

Enter and View Care Home Report

Baytree Court Residential Home

Announced Visit

Date of visit: 17th April 2018, 2pm to 4pm

Date of publication: 13 June 2018

HWNL Representatives: Annabel Tindale, Carol Stothard

Disclaimer: This report relates only to the service viewed on the date of the visit and is representative of the views of the service users who contributed to the report on that date.

Main Purpose of Visit

This visit was part of a Healthwatch North Lincolnshire (HWNL) programme intended to:

- Observe the environment and routine of the care home including cleanliness and comfort.
- Speak to as many residents as possible about their experience of living in the home.
- Look at personal interactions.
- Speak to visiting family members about their perceptions of the home.
- Give staff an opportunity to share their opinions on the provision of activities and general care provided.

It is important to note that Enter and View is not an inspection; it is a genuine opportunity to build positive relationships with local Health and Social Care providers and give service users an opportunity to give their views in order to improve service delivery.

Summary of Key Findings

Overall the care provided at Baytree Court was said to be good. The staff and manager were considered to be approachable and responsive and residents told us about a variety of activities that had taken place in the home as well as opportunities for outside visits.

The appearance of the home was clean and well-kept and a scheme of refurbishment was taking place in one of the communal rooms. Most residents spoke positively about the food



provided and health care needs were being met. Social activities such as afternoon tea take place, and staff could also accommodate celebrations for residents and their families.

As with all care homes a call bell system is in place, however this was very noticeable during our visit. Audible systems can impact on the experience for all residents if the bells are left to ring for a length of time; however residents had said their needs were being adequately met.

Background to Enter and View

The Health and Social Care Act 2012 allows representatives of local Healthwatch organisations to enter and view care settings and carry out observations for the purpose of local Healthwatch activity. Visits can include hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter & View visits can take place where people tell us there is a problem with a service, but they can also happen when services have a good reputation - so we can learn about and share examples of what they do well. Trained and authorised Healthwatch representatives meet with residents, staff and visitors to hear their views and make recommendations where there are areas which require improvement.

Healthwatch Enter & View visits 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.

During the visit to Baytree Court, HWNL representatives spoke to six residents, three visitors (family and friends) and three members of staff.

Baytree Court Background

Baytree Court is a 34 bed registered residential care facility, located over two floors that caters for people over the age of 65. Specialist care categories include cancer care, hearing and visual impairment and long term conditions such as Multiple Sclerosis and Parkinson's disease.

Baytree Court is privately owned and part of The Holmes Care (Group) Ltd was featured as one of the 'Top 20 Recommended Care Homes in Yorkshire & the Humber' by carehome.co.uk in 2017. The manager, Stella Brakenbury has managed Baytree Court for some years. At the time of the Enter and View visit, 31 residents were living in the care home and the home employed a total of 20 staff.

The visit - On Arrival

The Enter and View visit (E&V) was announced, so Baytree Court knew that Healthwatch would be visiting on the specified day and time. The representatives observed the entrance to be warm, clean and bright with information and pictures displayed on the walls. E&V reps were greeted by the housekeeper on arrival, who was very welcoming and approachable. As the Registered Manager was not present when Healthwatch arrived for the visit, the housekeeper gave a tour of the home including bedrooms, bathroom and

communal areas. First impressions were good and the care home looked clean, smelled fresh and residents appeared clean and smart.

What did the manager say?

Healthwatch representatives found the manager to be approachable, friendly and welcoming.

Before the visit, Healthwatch sent the manager a questionnaire to find out some general information about Baytree Court e.g. the number of residents currently living in the care home, the number of staff employed at the home and what external health services visited the home.

The manager confirmed that there were no issues with staff recruitment and retention and one E&V representative observed that there was a notice board in the main reception acknowledging long service awards for staff. The manager told Healthwatch that there are four care staff plus one senior on a day shift and two care staff with one senior on a night shift. There was no feedback from residents to suggest that staffing levels did not meet their needs, however a call bell was heard to ring for a period of time.

