

## Enter and View Final Report

**Name of Home:** Bracebridge Court, Friary Road, Atherstone, Warwickshire, CV9 3AL

**Service Provider:** Runwood Homes Limited

**Date of visit:** 27<sup>th</sup> March 2018

**Time of visit:** 09:45

**Registered Manager:** Debra Adams

**Authorised Representatives:** Lead Chris Bain (CB), Louise Wilson (LW), Diane Stobbs (DS), Susan Jenkins (SJ)

### **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, their relatives and staff, only an account of what was observed and contributed at the time of our visit.

### **Purpose of Visit:**

Unannounced formal visit by HealthWatch Warwickshire.

### **Approach Used:**

Group of four volunteers met with the Manager, to outline the purpose of the visit, go through the visit protocol and gain information about the home.

The group then split into two teams: (CB+DS, and SJ+LW) to visit the two floors of the home.

A brief post visit meeting, to give feedback, was held at the end of the visit.

This report will be published

### **Summary of Findings:**

Modern building. Good layout. Warm, light and airy. Decorated empathetically with respect to dementia. Well maintained. No overriding odour in the building. Clean and tidy throughout.

Good sized accommodation over two floors. Each floor has: 33 bedrooms all en-suite with wet-rooms, a bathroom, additional toilets, 2 lounge/dining areas and the upper floor has an additional lounge.

There is a central paved courtyard garden, (accessed from the café and from some residents' rooms on the ground floor,) with garden furniture, some raised beds and hard-landscaped borders.

Higher than expected turnover of staff for a home of this size. Appears to be stabilizing. Agency staff not used as they are unfamiliar with the care-home's protocols and processes.

Residents appeared well looked after and were given dignity and respect by the staff. Many of the ladies were wearing jewelry and make-up. Staff knock on bedroom door before entering, announce themselves and inform/seek permission of residents before moving/assisting them - give encouragement when needed. Residents appear happy and relaxed - enjoy the meals, entertainment, trips out and activities.

The majority of residents take their meals in the dining rooms. Currently the menu works on a four weekly cycle. Special diets are catered for and a substitute meal provided when necessary.

The ReSPECT form is being rolled out to residents. This form is a record of resident's wishes concerning medical intervention following a major health event e.g. heart attack, stroke or end of life (EOL) care.

### **Recommendation**

Improve staff retention.

Re-enforce good practice for Infection control.

Keep abreast of the training.

Adjustment to red pull cord by toilet.

Remove 'Push pins' on ground-floor notice board - replace with safer option (blu-tac, flat headed drawing pins, sticky pads).

Remove black sacks from garden area.

Keep the relaxed and caring atmosphere.

## Interview with Registered Manager

Interview with Debra Adams - Registered manager. Has been in post 3 years - since the completion of the new build. Home owned by Runwood Homes Limited. Debra has worked at other homes owned by Runwood.

The care home has been awarded a 'Top 20 award 2018' from Carehome.co.uk

**Staff:** All staff employed directly by the home. Agency staff are rarely used as they are not familiar with the homes processes and protocols.

There are 70 members of staff. Staff retention is poor for a home of this size.

No nurses are employed.

Deputy manager - 1. Supports the manager.

Staff rotas run on a flexible basis to accommodate absences (holiday and sickness)

A.m. Carers- 9, (4 on each floor, 1 flexi) - 3 start at 07:00 hrs.

P.m. carers - 8, plus 2 on twilight.

Medication is delivered by 2 trained senior members of staff (1 on each floor)

Housekeeping - 4 per day. All housekeeping staff do flexible working which includes working in the laundry and kitchen.

Kitchen - 2 cooks + assistants (carer on flexible working)

Activities Manager - 1

Laundry - flexible working with carer.

Receptionist - no permanent staff. A volunteer does some reception tasks.

Maintenance: 1 F/T

4 Volunteers (support gardening, activities and one covers some reception work).

External contractors are used for some electrical work and water management. Records are kept.

Policies and procedures are kept on Home's intranet.

All staff and volunteers are DBS checked.

All personnel wear name badges.

Runwood Homes have a policy to encourage staff development; several managers started work as a carer (incl. Debra).

Staff meeting held monthly - includes support and supervision.

Staff can transfer within the Runwood group. Career progression is encouraged.

### Residents/Rooms:

There are 66 rooms currently; 65 are occupied. A resident has been identified for the vacant room. Care is provided for the elderly and early stage dementia.

