

## Enter and View Visit Report

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**Name of Service Provider:** A D L Plc

**Premises visited:** Allambie Court, 55 Hinckley Road, Nuneaton CV11 6LG

**Date of Visit:** Tuesday 17<sup>th</sup> February 2015

**Time of visit:** 10:00am

**Registered Manager:** Peter Jones

**Authorised Representatives:** Michelle Williamson and Sue Tulip

### 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.

### Summary of findings

- Allambie Court is a 25 bedded nursing home located in Nuneaton.
- There are 34 members of staff who work at Allambie Court in a range of Care and Domestic roles.
- The current Registered Manager has been in post for 14 years and outlined a number of planned improvements to the home during our visit.
- There are twice yearly relative meetings. A relative and visiting professional satisfaction survey is completed annually.
- Overall the staff at Allambie Court were very positive about the home and the support they received. One member of staff said that changes took too long to implement. There were no other suggestions that staff could make to improve the quality of the service provided to residents.
- We observed the physical environment of the home and highlighted some concerns around:
  - The condition of decoration in the communal corridors
  - The availability of communal bathing facilities for the number of residents accommodated at Allambie Court
  - Emergency pull cords in communal toilets being tied up or not reaching floor level
- We observed the interaction between staff, residents and relatives. Interactions were respectful and friendly and consent was gained from residents when needed.
- We observed Service User Experience, Dignity and Respect during our visit. There were no concerns observed during our visit.

## **Recommendations**

*Please use bullet points for the recommendations and if needed any reasoning behind the recommendations.*

- *The redecoration of communal corridors is undertaken*
- *That the concerns around the availability of communal bathing facilities is addressed by the provider*
- *The role of activity coordinator is assessed to see if the current hours/days are sufficient to meet the social interaction needs of all residents at the home*
- *All staff to wear name badges to assist residents, relatives and visitors with identification*

## 1. Report Overview

*Provide a short summary of the visit, including a brief description of the service visited (please include the name of the person who conducted the visit if different to the home manager):*

The visit to Allambie Court was unannounced, which means that no one at the home knew we were coming.

On arrival at the home we were met by the Registered Manager, Peter Jones who was our point of contact throughout the visit. Peter facilitated our visit and provided access to all relevant areas of the home.

Allambie Court is a converted nursing home across two floors. There are 24 rooms at the home of which one is available as a shared room.

There are currently 23 residents at Allambie Court and two vacancies. There are no rooms which are en-suite. A communal bathroom is available on the first floor. A ground floor communal shower room is in the process of being installed. There are nine communal toilets available throughout the home. We questioned the Registered Manager about bathing arrangements for residents due to the availability of only one communal bathroom. They confirmed that all residents receive a full wash down within their own room on a daily basis.

We conducted an in-depth interview with Peter, the Registered Manager who has been in post for 14 years.

Peter confirmed that usual staffing for the home was four carers and one Registered Nurse from 8.00am until 8.00pm and one carer and one Registered Nurse from 10.00pm until 7.00am. There is a breakfast support worker who works 7.00am - 11.00am. There is also one activity coordinator who works 16 hours per week over 3 days, a part time maintenance man and domestic staff. There are a total of 34 members of staff employed at the home. The staff at the home are permanent employees.

Peter informed us of the plans that were in place for the home. All windows throughout the home had been or were being replaced at the time of our visit. A conservatory had also been added to the ground floor lounge, and was awaiting the flooring to be laid before it could be used. A communal shower room was also in the process of being installed, with an estimated finish time within a week of our visit. Peter informed us that there were plans to replace the curtains throughout the home and four bedrooms every month were being refitted with dementia friendly furniture.

Peter explained that the views of residents and their relatives were important to Allambie Court. Once a year a survey is completed with relatives and visiting professionals, however there have been a limited number of responses. There are also relatives meetings twice a year, although these also have a low attendance.

Peter operates an 'open door' policy, whereby any resident or relative can approach him with their comments or concerns.

## **2. Purpose of Visit**

*Put in a small paragraph about why the visit was undertaken*

The visit to Allambie Court was to ensure that standards achieved during the most recent Care Quality Commission inspection had been maintained.

## **3. Approach Used**

The approach used e.g. direct observation; talking to Staff; talking to Patients/Residents; talking to Relatives/Carers/Visitors; evidencing written procedures etc.

The Authorised Representatives observed the activity taking place in the communal areas of the home, including the period over lunch.

The Authorised Representatives also spoke with residents, relatives and visitors and members of staff throughout the visit.

## **4. Observations/Findings**

*These should be summarised under the following headings:*

### **Physical Environment**

Allambie Court is located off the main road in Nuneaton. There is a car park available for staff and visitors. During our visit new windows were being installed at the home which impacted on the number of car parking spaces available and the accessibility of the car park.

