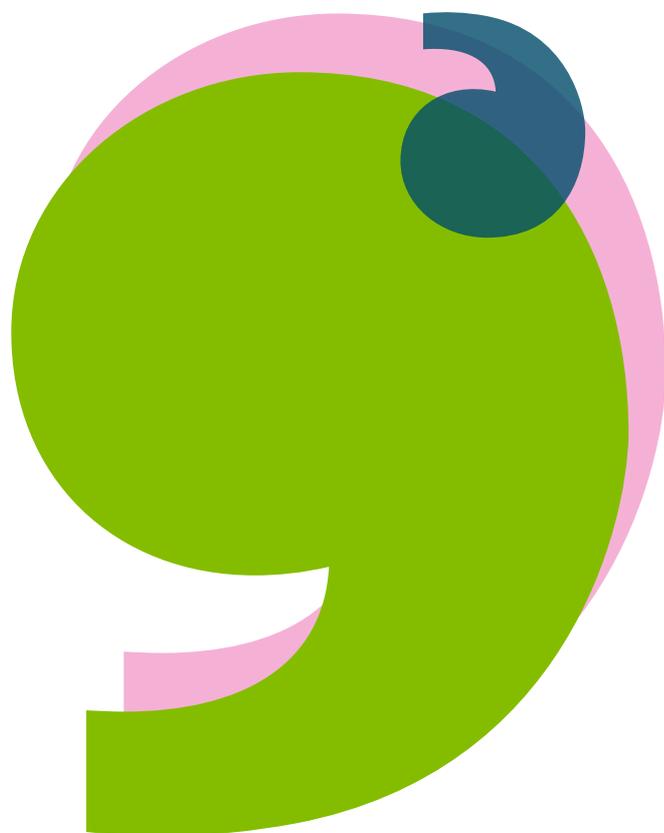


Westbury Grange Care Home

Review of Residents' Social Wellbeing

January 2019



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1 Introduction

1.1 Details of visit

Details of visit:	
Service Provider	MHA Westbury Grange
Time and Date	10:00 - 13:30, Friday 18 th January 2019
Authorised Representatives	Paul Maclean and Liz Whalley

1.2 Acknowledgements

Healthwatch Milton Keynes would like to thank the Westbury Grange Care Home service users and staff for their contribution to this Enter and View visit, notably for their helpfulness, hospitality and courtesy.

1.3 Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time



2 What is 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.

Healthwatch Enter and View is 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.

2.1 Purpose of Visit

The purpose of this Enter and View programme was to engage with residents, their relatives or carers, to explore their overall experience of living in Westbury Grange Care Home. As well as building a picture of their general experience, we asked about experiences in relation to social isolation and physical activity.



2.2 Strategic drivers

Social isolation or loneliness has been recognised as having an impact on people's physical health and emotional wellbeing. Therefore, Healthwatch Milton Keynes determined this theme as the stated purpose of our planned programme of Enter and View visits, which are taking place at Care Homes across the Borough. Healthwatch Milton Keynes seeks to explore with residents their experiences of social life in such settings.

We know that, just because people are living in homes with other residents, does not mean they are immune to loneliness or social isolation. It is important to understand the distinction between loneliness and isolation. Age UK defines 'isolation' as separation from social or familial contact, community involvement, or access to services, while 'loneliness' can be understood as an individual's personal, subjective sense of lacking these things. It is therefore possible to be isolated without being lonely, and to be lonely without being isolated.¹

There is a link between poor physical health and increased isolation; loss of mobility, hearing or sight can make it more difficult to engage in activities. It is, therefore, important to explore how residents of care homes in Milton Keynes can access physical activity alongside social activity.

Milton Keynes Council provided Healthwatch Milton Keynes with a list of care homes receiving council funding, from which sixteen homes were randomly selected for visits in 2018/19. When all sixteen visits have been completed, Healthwatch Milton Keynes will collate themes of experience that are found to be common across all settings visited and provide a summary of recommendations to all Care Home providers across Milton Keynes.

¹ <https://publichealthmatters.blog.gov.uk/2015/12/08/loneliness-and-isolation-social-relationships-are-key-to-good-health/>

2.3 Methodology

The visit was prearranged in respect of timing and an overview explanation of purpose was also provided. In the lead up to the set date, Healthwatch posters were displayed throughout the Care Home, alerting residents and visitors to the upcoming visit.