The manager explained that health services such as doctors and dentists visit the home, but they often have to wait a long time in between NHS dentist visits. Regular external services include a chiropodist who visits the home every 6 to 8 weeks and a hairdresser. The manager raised concerns about the length of time waiting for an emergency ambulance and problems with the incontinence service.

One E&V representative asked the manager if they had a falls policy and what measures are in place to reduce/ prevent the number of falls that happen in the care home. The manager confirmed that they have a falls policy and that one of the questions relatives and residents are asked before they come into the care home is about their history of falls. The manager said that they work with Occupational Therapists and other health professionals to ensure measures are in place for people who are at risk of falling, such as medication reviews, exercise programmes and correctly fitting footwear. The manager ensures that all residents coming into Baytree Court, especially those that have been discharged from hospital are asked whether they have a history of falls or have had a fall during their hospital stay as this is not always communicated to them by the hospital.

What did residents say?

The residents Healthwatch representatives spoke to had lived at Baytree Court for varying timescales from a few weeks to two years. All residents that Healthwatch spoke to reported they felt safe, happy, well cared for and commented that the home had a nice atmosphere:

“Lovely place, nice building, staff are all very nice”

“Most of the staff are caring and dedicated”

“Staff look after you well - nice atmosphere”

When asked who they would report to if they were unhappy or had a complaint, residents answers varied. Some said they would tell the manager, some senior staff and some a relative, but all were confident they could raise any issues or concerns if they had any.

Most residents praised the choice and amount of food and drink available at Baytree Court. E&V representatives were not in attendance during mealtimes, but a picture menu was displayed in the dining room with a choice of hot and cold meals. E&V representatives observed drinks rounds and residents also had jugs of water/ juice in their room so they can get a drink as and when they want. Residents commented:

“The food is good”

“The food is excellent”

Although feedback was mostly positive regarding the food, one resident said they would sometimes prefer to eat at a different time to the set meal time and another resident commented that they personally found some of the food options boring.

All but one of the residents spoken to said they regularly take part in activities. Residents said that there were a variety of activities such as chair exercises and entertainment (one resident showed the E&V representative the latest schedule that is delivered to their room). One person said they no longer took part in activities, but didn't give a reason for this. Residents said there were many trips out to the theatre and other local attractions and staff supported them to go out for coffee or shopping. Resident comments included:

“I sometimes join in”

“I enjoy flower arranging and we once had someone bring in some exotic animals which was good”

“I try and do what I can - today it was armchair tennis and six of us joined in”

Most residents said they had visitors and Healthwatch representatives observed and spoke with visitors during the visit. When asked, some residents commented that they sometimes felt lonely. When the Healthwatch representative explored what would make residents less lonely, they said it was more a feeling of reflection and nostalgia for times gone by rather than not having anyone to talk to or things to do.

When asked what one thing they would change about living at Baytree Court, residents said they would like more opportunities to get out and about:

“I'd like to go out and about a bit more if more staff were available or there were more buses as taxis are expensive”

“I wish I could get out and about more independently as I need lots of support”

“I'd like to mix more, no social life”

What did friends and family say?

Family and friends were asked what helped them choose Baytree Court for their friend or relative. Relatives responded:

“Social recommendation due to family circumstances”

“Recommended, seemed good and convenient for home. Very flexible and accommodating”

Relatives knew who the manager was and commented that staff have the time and skills to care for residents. They also felt that staff knew their relative/ friend’s life history, likes and dislikes. Relative’s comments about the standard of care included:

“Staff are very helpful, they will help visitors to the lift if required”

“Very understanding, give respect and dignity”

“Staff come and talk to visitors - spare time for visitors”

“Peace of mind - they call me when (relative) not well or a change in circumstance”

All three visitors spoken to were asked if the home noticed and responded when their relative’s/friend’s needs changed and all three felt that the home responded quickly. One relative said that staff were very quick to identify that their relative’s needs had changed so the right care could be implemented.

