

## Enter and View Final Report

**Name of Home:** Ambleside Care Home, Dodwell, Evesham Road, Stratford-upon-Avon CV37 9ST

**Service Provider:** Care UK Nursing & Residential Care Services

**Date of visit:** Thursday 15<sup>th</sup> March 2018

**Time of visit:** 09:45 hr

**Registered Manager:** Clare Mudge

**Authorised Representatives - Lead:** Chris Bain (CB), Louise Wilson (LW), David Alexander (DA), Maggie Roberson (MR), Sue Roodhouse (SR), 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 to evaluate intelligence received.

### **Approach Used:**

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

The group then split into three teams of two (CB+LW, MR+DA and SR+SJ) to visit the outside area, the ground and upper floors of the home. (Nursing, dementia care and standard care areas.)

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

This report will be published

### **Summary of Findings:**

Intelligence received was not substantiated on the day.

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 the four units. Each unit has 15 en-suite rooms, communal bathroom, a lounge and dining area. Relatives may stay overnight.

Large well maintained pleasant garden. Residents can walk in the garden; dementia residents are always accompanied by staff. Several outdoor events are held each year; some with neighbouring care homes in the same group. Wide variety of activities. Shared minibus on two weekly rota.

Residents appeared well looked after and were given dignity and respect by the staff. 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.

Some residents on the nursing units have complex and challenging conditions to treat. The nursing team across the nursing units is very cohesive and they support each other with their expertise and experience and we observed them supporting each other.

Assistance is given to residents who have difficulty or cannot feed themselves. Currently the menu works on a three weekly cycle. Special diets are catered for and a substitute meal provided when necessary.

Good staff retention - one bank employee at present.

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).

### **Recommendations:**

Keep up the good work.

## Interview with Registered Manager

Interview with Clare Mudge - Registered manager. Has been in post 18 months is a RGN Home owned by Care-UK one of the largest care providers in England.

**Staff:** All staff are employed directly by the home including one bank nurse on nights. There are 87 members of staff in total; staff retention is 82%. All staff are DBS checked. Manager - Clare Mudge, Deputy Manager - Donna Wakeman  
RGN 8, including 1 RMN. Access to a District nurse. Two carers are male.  
Staff rotas run on a two weekly basis with 14 staff in the morning, 11 staff in the afternoon, 8 on nights, 3 on twilight. A number of carers are qualified to NVQ2 level.  
Housekeeping - 5; currently a vacancy  
Kitchen - chef and a trainee + assistants  
Lifestyle management - 1 lifestyle lead and 2 lifestyle co-ordinators for activities  
Laundry  
Receptionist  
Admin staff - incl. Business administrator, customer relations manager  
Maintenance: 1 F/T + 1P/T caretaker  
3 Volunteers - DBS checked  
External contractors are used for some electrical work and water management. Records are kept by the Maintenance manager.  
Policies and procedures are kept on home's intra-net. All care-plans are on the intra-net for ease of access.

**Residents/Rooms:** The home is on two levels, each floor divided into two 'communities' of 15 rooms. There are 60 rooms; 51 occupied at present. No dedicated rooms for Respite Care - vacant rooms are used when needed. Three rooms are allocated for Local Authority referred residents on a temporary basis due to NHS winter crisis. One unit on the ground floor is dedicated to residents who require nursing. This wing is divided into two sections; complex needs and other nursing needs. There is a lift (wheelchair friendly) between floors; access via key-coded pad. Stairs 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 bathroom x2 - within reach of the occupant.

**Training:** Regular training and updates for all staff - some organised in collaboration with regional office. Training comprises of In-house courses, e-learning, face-to-face sessions.

Training includes clinical skills, e.g. wound care, manual handling, EOL care, syringe drivers, incontinence, pressure sores, mental health, medication, infection control, and dementia. Fire safety. Safe guarding. Some training is delivered by external personnel. New staff have a 2 week induction; shadow permanent staff for a minimum of 2 weeks; assessed at 3 months for competency.  
Training records are kept. Formal assessments are carried out at regular intervals.

### **Other Services provided**

Podiatrist visits every six weeks or on an ad-hoc basis. Fees are payable.

Dentist, Speech and language therapist, and optician visit regularly.

Mental health needs are addressed by a RMN.

Physiotherapist visit when needed.

GP visits weekly or when required.

Residents may keep their own GP/optician/dentist if local. (GP's surgeries: Bridge House, Rother Street, Trinity Court)

Hairdresser twice a week/manicurist weekly.

Laundry service - in-house.

Church representatives attend every 4-6 weeks or more frequently if requested.

