

Enter & View Visit

Park View Care Home

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INTRODUCTION

Healthwatch Barking and Dagenham is the local independent consumer champion for health and social care. We aim to give our citizens and communities a stronger voice to influence and challenge how health and social care services are provided for people in the borough.

Enter & View is carried out under Section 186 of the Health and Social Care 2012. It imposes duties on certain health and social care providers to allow authorised representatives of local Healthwatch organisations to enter premises and carry out observations for the purposes of Healthwatch activity.

Authorised representatives observe and gather information through the experiences of service users, their relatives /friends and staff to collect evidence of the quality and standard of the services being provided.

To do this we:

- enable people to share their views and experiences and to understand that their contribution will help build a picture of where services are doing well and where they can be improved,
- give authoritative, evidenced based feedback to organisations responsible for delivering and commissioning services and,
- are able to alert Healthwatch England or the Care Quality Commission, where appropriate, to concerns about specific service providers of health and social care.

This report is snapshot of the service users' opinion we spoke to on the day and time of the visit.

The visit was unannounced.

Healthwatch decided to undertake the visit after hearing from a member of the public that they thought their family member living in Park View Care Home did not have a choice of food every day.

Healthwatch Barking and Dagenham would like to thank the residents for their feedback and the staff at Park View Care Home for their help and co-operation during the visit.

SUMMARY

Healthwatch Barking and Dagenham undertook an unannounced visit to Park View Care Home, to gather and record service users' views on 4 areas:

- Nutrition,
- Personal care,
- Social activities and hobbies,
- Staff interaction.

Healthwatch representatives found that the service users they spoke to on the day were happy. They looked happy and expressed they were happy with all 4 areas we sought their opinions on. However, due to the nature of their disability (dementia), not all of their views always seem clear.

As this group of people are particularly vulnerable, it is important that their views are fully evaluated.

Healthwatch representatives therefore spent some time observing resident and staff interaction: the residents looked happy and mostly well-presented. Staff gave their full attention to all residents and were quick to respond to their needs. Staff were very friendly and enthusiastic. They all seem to be happy to do their job and related in a respectful, professional and kind way to the residents and each other.

Healthwatch representatives were also able to talk to a family member of one of the residents. They expressed they were very pleased with the service their family member was receiving and could not fault anything with the home.

Overall the service is recommended by the residents and family member that we spoke to on the day.

DETAILS OF THE VISIT

Premises visited:

Park View, The Oaks and Memory Lane

Morland Road

Dagenham

RM10 9HW

Date:

Friday 17th July 2015

Enter & View Authorised Representatives:

Claire Gooch - Lead Officer

Manisha Modhvadia - Enter & View Representative

Val Shaw - Enter & View Representative

Purpose of the Visit:

Representatives from Healthwatch Barking & Dagenham wanted to speak with residents and any relatives/friends, to gather and record their views on 4 areas of enquiry:

- Nutrition
- Personal Care
- Social activities and hobbies
- Staff interaction

This was an unannounced visit and Pam Hamilton, the Home's manager welcomed us warmly and granted us access to all the units of the premises.

THE ORGANISATION AND SERVICE PROVIDER

Services at Park View Care Home are provided by Barchester Healthcare (www.barchester.com).

The home has of 3 weeks ago seen a change in management and is now under the supervision of Pam Hamilton.

The service offers:

- Nursing and residential care,
- Respite and short stay,
- Convalescent care,
- Day-time activities and care,
- Palliative care.

Service users are referred to the home by hospitals, GPs, community nurses, social workers and can also self-refer. Referrals can be from all over the UK.

Service users are aged 18 to 65 but a few are older. The home is divided into 5 units:

- Park View (dedicated to palliative and nursing care),
- The Oaks 1, 2 and 3 (dedicated to specialist nursing care for adults with young onset dementia at various stages of progression). The Oaks have 40 beds altogether.
- Memory Lane (residential expert care for those with dementia and no specialist nursing needs).

The home is over 2 floors and has 108 beds altogether. At the moment, the home has 1 vacancy. The home has residents from all over the UK but the manager was not easily able to tell us how many of the service users come from Barking and Dagenham at the top of her head.

Staff include a mixture of male and female staff in all 5 units of the care home.

We were not able to find out how many staff worked in all 5 units altogether but 39 staff were signed in at the time of the visit. In Oaks 1 and 2, there are always 7 carers and 1 nurse at any one time and 3 of the residents receive 1 to 1 care. At night, there are 4 carers and 1 nurse present on site in these 2 units.

Each bedroom is equipped with its own en-suite facilities including a shower and a toilet. Residents are encouraged to bring a few small personal items but in most cases are provided with a bed and wardrobe. There is a buzzer facility above each bed but none we saw had any extension plugged into the wall to reach the bed making them not easy to use for all residents.

Each floor comprises

- a bathroom,
- toilets,
- a kitchen where some residents would be encouraged to cook for themselves,
- a dining room for the residents to eat their breakfast, lunch and dinner or have a cup of tea with visitors,
- a common/lounge area with tables for activities, television and chairs and armchairs

The home also has 2 separate gardens which seemed to have different levels of maintenance. The Oaks 2 garden appeared a little discarded with various objects lying on the floor and the edges and the grass left untrimmed. Residents are free to use the gardens during the warmer months.