Warwickshire County Council has 4 rooms dedicated to respite care. Other respite care is available if a room is vacant.

The home is nearly always full.

There is a lift (wheelchair friendly) between floors; access via key-coded pad. Stair wells are secured by key-coded pad. All corridors have handrails along the walls

All rooms have call buttons at the bedside and in the wet-room x2 - within reach of the occupant.

### Training:

Regular training and updates for all staff. A mix of e-learning, face to face training, shadowing other staff and coaching sessions. Regular training is given in-house; (manual handling, fire safety, communication, and social inclusion etc.) other training is coordinated within the Runwood group. Blocks of training are rotated on a 6 week rolling programme (falls prevention, mental health/capacity, DOLs, safeguarding, etc.).

Courses offered for NVQ's 2, 3 and 5.

Courses are available for leadership skills.

New staff have an induction period; shadow permanent staff and assessed for competency.

Training records are kept. Regular supervision and appraisals are carried out for all employees.

### Other Services provided

GP - Practice nearby; some residents go to the surgery. Possible to use two other local GP practices when resident already registered at admission.

Dentist

Optician

Chiropodist

Hairdresser - 4; some residents have their own hairdresser visit

Barbers

Carers - Give manicures incl. applying nail polish.

Laundry; in-house service.

### Activities:

One activities manager, full-time, has been employed for 14 yrs at home (worked at home before the new build). Provides a variety of activities. Works with individuals, small and large groups.

Activities general held in lounge area.

Volunteer helps with gardening.

Links with U3A, local Beavers (singing + sign language), Explorers (3 child-minders and 30 toddlers), local primary school and local volunteer bureau.

A list of weekly activities (pictorial) is displayed.

Community Notice-boards on both floors display posters of visits/events over the forthcoming 3 months and a leaflet on Safeguarding.

Residents have a good family base. Families/friends participate in quiz nights.

### Meals:

Residents are encouraged to eat in the dining areas. Three residents who are receiving palliative care stay in their own rooms.

Following directive from Runwood head office the main meal of the day is now taken in the evening (trialing to monitor effect on improved sleep and reduction in falls). The manager commented that residents are now eating more in the evening and there is less food wastage. Consequently lunch is a lighter meal with a choice of soup, sandwiches, yogurts, cakes and other lighter options. Drinks are readily available (tea, coffee, water and fruit juices/squashes).

During summer months the main meal may revert to lunchtime with a lighter meal in the evening, as this had been successfully trialled in another Runwood home.

Residents likes/dislikes are noted as are special diets e.g. diabetic, food allergy. An alternative meal is offered when appropriate.

Sunday lunch (roast) remains the main meal to help with familiarity of the day.

Breakfast 08:00-10:00 hr; Lunch 12:30 hr; Dinner from 16:30 hr served from hot trolleys; Supper trolley 20:00-21:00 hr.

**Bathing facilities:** All rooms are en-suite wet-rooms; in addition each level has a communal bathroom. Fitted with appropriate transferring equipment (hoists and other essential aids). Easy clean floors. Decoration in good order. Additional communal toilets are on each main corridor in the unit.

**Maintenance and Refurbishment:**

Recent build still in good decorative order, fixtures and fittings in good condition. All inspected regularly and any maintenance carried out when and where necessary.

Any issues are logged at reception and action taken recorded in that log.

The maintenance man re-decorates rooms before a new occupant becomes a resident.

No plans for major redecoration or refurbishment as yet.

**Service Experience:**

Surveys carried out and results publicised on the ground-floor notice board along with an action plan for improvements. Regular residents meetings. Regular relatives meetings are poorly attended; probably because the manager encourages friends and relatives to talk to her if they have issues. Manager is currently collecting relatives email addresses for ease of contact and issuing a News Letter.

**Complaints procedure:**

Complaints go direct to the manager; log kept. Manager operates an 'open door' policy. Attempts to resolve issues as they are raised. Will escalate to regional office if necessary. There is a 'Compliments/complaints' box on reception, in coffee shop and all the lounges.

**Physical Description of the Care/Nursing Home**

**External:** Set in an urban area; purpose built care home. Current home is 3 years old; good condition. Brick construction with tiled roof; double glazed throughout; windows that open have secure ties. The home is built around a paved courtyard garden which has access from the café and some ground-floor residents' rooms. A grassed area with some flower pots and borders surround a reasonable sized car park to the front of the building. There are some chickens and a small vegetable garden which provides some food for the residents' meals.

