

Enter and View Visit



Name and Address	Nickleby Lodge 32 The Close ROCHESTER ME1 1SD
Date & Time of Visit	21 October 2015 11am – 1.15pm
Authorised Visitors	Graham M Trice Christine Baker

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand. Providers can also invite us to visit a service.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

Disclaimer

Please note that this report relates to findings observed on the specific date stated above. Our report is not a representative portrayal of the experience of all service users and staff, it is only an account of what was observed and discussed during the limited time of the visit.

Introduction & Methodology

This was an announced Enter and View (E&V) visit undertaken by Healthwatch Medway's E&V trained volunteers. Letters of introduction and announcement were sent to this provider three weeks in advance of the visit, together with laminated posters and leaflets advertising Healthwatch Medway and the date and time of the visit. These were displayed for staff, residents and visitors to see.

General Information

Nickleby Lodge is part of the Welcome House Residential Care Homes group and provides care for people with mental health problems. Nickleby Lodge provides accommodation and support for up to 10 people. The property is a large semi-detached Victorian house, which has been adapted to become a care home. Their care philosophy is, "to support and encourage our service users to lead as normal a life as possible and to reach their full potential".

Care Quality Commission Report

The last inspection was made on 5 May 2015 and the overall rating for the service was '**GOOD**'; however the report stated that "The service was not always responsive" and it was recommended that "the provider seek advice and guidance from a referable source, about providing diverse meaningful activities for the elderly in accordance with their individual needs and choices."

The full report can be view on the CQC website:

http://www.cqc.org.uk/sites/default/files/new_reports/AAAB4978.pdf

Method and Overview

The Manager of the home was interviewed at length. Questions were answered willingly and a considerable amount of background information was readily given by her. Specific questions were raised in the light of this year's CQC inspection report and positive examples were given indicating that thought and effort had gone into improving their responsiveness to the needs and choices of the residents.

Residents have the chance to go out individually and for group outings if they wish to do so. They had jointly been on a ten pin bowling outing, had a film evening with appropriate snacks and a themed meal evening – 'Takeaways of the World'. One of the residents had taken photographs and arranged them on a display board.

The residents are encouraged to share responsibilities such as household cleaning and cooking if they are able. Two of the female residents take delight in attending to the raised flower bed. All the residents fully cooperate when there is a fire drill and they do NOT smoke in the house. A limited range of reading material is available in the home and the Medway Mobile Library service also visits. The service users had a notice board with up-to-date useful information. There is a monthly visit made by an Advocate who talks with all the residents so that they can raise matters of concern if they have any.

The residents aged from mid-60s to mid-80s and did not have any serious mobility problems. While there is no restriction of visiting times many of the residents do not have local family members who are able to visit. There was a calm, friendly and relaxed atmosphere.

Both the external and internal appearance was clean and tidy. There was evidence that health and safety issues and kitchen hygiene is taken seriously. The staff appeared suitably trained, experienced and taking a pride in their work. No nursing care is provided onsite and they have not had to care for a dying resident for many years.

We asked to be escorted round the premises and were shown all the communal spaces and one of the unoccupied single rooms on the top floor. We were given the opportunity to interview each of the residents and staff individually. All except one resident, who did not wish to speak to us, were interviewed and they all expressed their contentment with the care provided in the home, which in some cases is for several years.

Below we have completed a questionnaire which shows the answers to any questions we had about the home or service at Nickleby Lodge.