Healthwatch representatives spoke with 7 residents both male and female.

Due to the nature of the residents' dementia, their views did not always seem clear or completely accurate. Healthwatch representatives were however able to also gather the views of a family member visiting one of the residents and also took the time to observe the residents, the staff and the surroundings.

Nutrition

Healthwatch representatives enquired about a number of points relating to the quality and standard of food and drink provided for residents and the support given for this when needed. All 7 residents found the quality of the food to be satisfactory.

- All residents were aware they could choose what food they wanted at each meal.
- Whilst 6 residents felt that the portions were sufficient for them but that they could ask for more food if they felt like it as there is always enough and more if wanted. 1 resident said that there was not always enough food for seconds.
- In terms of whether the food was always at the right temperature at meal times, all 7 service users responded positively saying that the food was always hot/cold enough for them.
- All 7 residents said they can have drinks as often as they want, this includes hot or cold drinks and that if staff could not bring them a drink when requested they would always tell them when the next tea/coffee break was going to be. 1 resident said they also had their own juice in their bedroom.
- All 7 residents expressed that the food was always lovely and when asked whether the home allowed for their family to bring in food for them or for them to have a take away, all residents responded positively.

Healthwatch representatives observed the menus on the dining room tables and on walls. They offered a good range of traditional British food with a choice for the main meal. We also noticed a list of items available anytime as an alternative. (see pictures below).

ALTERNATIVE MENU AVAILABLE

SAUSAGE ROLL, CHIPS & BAKED BEANS

FRIED COD WITH TARTAR SAUCE, PEAS & POTATOES

GRILLED BACON & PLUM TOMATOES
WITH BROWN OR WHITE BREAD & BUTTER

HAM & CHEESE OMELETTE WITH BAKED BEANS

FISH FINGERS & CHIPS WITH PEAS

CHICKEN AND MUSHROOM PIE
WITH BOILED POTATOES & GREEN BEANS

PLEASE NOTE -

SALADS ARE ALWAYS AVAILABLE

BEER OR WINE IS AVAILABLE WITH YOUR MEALS

Today's Menu

Friday

Breakfast

Egg & Bacon

Mixed Fruit Platter

Cereal & Porridge/Toast with jam or marmalade

Fruit Juice/Tea & Coffee

Lunch

Fried Cod in Batter

Or

Pork Bacon Sirloin with Pineapple

Chipped or Creamed Potatoes

Mushy Peas & Sweetcorn

Fruit Pie & Custard

Or

Chocolate Profiteroles

Supper

Scotch Broth

Sweet & Sour Chicken with Rice

Or

Eggs Marie Rose

Bananas & Custard

Or

Chocolate Mousse

Head Chef
Kevin Webster

Second Chef
Jo-Ann Hough

We spoke to some residents of foreign origin who told us that their personal tastes and preferences for food from their own country were catered for. One of them also told us that it was possible to prepare their own food if they felt like it. However another resident was not aware they could prepare their own or ask for something different when they did not like what was on offer.

Comments from residents included the following:

'Yes I am given a choice. My favourite is fish and chips.'

'They [the staff] come outside to the shops with me, if I want to go.'

'I cook my own food.'

'There are vegetarian and non-vegetarian options. My favourite is the pork ribs.'

'If you want food, you can ask and get take-aways.'

'Yes I have a choice of food. I love my food.'

Social Activities and Hobbies

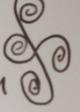
- When asked if there were any social activities or entertainment provided for them, all 7 residents responded that they were aware of social activities for them to take part in. They mentioned bingo, barbecues, exercise, art, nail painting, going for walks, discos, watching films and trips out.
- All 7 residents told us they do go out or know it's possible, for example on trips and outings, either organised by the home or taken out by their family.
- 1 resident said he was too tired and stressed to take part in the activities offered by the home but he was always encouraged by the staff to take part.

Each unit had a poster up with the week's proposed activities. The posters were very clear and made residents and visitors aware of what was on offer - see picture below:

Park View Care Home Activities Programme Ground Floor				
Monday 13th 9.00 Assist with Breakfast 10.30 Coffee Shop 	Tuesday 14th 9.00 Assist with Breakfast 10.30 Walk to park 	Wednesday 15th 9.00 Assist with Breakfast 10.30 Art Class 	Thursday 16th 9.00 Assist with Breakfast 10.30 Movement to music 	Friday 17th 9.00 Assist with Breakfast 10.30 Karaoke 
13.00 Assist with Lunch 14.00 Garden Time 	13.00 Assist with Lunch 14.00 Bingo at the wmc 	13.00 Assist with lunch 14.00 Film afternoon 	13.00 Assist with Lunch 14.00 Salsa Taster 	13.00 Assist with Lunch 14.30 Drinks and nibbles 

In the entrance hall there was also a clear board with proposed activities for July and a poster with dates of meetings for family - see photo below:

 JULY ACTIVITIES

3rd JULY - MOVEMENT TO MUSIC - 10³⁰AM 

3rd JULY - COUNTRY AND WESTERN DAY WITH ROB KNIGHT  3PM

16th & 31st - MOVEMENT TO MUSIC 10³⁰AM

* ALL WELCOME *

Relatives Meetings
2015

Monday 26th January
3pm

Monday 11th MAY
3pm

Monday 27th July
3pm

Monday 26th October
3pm

Comments from residents included the following:

'People [staff] here try really hard.'