Transport for external appointments; hospital, dental, optician etc.

Availability of iPad to skype/communicate with family and friends etc.

**Activities:** Life-style managers - 1 lifestyle lead and 2 lifestyle co-ordinators; one full time, one part time. Provide a variety of activities. Activities generally held in each unit's lounge area. The garden is used for many activities in the summer.

Volunteers help with activities; baking and gardening.

Joint activities, with other Care UK homes, are held during the summer in the garden.

Links with Brownies, local nursery, local primary school and the Orchestra of the Swan.

On site cinema.

There are several budgies on site

A weekly list of activities is displayed in each unit.

**Meals:** Residents are given the choice of where they take their meals; in their unit dining room or in their own rooms. Residents are encouraged to go the dining room to socialise.

Menu changes on a three weekly cycle. A choice of food is offered; an alternative meal is provided when needed. Birthday cakes are provided.

Residents likes/dislikes are noted as are special diets e.g. diabetic, food allergy.

Breakfast 07:00-10:00, Lunch served at 12:30 in the ground floor dining rooms and 13:00 on the upper floor. Evening meal 17:00 - 18:00. Residents are supported/assisted to eat/drink as necessary.

Each dining room has a Bolero machine which provides sugar free drinks.

Meals transported to dining rooms from the kitchen in heated trolleys.

Alcohol is allowed on the premises on an as and when basis, subject to medical guidance.

Themed meals include Pizza and beer. Periodically a cocktail evening is held.

**Bathing facilities:** En-suite wet rooms (shower, hand basin and toilet) in each bedroom.

There are communal bathrooms on each unit with appropriate hoists etc. to access the bath. Each corridor has a communal toilet.

**Maintenance and Refurbishment:**

The home is 5 years old - Communal areas are redecorated by contractors. The Maintenance manager redecorates rooms when a resident leaves. All décor is in dementia friendly colours.

Maintenance requests are logged at reception.

Daily checks are made on fire extinguishers and water checked for legionella weekly.

Fixtures and fittings are inspected on a regular basis, maintained/replaced when necessary.

Maintenance manager in post Monday-Friday. Comprehensive inspection plan implemented. Regular checks made: logs for Fire Safety and Compliance, Water Safety and Compliance, Maintenance Technician Checks and Compliance, and Contractor Safety. Unit leads/care staff are responsible for checking slings and hoists

**Service Experience:** Each resident has a named key-worker. Open visiting for relatives and friends is encouraged - number for the key-pad at the entrance is given to relatives. Monthly meetings for residents and bi-monthly meetings for relatives. News letter sent out quarterly.

Each unit has a 'resident of the day' when relatives are invited in to discuss treatment/care with staff.

**Complaints procedure:** Any complaints go directly to Clare - Open door policy. Discussed and try to resolve within two weeks. Can be escalated to regional or head office when necessary. All complaints are recorded.

Staff initially go to unit lead with issues and escalate to manager if not resolved.

There is a complaints/compliments box on the wall beside the cinema.

**Other:** Several audits are carried out on a regular basis and shared with regional office. 'Gem' award for staff given monthly.

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).

Residents have regular assessments to monitor treatment, change in dementia stage. New residents are assessed before they come to stay. Many residents have respite care and then return for permanent care.

If the home is full enquirers are supplied with names of other local care homes.

### Physical Description of the Care/Nursing Home

**External:** Opened in 2013; purpose built home, brick structure with a tiled roof - building in good condition; double glazed throughout; set in open countryside. There is a large car park to the front of the building. A large, well maintained, enclosed garden is to the sides and rear. A smoking shelter (used by staff; none of the current residents smoke) is located outside to the right of the car park. The entry is via automatic doors into a foyer; signing-in book, information/notice board incl. plan of building; a key coded pad gives access to reception (resident's visitors are given the key-pad entry code).

**Garden:** The large garden is accessed via patio doors in the two ground floor lounges as well as from the central area between the units on the ground floor. The garden is well maintained and comprises of mown lawn areas, flower beds, raised flower troughs (used by residents' garden club), patios areas, pathways lit with sentry lights (timed). All wooden garden furniture is well maintain and in good condition. There are several bird feeders (RSPB donate bird food). Residents can use a small pitch and putt area. Beyond the garden is a nature reserve (not directly accessible by residents) which is entered via a locked gate. A pergola is available and portable gazebos are erected in the summer. There are plans to extend the patio areas to improve event space, add new potting sheds and add a children's play area for visitors.

There is extensive evidence of rabbits in the grounds (holes in the lawn and planting areas); potentially presenting trip hazards. (Maintenance manager is aware and rectifies regularly.) Rodent bait boxes have been discretely positioned. An annual tree survey is carried out and remedial action taken, by a contractor, when necessary.