**Garden:** Paved courtyard garden with garden furniture, raised beds for residents use and some easy to maintain, hard-landscaped flower beds close to café side of the building. There is a garden shed to store tools and equipment for use in the garden. The external garden area and the hard-landscaped area are maintained by an external contractor. Residents enjoy the garden (weather permitting).

**Interior:** Entry is via a key-coded pad into a spacious reception area with a reception desk (signing-in book, hand sanitizer, compliments box) The reception desk is not always manned - a volunteer deals with some reception tasks.

Relatives know the code to enable entry to the building all other visitors need to use the door-bell; promptly answered by passing staff or manager/deputy manager.

Pictures of staff are on the wall next to reception. A notice board with information is displayed. The manager's office is to the right behind the reception desk. On the left is the deputy manager's office and a small shop for residents. A café for visitors and residents is entered on the far side of this area.

Access to the garden is gained from the café and some of the ground-floor bedrooms. The reception area has laminate flooring which continues through to the corridors off the reception area and into the café.

There is a 'Dignity Tree' on the wall with pictures of residents and quotes from them.

Access to lift and stairs is by key-code pad access.

There are 66 rooms (33) on each floor.

Main kitchen is on the ground floor.

Laundry is in the basement.

Good signage throughout.

The café comprises several tables with chairs and a licensed bar which is available to residents (not permitted against medical advice). Coffee, tea and cakes are available.

**Corridors:** Wide corridors, with some occasional chairs and small tables. Good lighting. Clean, no clutter and easy to clean laminate flooring. Hand rails run the length of the corridors. Some pictures on the walls. Dining rooms/lounges, on both levels, have wide access entry. Stairs are accessed via a key-coded pad. Evacuation equipment is located at the top of the stairs. There are some themed areas in the corridors e.g. Dress-making (sewing machine, textured fabrics on walls, dressed model and swatch of materials) Royalty the Queen and Queen Mother (various photographs), Travel (wall map with locations some residents have visited). Good signage throughout.

**Rooms:** There are 66 (33 on each floor). All doors have a knocker, room number and a picture that relates to the occupant. There is a red/yellow/green spot indicating the resident's needs should an emergency arise and evacuation is needed. Door accommodates wheel-chair entry.

Spacious and a good sized single rooms; all ensuite (Shower, basin and toilet).

Some ground-floor rooms have access to the courtyard garden area.

Residents may bring personal items of furniture, pictures etc. with them if they wish Adjustable bed, wardrobe, chest of drawers, dressing table.

Base furnishings, bed (adjustable), chairs, wardrobe, bedside cabinet, dressing table/chest of drawers and a wall mounted flat-screen television. All rooms have a wet room with basin, shower and toilet.

Should a couple become residents each would have their own room.

Just inside the door is a picture the key-worker with a brief resume of that person.

**Communal Bathrooms/toilets:** Large bathroom on each floor with bath and shower; equipped with hoist for transferring. Clean and tidy, vinyl floors. Additional communal toilets are on each main corridor. Red emergency pull cords of correct length are beside bath and toilets except for one ground floor toilet which needs adjusting.

**Lounge/Dining room:** 4 dining rooms/lounges; two on each floor. Good size, clean and pleasant decor. Access by wide door area from the corridor. Some lounges areas were carpeted others had laminate flooring.

**Dining Area:** Dining area has kitchenette, with fridge, dish-washer, micro-wave, toaster and kettle. Store of tea, coffee, fruit juices/squash and water.

Tables are laid for 4 with: cutlery, condiments, a small vase of flowers and laminated menu. There is space for residents with wheel chairs.

Very few residents eat in their own room.

Resident's preferences are respected. Soup is served in cups or bowls (resident's choice).

Staff cut up meals if needed. All residents were asked what they would like to drink.

All residents are treated with dignity and respect. Carers have a resident centred ethos; they seek out residents who are expected in the dining area but fail to appear for a meal. Carers ensure that residents, who prefer not to sit at a table, are included in the meal.

None of the residents we observed needed assistance with eating.

All appeared to enjoy their meal. The staff encouraged residents to eat.

Hot food is delivered to the dining room in a heated trolley.