Report Questionnaire

Home Name: Nickleby Lodge [Welcome House]

Contact Persons Name & Position: Mrs Sheryl A McKay, Registered Manager

Home Address: 32 The Close, Rochester ME1 1SD

Type of Home: Care Home for Adults with Mental Health Conditions

Date and Time of visit: 11am-1.30pm Wednesday 21 October 2015

Number of staff on duty at the time of the visit: 3

Number of residents: 7

Names of Medway Healthwatch Visitors: Graham M Trice, Christine Baker

Answers YES [tick] NO [cross] + Brief COMMENTS where required

1. Was the door answered promptly? Warmly welcomed
2. Was the person who answered the door aware of the Medway H/W visitors' entitlement to enter?
3. Were you asked to sign in?
4. Was spirit based hand-gel available for you to use?
5. Did the home smell clean?
6. Did the home look clean?
7. Did you speak to the Manager / Provider or deputy during the visit?
8. Ask to speak to service users or their relatives without staff present, was this possible?
9. Did you see staff knocking on bedroom and bathroom doors before entering to show you around?
10. Were you shown empty bedrooms?
11. Is there a choice of single or shared rooms?
12. How quickly were routine events like requests for the toilet responded to?
13. Do the residents feel that their dignity and privacy is respected?
14. Did the lounge appear clean?
15. Did the lounge smell clean?
16. Did the dining room appear clean?
17. Did the dining room smell clean?
18. Are special diets and personal food preference catered for?

19. Was the food being served the same as that listed on the menu?
20. Did the meals look attractive and were they being enjoyed?
21. Are hot & cold drinks available upon request?
22. Did bathrooms or toilets appear clean?
23. Did you see evidence of a call bell system?
24. If the home is more than single storey, is there a passenger or a chair lift provided?
25. Is there a garden? L shaped patio area with one raised flower bed & 'Smokers Shelter'
26. Are there appropriate arrangements for access to the garden and engage in activities?
27. Is there a call bell system in place in the bedrooms, bathrooms and dining area? Bathrooms & Toilets
28. Is the general appearance of the service users good? (for example, clean, co-ordinated clothes)
29. Did you see staff engaging with the service users?
30. Did you see people talking to each other?
31. Was the furniture arranged so that people could talk to each other? Reasonably in the limited space
32. Do service users have televisions in their rooms? If required
33. Is there a television in the lounge? Is there a separate TV room(s)?
34. Are there separate rooms for recreational activities?
35. Are internal and external activities provided?
36. Can residents stay in their rooms if they want to?
37. Are visiting times restricted?
38. Does the home have links with, or visitors from the local community? In a limited way
39. How long does it take for a resident's buzzer to be responded to? ? Not tested
40. How many visitors were present on the day? 0
41. How many service users were present on the day you visited? 7
42. Is there evidence of a complaints procedure? (leaflets / posters / notices)
43. Is there evidence of a safeguarding procedure? (leaflets/posters/notices)
44. Are personal care services available such as a hairdresser and nail cutting service?
45. How are health needs provided (e.g. Prescriptions ordered, GP availability, care of the dying)?
46. Are there good/outstanding features about the home?

- 47. Are there any significant concerns /recommendations? [listed below]
- 48. What are the comments/complaints of the residents and/or visitors?
- 49. Is there evidence that the latest CQC report has been responded to? [list separately]
- 50. Is a follow up visit necessary?

Conclusions and Recommendations

It was a pleasure to visit this 'homely' establishment and interview the knowledgeable manager and the appreciative residents. We feel confident the service users' needs are focused on by the members of staff.

It is regrettable that very limited space is available for off-street parking in the narrow congested road for both staff and visitors.

We would recommend that a continuing effort is made to possibly associate with more outside groups with practical interest and skills who may be willing to visit the home.

We also recommend that the out-door space be used more. Containers and 'Grow-bags' could be used during spring and summer to grow salad vegetables that could be harvested and eaten.

Advice and support may be available either from Medway Council (Contact: *Niki*, Tel. 01634 333110 Medway Public Health Team, Medway Grows Competition, Gun Wharf, Level 2, Dock Road, Chatham, Kent, ME4 4TR) or the Medway Master Gardener co-ordinator. (See the following web-site link for contact details: <http://medway.mastergardeners.org.uk/>)

Nickleby Lodge Response

No comment.