

**Disclaimer:** This report relates only to the service viewed on the date of the visit and is representative of the views, visitors and residents who met members of the Enter and View team on that date.

Date of visit:	08 <sup>th</sup> May 2014
Name of Establishment:	FOURWAYS Leamington
Name of Manager:	Pearl Mackey
Address:	Mason Avenue, Lillington, Leamington Spa
Email address:	info@wcs-care.co.uk
Telephone number:	01926 421309
Names of Enter and View volunteer visitors:	Mark Furber and Flick Furber
Time at the home:	From: 10:00 am To: 2:00 pm

**SUMMARY**

Purpose of the visit:	Enter and View visit
General impressions of the visit overall:	We were greeted warmly and spent an hour talking to Pearl and Wendy Chapman (Deputy Service Manager WCS-Care.) We were very impressed by their dedication and knowledge.
Any recommendations:	No

**NOTES OF VISIT**

1. What did you notice about the home when you first went inside?	We were greeted and made to feel welcome. The entrance was light and attractive. There was a faint smell of disinfectant to which one quickly became accustomed.
2. How did the residents you spoke with describe their home? What adjectives did they use?	Without exception the residents we spoke to called the home lovely and very comfortable. They all commented on how they liked all the staff.
3. What sort of activities took place?	We joined in with the weekly coffee morning for the whole home. We spoke to Clarence who organised domino games for the residents. Residents regularly left the home for shopping trips. There was a garden area and the home was hoping to have an indoor garden so residents could enjoy plants throughout the winter. There was a weekly "exercise" class. There was a full programme of daily events.

<p>4. What kind of links are there with the local community?</p>	<p>Local children from school and the nearby church came into the home. There were local shops to which some residents went if accompanied.</p>
<p>5. How did the staff relate to the residents and vice versa? What did you see to demonstrate this?</p>	<p>The staff were wonderful with the residents who responded by obviously having a great relationship with the staff. At lunch the staff constantly ensured that the residents had every opportunity to have their preference for food even if they had chosen another dish. One resident was clearly out of sorts on the day and staff sat with her and encouraged her.</p>
<p>6. How does the home hear the views of its residents?</p>	<p>The home had difficulty with a residents committee as nearly three-quarters had dementia. Individual views were clearly welcomed, as were the views of relatives.</p>
<p>7. Did you see any issues related to the dignity of the residents being compromised? Describe what you saw.</p>	<p>None.</p>
<p>8. Were you able to discuss the home's policy/practices around advanced care planning/end of life care?</p>	<p>We were very impressed by the care with which an incoming resident was assessed, usually in their home environment. A care plan was in place for everyone and constantly updated. Pearl and Wendy said they found end of life care quite difficult to discuss, with relatives often reacting badly to the idea that end of life was anticipated. The group had training sessions on end of life care. Most residents were cared for in the home up to the end. We asked the staff whether this upset them, but they felt that being able to provide excellent care up to the end more than made up for any distress they might feel.</p> <p>Memory books were being put in place for as many residents as possible. We had our photographs taken to be put in the books of residents who were talking to us.</p> <p>We were very impressed by one situation that had concerned the manager. One resident would not go to bed at night and walked about all the time. Eventually they</p>

	<p>discovered that he had been a night-watchman.</p> <p>As soon as they gave him some keys and accepted his being up at night and sleeping all day he became very settled.</p>
9. What did you like most about the home?	The excellent atmosphere, cheerful and caring staff.
10. If you met the care home manager, what did they talk to you about?	<p>We spent an hour talking to Pearl and Wendy about the home, and about the group training and arrangements. We were shown their database with an up to date log of the training and courses the staff had completed. The staff turnover was very small as a result of the care the group gave to them. Agency workers were used rarely, if ever.</p> <p>The group designed menus on a quarterly basis, once approved these were assessed on a programme called “Nutmeg” which ensured that the nutritional balance was correct. There was a great choice in the menus but it was felt that often the choice was too much for the residents and the home was looking at introducing a simpler menu card with pictures of the dishes to make choosing easier.</p>
11. What would be the (at least) three positive things and three suggestions for improvement you would make about the home?	<p>The positive was definitely the care and affection the staff showed to all residents. The home was light and airy and great care was taken to keep the residents safe. For example each room had a call bell, but also a pressure alarm by the bedside which could be activated at night.</p> <p>Whilst there is always room for improvement it would be mainly in developing things that are already in place. For example more volunteers coming in to talk to residents, more activities, a “pat” dog.</p>
12. Would you like a relative or friend to live in the home?	<p>We would be very happy for a relative or friend to live in the home. Our only concern would be that with so many residents with dementia it might not be suitable for someone who only required residential care. All potential residents are assessed by the manager, and Pearl said that she was always careful to advise on the suitability for</p>

	someone who only required residential care.
13. Were the staff happy to talk to you? What did you talk about?	The staff were very happy to talk about anything. We discussed the home, their training, their families and children. They were a great group, without exception.
14. Did you talk to anyone else i.e. relatives of residents?	No.
15. Any comments on the lunch time period from the residents perspective	Lunch was served in three dining rooms corresponding to the three floors in the home. Residents had a good choice and could change their minds at the last minute. Where it was obvious that a resident didn't really like a particular dish on the day they were always offered an alternative.
16. Did you have any final impressions when you left?	We both felt that this was an excellent home giving great care to a quite challenging group of residents.
17. Anything not covered above that you feel Healthwatch should know about from this visit.	We asked the managers what they would feel about young enter and view visitors. They were both very positive and felt that a completely different perspective would be of great value. We were also very interested in a "telecare" system they were trialling. Basically this was a central out of hours service which was accessed on the internet. Medical advice could be provided. Heart rates etc. and sight of for example a skin rash could be sent. The centre would keep the full medical records of the resident so would be able to provide informed advice. This would cut down on GP visits. This service would be available 24hours a day.