Entry to the home is through an unmanned lobby area, and the entry buzzer is answered by nearby members of staff. The lobby contained a number of notices about the home including personal notices, visitor information and the complaints procedure. There was alcohol gel available to visitors to sanitize their hands.

The reception area was spacious and formed part of the main home, and residents were observed using the facilities in this area during our visit. Throughout the home the communal corridors were clean and functional, however they were in need of refurbishment. We did not observe any obstructions or trip hazards in the communal corridors and grab rails were available throughout the corridors. The residents' bedrooms were located off the communal corridors. It was noted that that each room was numbered, however we would recommend that the residents name and photograph should be displayed on the door to assist the resident with identifying their own room. On each floor of Allambie Court there is a communal dining room and communal lounge. All of these areas were clean and bright and showed signs of recent redecoration to a good standard. The furniture in these areas was clean and of a good standard.

The communal bathroom is located on the first floor of the home. The bathroom was functional and clean however the bathroom was in need of refurbishment. We observed that the assisted bath appeared to have been temporarily mended with duct tape. However we did observe that an inspection schedule was in place for the bath by the suppliers.

There are nine communal toilets throughout the home, four on the first floor and five on the ground floor including a disabled access toilet on each floor. All

communal toilets were clean and functional. It was observed that grab rails were available in the toilets however, emergency pull cords in all of the toilets were either tied out of the way or did not reach the floor. It was also observed that in the communal toilet by room 10 on the first floor, the hot tap was broken.

#### **Staff**

Our Authorised Representatives observed interactions between staff, residents and relatives during the visit.

We saw friendly but respectful interactions between the staff and the people who lived there. Staff called residents by their preferred name and where necessary, they crouched down so that they were on the same level as the person they were speaking to.

We observed the staff requesting the residents consent before carrying out a range of activities. For example, when a resident was being moved the member of staff asked them if they were ready to be moved and explained to them what was happening. Staff also knocked on residents rooms before entering.

We also observed the staff speaking to relatives and visitors to the home in a friendly and welcoming manner. During our visit one visitor was finding it difficult to get their relative to eat or drink. The staff member approached the visitor, reassured them about their relatives' food intake and tried to assist the visitor to feed their relative. This was done in a respectful and supportive manner.

The members of staff we observed did not wear a name badge. All members of staff were wearing their uniform and were well presented.

#### **Service User Experience, Dignity and Respect**

We observed residents in both the communal lounges of the home. The residents appeared to be comfortable, clean and well dressed for the current weather conditions.

The lunch period was observed during our visit in both communal dining rooms. A member of staff provided meal choices to the residents. A number of other members of staff were observed collecting meals for residents whom preferred to eat in their rooms.

In the first floor dining room there were two residents who required assisted eating.

These residents were assisted by a member of staff on a one to one basis in a dignified manner. The member of staff providing the assisted eating explained each food, encouraged the resident to eat and provided praise and conversation during the meal. As there was only one member of staff available to support those residents requiring assisted eating, we observed the correct procedure being followed. The resident who had to wait for assistance did not have their food served until the carer was ready to assist.

There was one occasion when this member of staff was also required to support another resident who was experiencing difficulty eating. The member of staff did apologise to the resident for the wait.

We did observe that lunch was not served simultaneously in both dining rooms. This appeared to be due to not enough staffing over the lunch time period.

### Staff Feedback

We spoke to three members of staff during our visit to Allambie Court. All members of staff were willing to freely engage with our Authorised Representatives.

All members of staff we engaged with were positive about the home.

A member of staff told us that they enjoyed working at the home and that the “staff are like a family”.

Another member of staff told us that they felt that changes take too long because they have to wait for funds from the service provider.

A different member of staff said that they did not have enough time to complete their role.

We spoke to all members of staff about the support they received. One member of staff did not feel that they received regular support, and there was “room for improvement” although they knew that the Registered Manager had an open door policy. The other two members of staff felt that they received enough support.

## 5. Feedback from Patients/Residents/Relatives/Carers/Staff

*Please ensure anonymity at all times*

### a) Patients/Residents

Due to the complex needs of residents at Allambie Court we were unable to speak to any residents during our visit.

### b) Relatives/Carers

We spoke to one relative during our visit. They felt the standard of care at the home was good. They did feel that the home was understaffed and regular checks on their relative were not carried out as they should be due to the lack of staff. They did comment that the staff “do anything they ask”.

### c) Other professionals

We spoke to one visiting professional during our visit. They felt Allambie Court was “nice, like coming to a family home”. They also said that they had witnessed “lovely care” whilst visiting the home.

**6. Follow Up Visit : YES** *(delete as appropriate)*

*Authorised representatives to state whether they feel a follow up visit should take place, the purpose of visit, and an approximate timescale for this.*

A follow up visit is recommended in 6 months to follow up on the planned improvements discussed with the Registered Manager and on Healthwatch Warwickshire's recommendations and to report back on these.