One relative commented that the variety of activities available in the home was excellent and that their relative was supported to take part when they wanted to.

All relatives praised the choice and amount of food and drink available. One relative commented that they catered for their relative’s soft food diet. Those spoken to confirmed that any religious and cultural needs were catered for and that external health services such as doctors and district nurses visit the care home. All family and friends spoken to confirmed they knew how to raise any concerns or make a complaint and they felt confident in doing so if required. One relative commented that it was always hot in the care home and that windows were often open and a fan was on in the corridor, even in winter.

What did staff say?

Staff confirmed that they got to know about a resident’s life history, personality, health and care needs when they first come into the home and relatives are involved in this process. Staff commented that they receive support from the manager and feel confident in their roles. Comments included:

“We have an open door policy”

“I feel 100% supported in my role”

“I am well supported”

When the three staff interviewed were asked what they enjoyed about their job, comments included:

“It’s a home from home, I never dread coming to work”

“Work is not repetitive”

“I enjoy showing people around the home and helping with the afternoon tea which we hold monthly”

The Enter and View representatives found the staff to be pleasant and helpful. Some interaction with residents was observed and staff confirmed that daily activities take place.

Observations

Healthwatch representatives observed that the home was clean and tidy both internally and externally. The general décor looked clean and was a good standard. The downstairs communal lounge was in the process of being refurbished. The upstairs lounge had a homely feel to it. Resident’s rooms were personalised with individual décor and items of furniture. Carpets and flooring were well maintained and there were no unpleasant odours in the home. Bathrooms and toilets were clean and in a good state of repair. Alcohol hand gels were stationed at numerous locations on both floors, promoting good hand hygiene.

Access to the building was secure and windows had safety features so they can only be opened so far. The Enter and View representatives did not see any objects lying around that they deemed hazardous to residents nor witness any safeguarding incidents. Safeguarding information and how to report an incident were clearly displayed on a notice board in reception. Information about resident and relative meetings and how to make a complaint or raise any concerns was clearly displayed in reception where relatives and residents can see it. There was also information on dignity in care including information on the home’s Dignity Champion.

Residents spent time in their rooms with their doors open. E&V representatives witnessed residents and relatives sitting in the upstairs lounge and staff said they encouraged residents to join in activities in the communal areas. There is a resident bar on the ground floor and resident tea room on the first floor where afternoon tea is held once a month. Residents can also request afternoon tea for birthdays and celebrations for a small fee. There was a wide variety of activities such as chair exercises, games, shopping and trips out. There were two budgies and a fish tank in the home that were well kept and added something different to the home.

One E&V representative witnessed staff entering a resident’s room and closing the door behind them, showing the resident dignity and respect. Healthwatch observed that residents call bells seemed to sound for a long time, however on asking the Manager she

confirmed that a resident's call bell was ringing but that after three minutes the alarms go onto an emergency call so it can be answered more urgently.

Conclusion

The residents interviewed liked living at Baytree Court and felt safe. They commented that staff are friendly and residents are pleased with the care they receive, activities on offer and the standard of food and drink. Overall, Healthwatch representatives observed the standard of cleanliness and comfort at Baytree Court to be good. The home appeared to be well-led, with good staff retention and based on what residents and relatives told us, adequate staff were available to care for resident's needs.

Recommendations

The following recommendation for improvement is based on the findings of this visit:

- Whilst reassuring to hear that the sound of the call bell would change after three minutes to signify the length of time it had been unanswered, audible alarms in care homes can impact on the lives of all residents if they are sounding for longer periods of time. The call bell system is essential in a care home for residents to summon help. We recommend that the care home undertake a review to monitor answering times for call bells and ensure that they are being responded to effectively.

Signed on behalf of HWNL	<i>K. Spark</i>	Date: 13 June 2018
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