents make their choices a day in advance.

3.4.3 The chef meets with residents every six weeks to get their views on the catering service, and to help with menu planning. Each Unit has a representative at the meeting.

3.4.4 Breakfast is to order and served from 0800. The chef advised that the majority of residents have a cooked breakfast. Lunch is served at 1300 and is the main meal of the day. Supper is from 1730.

3.4.5 'White Oaks' (part of the Compass Group) is the catering provider, and has been so for several years. The chef has been at the Home for ten years.

3.4.6 All food is prepared on site.

3.4.7 Of those residents I spoke with the majority of comments on food choice, portions, and quality were favourable.

3.4.8 Drink dispensing machines are visible at various locations in the main lounge area, and within the accommodation units.

3.4.9 Residents commented that it is easy to get snacks and a drink when wanted. 'Everyone is very helpful here'.

3.4.10 One resident gets 1:1 support when eating. Otherwise there is a range of dependency, with frequent assessment. Specialist crockery and cutlery is available.

3.4.11 Later this year 'White Oaks' is putting in a new system which will enable the chef to analyse nutrition and food allergy issues.

3.4.12 A sweet shop opens in the lounge once a week.

3.4.13 Christmas day lunch is a big occasion, with 86 attending in 2013. A number of residents told me 'it is lovely here at Christmas'

4. MONITORS CONCLUSIONS

4.1 The Home feels welcoming and professionally run, enjoying good relationships and a warm atmosphere. Residents, staff, and visitors are positive.

4.2 Furnishing, flooring, décor, seating and general cleaning are of a good standard. Movement around the home seemed easy. *(I did not examine wheelchair access in depth - but no adverse comments from residents)*

4.3 The activities programme looks varied and thorough. Facilities are good. It is possible that more could be done to engage those residents who prefer being on their own.

4.4 The Home is a member of the Hertfordshire Care Providers Association. A number of staff are 'dementia champions', but there are no 'nutrition champions' as such (see comment under 'food and drink regarding new nutrition systems being implemented by the catering provider, and to be overseen by the chef and his staff). Otherwise the food and drink offer is good.

4.5 I provided the Deputy Manager with information on the HCPA Smile programme.

5. AREAS OF GOOD PRACTICE

There are several areas of good practice to highlight.

5.1 The innovative 'street scene' in the Dementia Unit provides a strong feeling of community and belonging.

5.2 Provision of facilities, and support, that enables residents to embrace new technology to enhance their quality of life.

- Easily accessed fixed terminals, with support available
- Use of SKYPE to keep in touch with distant relatives and friends
- Wi-fi throughout the Home
- Residents encouraged to use their own gadgets

5.3 Collaboration between the Association of Friends and the part time professional activities staff to co-ordinate and fund a wide ranging programme, developed with residents and well publicised.

5.4 Regular food and drink meetings between the chef and residents.

6. RECOMMENDATIONS

6.1 Ensure that all visitors sign in and out of the Home.

Manager response:

Following receipt of the report this was addressed.

The signing in book has now been moved to the reception desk and a notice informing visitors of its new location has been put up on the inner automatic doors. The reception staff now welcome and ask visitors to sign the book when entering and leaving the building.

6.2 Consider and encourage use of the HCPA programme in regard to nutrition champions and the SMILE concept.

Manager response:

This will be considered. Prince Michael of Kent Court is a subscribing member of HCPA and will seek to enrol staff on these programmes.

6.3 Explore how those residents currently choosing to abstain from the activities programme (and socialising more generally) could be encouraged, and supported, to join in a little more.

Manager response:

We have three activity staff at Prince Michael of Kent Court who make every effort to encourage residents to participate in activities. They constantly seek to source new activities which may be of interest to those residents who choose to abstain from the activities. One to one sessions are also offered to those residents, some are taken on shopping trips, to pub lunches or places of interest to them. We are mindful and respect the resident's right to choose how to spend their day.

The Activity staff have been reminded to keep detailed reports on the activities that residents choose to attend.