The two Authorised Representatives (ARs) arrived at 10:00 and actively engaged with residents between 10:30 - 13:15.

On arrival the ARs introduced themselves to the Manager and the details of the visit were discussed and agreed. It was agreed that staff would be able to advise which residents were able to give informed consent for interview. The Manager described the layout of the Home and introduced them to staff and residents along the way. The ARs were subsequently afforded access to all parts of the Home for the duration of the visit.

The ARs used a semi-structured conversation approach (see Appendix A) in meeting residents on a one-to-one basis, mostly in the communal areas. The checklist of conversation topics was based on the pre-agreed themes for the Care Home visits. Additionally, the ARs spent time observing routine activity and the provision of lunch. The ARs recorded the conversations and observations via hand-written notes.

Residents were approached and asked if they would be willing to discuss their experiences. It was made clear to residents that they could withdraw from the conversation at any time. A total of 7 residents took part in these conversations.

In respect of demographics: -

- All participants were aged 80+
- 4 were females and 3 were males
- 5 had been in residence for 12 months or less
- 2 residents were accompanied by friends and family, whilst the remainder were alone

At the end of the visit, the Manager was verbally briefed on the overall outcome.



3 Main findings

3.1 Summary

The Home specialises in nursing and dementia care and has 45 rooms. On the basis of this visit, Westbury Grange was observed to be a well-run establishment, with residents living in comfortable, calm surroundings and supported by friendly and confident staff. The majority of residents spoken to could not suggest any improvements to the Home.

During the visit, the following aspects were considered:

- Social engagement and activities
- Staff interaction
- Premises
- Lunch time

Notable positive findings

- There are a variety of activities available, which are popular.
- There is a good rapport between staff and residents overall.
- The premises are clean, bright and comfortable with a well-maintained garden.
- Food quality is generally popular, and residents have input on menu choices.

Opportunities for improvement

- Explore ways to avoid isolation amongst residents not wishing to participate in organised/group activities.
- Encourage staff to respond quickly to residents needs and to manage expectations during busy periods.
- Find ways to brighten surroundings in the Lovatt wing of the premises.
- Encourage staff to quickly identify and respond to resident requests for help and residents requiring assistance with eating.

3.2 Social Engagement and Activities

Notable positive findings

Most residents displayed evidence of effective personal care; they were clean, well-groomed and appropriately dressed. The premises benefits from an on-site beautician and hairdresser, which are well used and enjoyed by the residents. Of the participants spoken to, five said that they felt well looked after.

“I do feel well looked after. I’ve never had to complain. All the personal stuff is handled pretty well.”

The Care Home provides a weekly rota of popular and varied activities, which is prominently displayed in various locations around the premises, some supported by pictures to aid understanding.

Organised activities on offer at the Home included singing, flower arranging, arts and crafts, as well as trips out. Four out of the seven participants told us that they liked the activities available to them and felt well informed about upcoming events. The ARs observed that residents were gently encouraged to take part in activities. Residents also told us that they enjoyed the trips organised by the Home and felt their minds were kept active by the provision of puzzle books and reading material. Residents also told us they were able to watch television in the lounge and had the freedom to socialise and go for walks as they pleased.

“There’s things going on; a man who plays the guitar and sings a lot of country and western. I sing and join in.”

“I enjoyed the Christmas show at Ousedale school.”

During the visit, the ARs observed an artwork activity taking place in the foyer. The activity was well-attended with an enthusiastic leader accompanied by additional support staff to ensure all participating residents were able to produce a finished piece of artwork. The ARs noted that there appeared to be adequate numbers of staff on hand throughout the building.

Our ARs observed that a calm atmosphere and friendly, cheerful culture pervades the premises, with the artwork activity creating a vibrant and positive atmosphere.

Opportunities for improvement

There is the potential to provide residents with more support getting out of the building. It was observed that the outdoor recreational space was pleasant but there was feeling that residents relied on others to take them, with three of the residents saying they only went outside when family members took them. Residents may benefit from more opportunity to spend time in the garden, with the assistance of staff.



“I feel a bit hemmed in - better in the Summer when I can get into the garden.”

During the visit, it was noted that a resident became unsettled and was causing some disruption. Whilst the resident was attended to by a member of staff, three of the residents specifically mentioned that they found these frequent occurrences unsettling. It is important to note that these comments were all unprompted. It may be beneficial to explore ways to minimise the effects of these disruptions on other residents.