**Lounge Area:** Clean and tidy, in good decorative order. A variety of easy to clean chairs suitable for the residents, a couple of side-tables. Large flat-screen TV on the wall books on shelves, box of games, cards, skittles, etc. for activities. The TV in 'Arden' lounge was switched on to TV (quite loud; may be because some residents had hearing impairment),

Some individuals were doing activities on their own.

**Upper floor lounge:** Wide entry from corridor, good decorative order, carpeted floor, easy clean chairs, a table, flat screen TV on wall, magazines, activities box. Overlooked the garden. There was a vague odour but not overriding.

## How do we rate our observations?

<b>Green</b>	At least 80% of our observations were positive.
<b>Amber</b>	At least 60% of our observations were positive.
<b>Red</b>	Less than 60% of our observations were positive. This rating is also used if safeguarding issues are identified or hazards which have the likelihood of causing harm.

Area of Observation	Rating (RAG)	Evidence
		Good. No overriding aromas Light and airy

Atmosphere	Green	Relaxed
Cleanliness	Green	Easy clean floors. Clean throughout. Carpets in bedrooms and lounges areas clean. Did not note any stains.
Decoration	Green	Good. Maintained when needed.
Facilities	Green	Relatively new build still in good order.
Fixtures and Fittings	Green	Still relatively new, inspected regularly and maintained when necessary.
Flooring	Green	Easy clean laminate flooring in reception, corridors, dining areas, communal bathrooms and toilets. Carpet in bedrooms and some lounges all in good condition.
Furnishings	Green	Good condition; checked regularly and maintained/replaced if needed.
Lighting	Green	Well lit. Some lights operate by movement.
Privacy and Dignity	Green	Residents addressed by name. Carers always knock doors before entering residents' rooms. Always ask before offering assistance.
Signage	Green	Good signage. Resident's door have names on. There are direction indicators for lounges/dining areas, stairs/lifts, way out etc.
Storage	Green	No obstructions on corridors. Some hoist stored in bathrooms
Bathrooms	Green	Laminate floor; all emergency pull cords are in the correct position (except one).
Other - Garden	Green	Courtyard patio garden; secure as in the inner quadrangle of the home. Modern furniture.



## Activities

Managed by the Activities managers: encourages group and individual participation.  
Programme of events displayed on each floor.

Board and card games, Dominoes, Scrabble, Monopoly etc.

iPads - reconditioned for use by residents for word search, crosswords etc. (planning to obtain two more)

Skittles

Yarn bombing (knitting)

Bingo

"Gentleman's club" with one of the male carers

Poetry reading (U3A)

Picnics in the garden (weather permitting)

Gardening club - planting a Poppy Trail (centenary end of WW1).

Day trips/Outing - e.g. visit Dobbies, local coffee shop.

Concerts incl. Ukulele band

Floristry

'Tea dancing'

Quiz nights for friends and families.

Links with Beavers group, local primary school, Explorers and local Volunteer bureau.

Cafe - also used for celebrations

## Feedback from service users, relatives, staff and visiting professionals

### Service Users:

"Never given it a thought about changing care home", "Lovely staff", "Have banter with staff"

"Maintenance fixed very quickly and helpful, anything I cannot do myself"

"Food good - been a cook all my life - pretty good food"

"Not change anything" when asked.

"Circumstances, are why I live here", "happy here", "Terrific turnover of staff"

"Spate of staff leaving"

"When asked would you change anything? - "Would like the bed made a bit earlier. Had my son come this morning and bed not made."

"Food - Lovely roast on Sunday"

"Lots of boring mince."

"Appreciate everyone."

"Lovely here, warm" "Carers lovely"

"Well looked after. Like it here, I'm comfortable"

"Comfortable here", "Carers paint my finger nails"

### Relatives:

"A lovely clean modern building"

"Staff friendly and caring."

"Mum's happy here and gets well looked after. A carer does her nails and paints them."

"My wife is still settling in. Seems to be getting on OK. If I came here I would have to have a separate room - no double beds. TV a bit loud."

"Come in regularly to visit Mum, she likes it here and gets good care."

**Staff:**

"Like new building"

"Like job, been here quite a while."

"When asked would you change anything? Staff stay longer."

"Worked here for 3 years, enjoyable working here".

"When asked would you change anything? More hours."

"Love the job, been able to make my job my own", "Freedom to develop - have learned from residents", "Try to do something with everybody"

**Other Visitors (professionals, local organisations etc.):**

No other professionals or local organisations were visiting.