'I go out on my scooter often.'

'I really enjoy all of the activities!'

'If I want to go shopping, I can ask.'

'I enjoy art and I do my art here once a week. I also have my own paint.'

Personal Hygiene

- Four residents said they shower and brush their teeth on their own but if they need help because they are unwell for example, they can get support. However 3 of the residents were not sure.
- Out of the 4 residents who knew they could ask for and receive help with their personal hygiene, all of them expressed they felt treated with dignity by the staff
- Two residents said they don't mind whether it is a male or female staff who helps them and 1 said they knew they could choose the gender of the person that supports them.
- Four residents said they decided what to wear each day. The remaining 3 were not sure.

Healthwatch representatives were able to observe that most of the residents wore clean clothes but also observed one resident with heavily stained clothes. It was unclear why this was the case on the day.

The communal areas were tidy but did not all smell fresh and clean. Some of the residents' bedrooms we were invited to visit had a strong smell of urine.

Comments from residents included the following:

'I do it myself but if I am unwell, they help.'

'I choose my own clothes but if I am not well, they will help me.'

'I get offered help with showering and brushing my teeth especially if I am unwell but I usually do it myself.'

'I can ask to choose the gender of the person that supports me.'

Interaction with Staff

- All of the 7 residents Healthwatch representative spoke with expressed they were very happy with the interaction they had with staff
- Three residents said the staff would call the GP for them if they needed it. 4 did not know what would happen if they needed a GP because they had not needed one before
- Two residents expressed that a member of staff has always come quickly when they had pressed their buzzer. The other 5 said they had not used it before so did not know

Healthwatch representatives were able to speak with a family member visiting one of the residents who expressed that the staff have always treated their relative with respect and that they could not fault them.

Comments from residents included the following:

'Staff are very nice and they talk to me.'

'Staff come quickly when I use the buzzer.'

'Staff are considerate and they know how far to go.'

CONCLUSIONS AND RECOMMENDATIONS

Residents are generally happy with the services that are being provided.

'I'm happy here'

'I like it here'

We looked at 4 areas:

- Nutrition,
- Personal care,
- Social activities and hobbies,
- Staff interaction.

In all these areas residents made positive comments about Park View Care Home.

The visitor we talked to was also very happy with the service their relative was receiving and explained they had chosen the place because of its reputation. They had had no hesitation in choosing the home after a tour as they felt the atmosphere was very good. As Barking & Dagenham residents, they felt fortunate their loved one could live so close to home.

However, we did notice the Oaks 2 garden was not well-kept or tidy. Also the smell in the corridors and some of the residents' bathrooms in the same part of the building was not fresh.

Healthwatch therefore recommends that some attention is given to the garden area attached to The Oaks 2. This would make the residents' and their visitors' experience more enjoyable.

Healthwatch also suggests that the general cleanliness, specially related to cleaning and hygiene in the residents' en-suite bathroom in The Oaks 2 would be looked at to ensure the premises smelt fresh at all times.

Finally Healthwatch recommends that all residents would be made aware or continually reminded that they can prepare their own food or ask for something different if/when they did not like what is on offer.

From the general feedback and the observations, it is clear that Park View Care Home provide a good service which leads to a pleasant and comfortable life for its residents.

PARKVIEW CARE HOME

Feedback Report re visit 17th July 2015

Thank you for the report from your inspection on the 17th July 2015.

I found this to be a very fair and positive report. As you were aware I had only resumed my post as Manager at Parkview a few weeks before that on the 22nd June 2015 and feel that your findings at that time were factual. There have been developments to the home since that time and Oaks 2 are part of that continuing development. The residents have joined the staff (as an activity) and tidied the garden, they have planted flowers and plants. Some of the residents on that unit are smokers and using the garden as a smoking area. That area has now got cigarette ashtrays within that area and residents are being encouraged to use these. They have done a lovely job within that area.

The cleanliness to the unit has been addressed, one bedroom carpet has been replaced with non slip flooring and the floor is regularly monitored to ensure the cleaning programme is completed.

Menus within the home have been completely changed. There are still 2 choices available and residents who do not like what is on offer are encouraged to inform staff or managers who ensure that other choices are available. That unit in particular is a young onset Dementia Unit and residents do choose their menus now and incorporated within those menus, are takeaways of their choosing and anyone requesting something different are having that option also.

The unit itself has a decorating programme planned. This will incorporate residents wishes as to the colour scheme and brighten the look of the unit. This is in the planning stages and won't be too long before the work begins.

Once again, thank you for your report and if you need any further information then please do not hesitate to contact us.

Pam Hamilton

General Manager