Whilst the organised group activities at the Home are varied and popular, there were some residents who felt less inclined to join in. One resident said they spend a lot of time alone in their room and said they felt lonely. Another resident said they often felt bored but were reluctant to participate in group activities. These residents may benefit from more one-to-one, personal interactions, such as volunteer befrienders, to whom they could spend time talking about their interests. Indeed, one family member commented that a befriender would be hugely beneficial, as their relative missed chatting to people.

“I sit in my room and wait for someone to come to me. I feel lonely.”

“I don't like joining in or being told what to do.”

“What can I do when [my visitor] has gone?”

There is also an opportunity to review the process of handling laundry, as two residents reported incidents of items of clothing being lost or being given garments not belonging to them. One resident relies on a family member to rectify the laundry mix-ups.

“Sometimes our laundry gets lost and I get someone else's stuff.”

3.3 Staff Interaction

Notable positive findings

The residents were complimentary of the staff at the Home; all seven of the residents interviewed expressed overall satisfaction with the staff and two residents felt that the staff were the best aspect of their experience at the Home. There were many positive comments about the staff:

“They're really nice. The young lad is fantastic.”

“Very helpful. If I'm not sure which way I'm going, I ask one of the staff. They give information and advice.”

“They're friends with me. They're lovely.”

“Wonderful and caring. I can ask for help.”

The ARs found the staff to be polite and hospitable. From observation, it was clear that the staff knew the residents well; they were familiar with their names, temperaments and likes/dislikes. There was an overall feeling that staff were approachable and willing to offer their time to residents - four of the residents we spoke to specifically mentioned that they felt able to ask for help. There was also some friendly banter observed between staff and residents.

During the visit, the ARs observed a resident whose behaviour was causing some disruption amongst the other residents - it was noted that the resident in question was tended to and relocated in a very sensitive manner by a member of staff.

Opportunities for improvement

Whilst the general standard of care by staff was reported to be very good, it became apparent that not all residents were experiencing the same quality of relationships with staff members and two residents specifically commented that not all staff met the high standard.

“They are nice. Some are better than others.”

One resident seemed to have less of a rapport with the staff and felt that some of the younger staff were less respectful.

It was also mentioned by two residents that staff did not always respond to their requests quickly. In this respect, residents' expectations should be managed during busier periods.

3.4 Premises

Notable positive findings

It is evident that thought and consideration has gone into the decoration at the Home. Bright artwork (some produced by residents), photo collages and poetry are displayed throughout, injecting colour and atmosphere. Many of the tables were adorned with fresh flowers.

The communal areas have a light and airy ambience and all areas were tidy with a high standard of cleanliness, including the toilet facilities.

There are a range of books and magazines scattered around, readily available for the use of residents and guests. There are also noticeboards displaying information on various topics.

The conservatory has a selection of comfortable seating with tables and chairs and, from here, residents can walk out onto the patio in the garden.

The garden appears to be a positive focal point for many of the residents. The garden area is well maintained and enjoyed by many. As well as a barbeque area,



there is a rabbit hutch in the garden, which homes several rabbits. The residents said they enjoy walking around the garden and watching the rabbits from the window.

“You can look at [the rabbits] cavorting around.”

“You can have a walk [in the garden].”

Opportunities for improvement

It was observed that the corridor approach into the Lovatt wing, which passes the utility and office area, felt somewhat lacking in aesthetics, in stark contrast to the rest of the premises. There may be ways to brighten this particular area to meet the high standard of décor found throughout the rest of the premises.

The noticeboards on display were informative and useful. However, the ARs observed that they appeared cluttered with too many items to easily find. It may help to use the noticeboard sparingly and explore other ways to display information that is highly detailed.

3.5 Lunch Time

Notable positive findings

The residents expressed an overall satisfaction with the food provided at the Home. Three residents indicated that they felt the quality and quantity of food was adequate.

Lunch time was well-attended, and the service was efficient and calm. Upon observation, serving areas were neatly laid out and menus were clearly displayed. For some residents it was an opportunity to socialise with their friends.

“Wonderful. You can sit with people you know.”

Staff were observed giving residents some one-to-one assistance during lunch and a resident told us provision had been made to puree their meals when they had difficulty eating.