Residents are encouraged to walk in the garden; residents with dementia are accompanied by staff. There was someone walking in the garden when we arrived.

**Garden Storage:** All storage is kept locked.

Oxygen cage, (currently no cylinders on site) Checked weekly.

Gardening club shed: contains tools and bird food.

Furniture storage

Air conditioning unit inside wooden shed with two entrance gates.

Calor gas container - checked daily. There is no mains gas on site.

**Interior:** Good condition, light coloured décor; dementia friendly colour scheme. Centrally heated. Clean, light and airy throughout. No overriding aroma. Air-conditioning is in communal areas. Furniture, fixtures and fitting in good condition made from appropriate materials.

Large Reception foyer: with desk to left, coffee shop to right with a small library with books, up to date magazines, leaflets and information about Ambleside and a series of Care UK's own booklets. The coffee shop is for the use of residents and visitors.

Stairs to upper floor accessed off reception via secured doors. Fire evacuation equipment is located on the upper landing of the stairs.

The main area is entered from reception via secured (coded key-pad) double doors; leads into a central hallway. Giving access to the garden and the accommodation which is on two levels. Two 'communities' on each level comprising of 15 en-suite rooms, lounge area, dining room, communal bathroom and separate toilet, a nursing/unit leads office. The entry of each 'community' is clearly labeled with its name: Hamlet, Hathaway, Shakespeare and Waterside.

Lounges: give access to a balcony overlooking the garden on the upper level and to a patio area and into the garden on the lower level.

Kitchen and laundry are on the ground floor level with secured access.

**Laundry:** Modern equipment; laundry done daily. Safety data is displayed. All laundry is batched into whites, colours and soiled. Each resident has a laundry box. Clothes are labeled with resident's name. There is a rail of unlabelled clothes, which relatives are asked to check if when items go missing.

**Corridors:** Clean and clear of any clutter. Handrails on both sides. Quick release fire doors separate each unit. Access to main accommodation areas stairs, storage areas, and sluices is via doors with key coded pads. One of the upper level corridors there are some tactile displays for residents to look at and feel.

**Rooms:** Single rooms. The upper floor comprises two units dedicated to dementia residents. The ground floor has the nursing unit and a mixed unit of a few early stage dementia residents and others who need basic care. The nursing unit is divided into two areas: one for more complex cases and other nursing care.

Spacious and a good sized single rooms. Doors accommodate wheelchair entry. Gel sanitizer in every bedroom. Each room is numbered. Residents may bring personal items of furniture, pictures etc. with them if they wish. Base furnishings, bed (fully adjustable), chairs, wardrobe, bedside cabinet with lockable drawer, dressing table/chest of drawers, table lights and a wall mounted flat-screen television. All rooms have a wet room with basin, shower and toilet.

If a couple become residents they have the option to occupy a room each or to have a room with two single beds and another room furnished as their own lounge.

A small glass fronted wall cabinet is by each the door. On the outside the occupants name and, where appropriate, a red spot to indicate need for assistance in an emergency evacuation. The inside of the cabinet has items familiar to the occupant displayed.

Relatives may stay overnight in an empty room or on a Z-bed.

**Bathrooms/toilets:** All rooms are en-suite; in addition each 'community' has a bathroom, fully fitted with appropriate transferring equipment (hoists/lifting slings) beside the bath. Clean and tidy, vinyl floors. Additional communal toilets are on each main corridor in the unit. Red emergency pull cords of correct length are beside bath and toilets.

**Dining rooms:** Each unit has its own dining room with a small kitchenette. Clean, pleasant and good décor. All residents are encouraged to use these facilities. Tables are laid with cloths, condiments, cutlery and flowers. Some chairs have slides for easy movement. The dining room has space for residents with special chairs. Tables are set for four people with space by residents who need help with eating. Pureed food provided and food cut up when necessary.

Residents are coaxed to eat. Resident's preferences are respected. Soup is served in two-handed cups or bowls depending on resident's ability. Meals are shown to residents to help them make their choice. Pureed food is available. Staff cut up meals if needed. All residents had a drink; some had milkshakes, one person had a special protein drink. All appeared to enjoy their meal. The staff were very responsive to the residents' needs. Residents in the nursing unit tend to take their meals in their rooms. Food is delivered to the dining room in a heated trolley and the chef delivers desert later.

**Lounges:** One in each 'community'. Suitably furnished with chairs, side tables and carpeted floor. Clean, tidy and pleasant décor. A flat screen TV is on a wall. Unobtrusive background music was playing. Upstairs lounges open onto a balcony and ground floor lounges have access to a patio and on into the garden. Some books, magazines and games available. Several of the activities take place in the lounges.



