

## Enter and View Visit



<b>Name and Address</b>	<b>Shaws Wood Residential Care Home Mill Road Strood ME23BU</b>
<b>Date &amp; Time of Visit</b>	<b>18<sup>th</sup> February 2016 11am – 1.30pm</b>
<b>Authorised Visitors</b>	<b>Graham M Trice Joy Bryson Matt Durcan</b>

## Background to Enter and View

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 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 in the porch and the letter was pinned to a noticeboard in the lounge.

Healthwatch Medway has designed a question prompt sheet inspired by useful resources supplied by organisations such as (the King's fund / the Alzheimer's Society) which promote person centred care people with dementia deserve.

The question prompt sheet was used during this visit and surrounded provision of activities & occupation / care and treating residents with dignity & respect / the relationship between care homes and relatives and friends / the setting.

The Alzheimer's Society states that 'good care homes have a good atmosphere and warm relationships among residents, staff and relatives'.

During the course of our visit there were 39 people in residence at Shaws Wood Residential care Home. During our visit we spoke with, staff members, family members/carers and 15 residents.

## The Setting

Shaws Wood Residential care home is a Residential Care Home for physically frail elderly and those with dementia, located in a residential area of Strood, in Medway, Kent.

The home is situated in a quiet location at the end of the street, there is reasonable parking. The home looks inviting from the outside with the grounds tidy and orderly.

Shaws Wood has purpose-built living space for 39 people in single rooms over two floors, with a choice of dining facilities and social space.

Shaws Wood has a lift

Shaws Wood also has a Day Care Centre for elderly people who might be looking for care and company during the day on a Tuesday and Friday each week from 10am to 4pm.

Shaws Wood Residential care home is regulated by CQC – CQC carried out an unannounced visit during December 2014 and published their report on March 30<sup>th</sup> 2015, they rated Shaws Wood as Good.

The current manager Kirsty Griffiths has been in place since April 2015 and she appears to have a very clear vision of the needs of the residents.

Shaws Wood employs 1 chef and 2 kitchen assistants.

The morning shifts comprise of 8 carers which includes 2 seniors

The afternoon shifts comprise of 6 carers including 1 senior

The night shift comprises of 3 carers which includes 1 senior.

We were informed by staff that they attend the Medway Hub for training alongside social care modules (elearning) and also NVQ

Residents are registered with 2 GP's from the same local surgery. External support is available for residents, Hairdressing is available on site from a small working area on the first floor.

Chiropodist, End of life support, District nurses, Wisdom hospice and Spiritual support are also available for residents.

There is an alerting system available for all the residents. The home has appropriate ramps.

The menu is a visual menu, the corridors are colour coded with significance to the colour and themed with the appropriate pictures that signified the room the corridor would lead to.

Shaws Wood have worked with a university specialising in dementia environments to increase the dementia friendliness of the home. If residents require a visual prompt to identify their room door a suitable picture will be identified which can act as a memory prompt and then placed on the residents door in order for ease of recognition.

There are remembrance prompts within the communal garden, a bus stop and a post box. There is also a sensory garden with herbs and fragrant flowers. Coloured and textured tiles are on the garden (floor)

We observed the cleaner not only carrying out domestic tasks to a high standard but interacting with the residents in a positive and respectful manner.

Pressure sores – Shaws Wood is currently carrying out a pilot in which pressure sores are dealt with on more of a first aid basis, they co-ordinate closely with community health partners.

## Provision of activities & occupation

Shaws Wood employs an Activities Co-ordinator, who is also the Pastoral co coordinator, this staff member was on duty at the time of our visit and she did extend an invitation to us regarding a planned activity for the afternoon.

We observed available activities throughout the setting, they also have a silver song box and war time DVD's available..

We were informed that residents are encouraged to take part in gardening in the summer, we were also told about outings involving a mini bus.

We were informed that there is also a variety of local church visitors and school visitors to Shaws Wood

## Care at the home

We were informed that Care plans are reviewed monthly or changed as required. All staff have access to these.

We observed the staff treating the residents with dignity and respect

One resident told us that they were happy another told us they were very happy. We observed the staff interacting positively together with the residents, through informal activities that were going on at the time of our visit and through the mealtime. We observed a member of staff who was dispensing medication clearly wearing a tabard that indicated that she was not to be disturbed whilst she carried out this important task.

## The relationship between care homes and relatives and friends

Residents meetings are held every 8-12 weeks and visiting time is open. We spoke with a family member who told us she was very happy with the care her loved one was receiving. We learnt that a family member brings in a dog, which is popular with the residents.

## Conclusions and Recommendations

- To consider that staff members wear name badges

## Shaws Wood Response

I would also like to share what a very constructive and useful experience we found the visit, the Healthwatch visitors were very professional in their approach and their interactions with residents and staff were extremely positive throughout their visit.