Three residents said they liked having a choice of menu options and were able to influence the menu offerings. There is a menu option named ‘Resident’s Choice’; family members explained that the menu was changed every 3 months, at which time residents are consulted.

Whilst meal time is scheduled, residents liked the relaxed approach - one resident said that if they wanted to have a late breakfast, this was accommodated without fuss. Refreshments are also available on a flexible basis between meal times and staff were responsive to impromptu requests.



Opportunities for improvement

There may be opportunity for staff to be more responsive to residents who experience difficulty eating. It was observed that two residents appeared to require assistance with their lunch, but this was not immediately noticed by staff. There may also be opportunity for gentle encouragement for those not eating, from observations made during the visit.

Whilst most residents were satisfied with the food, there could be some room to improve the quality further. One resident commented that the food was “rubbish”, while another described it as “eatable”. The ARs observed the food to appear somewhat unappetising, for example - overcooked potatoes and dried out pasta.



4 Recommendations

Social Engagement and Activities

- Enable residents to spend more time outdoors by ensuring staff are proactively supporting all residents to do so.
- Consider engaging the support of the Dementia Information Service and/or the Dementia Liaison for Care Homes. They can help to explore ways of addressing the needs of residents displaying behaviours synonymous with symptoms of neurological disorders.
- Seek ways to avoid loneliness and isolation for residents less inclined to join group activities. Suggestions might include befrienders or contacting organisations that may be able to find people with similar interests to engage in one-to-one conversations.
- Review laundry processes to ensure that items are returned to the correct residents.

Staff Interaction

- Continue to monitor the delivery of care, to ensure every resident is treated with sensitivity and respect.
- Encourage staff to spot cues and respond quickly to resident's needs, managing expectations when immediate assistance is not possible.

Premises

- Find ways to brighten the surroundings in the Lovatt wing, to reflect the high standard of decoration throughout the rest of the premises.
- Consider decluttering the noticeboards to ensure clear provision of information and aid ease of use by residents and visitors.

Lunch Time

- Ensure staff are alert to cues that residents may require assistance with eating and are responding quickly to requests.
- Monitor food quality and consider improvements if appropriate.



5 Westbury Grange Response

In response to the report;

Lovat wing is the older it has been redecorated in the same manner as the rest of the building, the carpet is due to be replaced shortly.

With regards to staff identifying residents who need assistance to eat, we do not take their independence away and all of their needs are documented in their individual care plans.

Residents have free access to the gardens and staff assist them as requested as do the activity staff.

All residents are encouraged to spend time out of doors.

The issues raised with laundry occurred when our regular full time laundry assistant was off due to a family bereavement. other domestic staff were covering her shifts and obviously not so familiar with the system, this lady has now returned to work so any issues have been resolved.

Call bell responses are audited weekly, when there is a delay this is usually due to other unavoidable events, any delays are always investigated and documented.

Regards

Julie Roche
Home Manager



6 Appendix A

Prompts for interviewing residents (plus family members when present)

Name/ Age

Amount of time resident in this home?

Been in other homes before this one?

What do you enjoy doing with your time? (Explore, e.g. why, when, how, frequency, who, etc.)

Is there anything you'd like to do with your time but can't (What, why can't you, have you asked, what was the reply, etc.)

Who do you enjoy spending time with in here? (When, how, where, frequency, Do you like mixing with the other residents? What chances are there to do that? Etc.)

What can you do outside of the home? (Where, when, any barriers/problems? Etc.)

How do you find the staff generally? Do you feel respected here in general?

Do you feel well looked after? (General feeling of care but also is laundry back correctly, teeth and hair care?)

Do the staff help you do the things you'd like to do (who is helpful, do you feel able to ask, do they ask you? any barriers? Etc.)

How do you find out what activities are planned? Do you get a say in what those activities are?

How is the food? Do you enjoy mealtimes?

What is the best thing about this care home?

If there was one thing you could improve about this care home, what would it be?

Prompts for observers

Are the surroundings and furnishings comfortable? Safe? Clean? Sufficiently spacious? Is the décor well-maintained and attractive?

Are the staff attentive and sufficiently in evidence, responsive to requests, respectful, cheerful with residents?

Do the residents appear relaxed, content? Are they able to socialise?

Is the food appetising, nicely served?

Does the home appear well-organised?

Are carpets/ flooring plain and unpatterned?

Are doors (toilets etc.) colour coded to aid recognition?