## 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
Atmosphere	Green	Light and airy - radio/music playing in the lounges. Temperature sufficiently warm.
Cleanliness	Green	Very clean and tidy. Bedrooms of residents with continence issues have easy clean laminate flooring
Decoration	Green	Well kept. Regularly maintained. When a room becomes empty it is redecorated and made ready for a new resident.
Facilities	Green	Hairdressing salon Lounges and dining rooms in each unit Coffee shop and library in foyer
Fixtures and Fittings	Green	Good condition; regularly inspected; maintained or replaced. All of suitable materials
Flooring	Green	Good condition. Carpet or laminate flooring in bedrooms. Corridors, lounges and carpeted. Dining room easy to clean floor. No trip hazards were noted.
Furnishings	Green	Good condition. Soft furnishings replaced/repared as necessary. Inspected regularly
Lighting	Green	Light throughout the building. Lights in bathrooms and toilets are switched on/off on door movement.

Privacy and Dignity	Green	Staff call residents by their first name. Knock on doors before entering and ask permission to enter. Assist residents at meal times and elsewhere when necessary.
Signage	Green	Each unit was clearly labeled. Each bedroom door is clearly numbered. All fire exits clearly marked.
Storage	Green	Dedicated cupboards for storage including facilities for hoists etc. Each storage cupboard has key-coded entry pad.
Bathrooms	Green	Good condition. Fitted with special baths, appropriate hoists and other mobility aids
Communal Toilets	Green	Toilets off corridors - good condition. Emergency pull cords correct length and within reach.
Garden Storage	Green	Secure, well maintained.
Maintenance	Green	Daily inspections throughout the building; weekly in the garden. Maintenance Manager keeps meticulous records.
Laundry	Green	Done in-house. Good work protocol, efficient and well organised. Laundry basket for each resident. COSHH File with Safety data sheets
Kitchen	Green	Modern facility. Chef and apprentice plus other support staff. Quality of food good.

### Activities

Managed by three 'Lifestyle' personnel - 1 lead and 2 co-ordinators.  
A weekly activities programme is displayed on the notice board in the corridors: residents participate if they wish: wide variety of events including:  
Variety of Board games, Dominoes etc.  
Group sessions for crossword puzzles, arts and crafts, quizzes, painting  
Sing -a-long  
Baking - run by volunteer.  
Seated exercise sessions and T'ai Chi  
A 'Pat' dog visits  
A cinema with 12 seats is available - regular films are shown

Coffee shop and small library.

Many events are held in the garden:

Fireworks on bonfire night; resident's centenary birthdays.

Gardening club - run by volunteer. Residents with an interest in gardening are encouraged to participate in the garden with the supervision of a volunteer.

Feeding and observing birds

Barbeques/picnics

Staff tennis tournament - watched by residents

Pitch and putt area

A Medieval day; attended by some residents from 7 other CareUK homes in the area.

Minibus is available for outings; shared with the CareUK home in Banbury; two weekly rota.

Visits: Orchestra of the Swan Theatre.

Local school performs concerts four times a year including Christmas and Easter.

Links with 'Monkey Puzzle Nursery' (Easter Egg hunt, Halloween).

Links in with local Brownies Group.

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

### Service Users:

"After two others Homes I finally found one I am happy living in."

"I enjoy having old friends to visit. We all go to the Cafe and gossip, they are made welcome and it does me good"

"Here you are given choices about how to spend your time the way you want"

"I take a rest before lunch - food is nice here."

"Looked after well"

"I like it here, get looked after"

"I am going to help in the garden this afternoon."

"Never lost for someone to talk to."

### Relatives:

"Dad likes it here. I became ill so needed some respite care for Dad; he liked it so stayed. It was a difficult decision in the first place. I come in frequently to see him."

"Good staff"

### Staff:

"Love to work here, find it fulfilling."

"I'm moving up north - the manager has put me in touch with one of the company's homes up there. I am going to visit and hopefully will have a job there."

"My nursing role is full on"

"We support each other with our individual and specific expertise."

"Been here twelve months and love it. Unit lead and deputy manager have been very supportive"

"Could do with a bit more work top space when dishing up food, we manage."

"Enjoying my job in the kitchen, learning a lot."

**Other Visitors (professionals, local organisations etc):** Volunteer - “I come into to help out the residents who are interested in gardening. We grow some plants - sunflowers are just sprouting, will soon be ready to pot on”.

Report issue date: 10 April 2018