

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:	23 rd April 2014
Name of Establishment:	KENILWORTH MANOR
Name of Manager:	Maria Harrington
Address:	Thickthorn Orchards, CV8 2AF
Email address:	maria.harrington@redwoodcare.co.uk
Telephone number:	01926 858030
Names of Enter and View volunteer visitors:	Kate Reddington Sue Tulip
Time at the home:	From: 10:00 am To: 2:00 pm

SUMMARY

Purpose of the visit:	Enter and View visit with emphasis on Dignity and End Of Life.
General impressions of the visit overall:	Good
Any recommendations:	See section 11

NOTES OF VISIT

1. What did you notice about the home when you first went inside?	The building is very grand with a large entrance hall, immediate impression friendly and welcoming. No unpleasant smells. Little office or communal space available.
2. How did the residents you spoke with describe their home? What adjectives did they use?	Well-organised, very kind and patient staff. "Nearly felt like home." All comments were favourable.
3. What sort of activities took place?	Yoga, pamper sessions, supervised basic cooking, bingo, cards. Occasional trips out. The restricted communal areas severely limit the activities. There is repetition. The cooking is supervised mixing of pre - measured ingredients. There are missed opportunities for mental stimulation and skill maintenance.
4. What kind of links are there with the local	Schools children at Christmas. A volunteer helps run the weekly cookery class. A woman

community?	whose husband used to live at the Manor (he has now sadly passed away) visits every Wednesday for lunch and attends keep fit. She has befriended many of the residents. Connections with churches were mentioned.
5. How did the staff relate to the residents and vice versa? What did you see to demonstrate this?	Staff knew residents names and talked calmly and with care. Residents spoke very highly of their carers; stating that they felt very well cared for. Lunch was served in two sittings. Those needing support to eat used the dining room first. They were assisted in a caring, kindly manner.
6. How does the home hear the views of its residents?	Residents meeting. It should be noted that some residents stated that they did not bother to attend. However evidence was provided by a resident that their request was dealt with: simple stewed apple instead of a rich pudding.
7. Did you see any issues related to the dignity of the residents being compromised? Describe what you saw.	No
8. Were you able to discuss the home's policy/practices around advanced care planning/end of life care?	Yes. The manager discusses with the residents and their families and carers. Care plans are reviewed on a monthly basis.
9. What did you like most about the home?	Calm and well organised with good recognition of the residents needs. Warm friendly and clean. The individual accommodation is quite spacious.
10. If you met the care home manager, what did they talk to you about?	The care home manager was very welcoming. She gave us plenty of time to ask her questions at the beginning of the visit, gave us a guided tour whilst letting us have one-to-one time with residents and then spent time with us to round off the visit. She gave us a lot of time in her very busy schedule. Our initial discussion covered the history, structure and ethos of the home. Training,

	<p>staff ratios and longevity. Activities and food provided. Advanced care - they are working towards the gold standard framework. Only a few residents have a dementia diagnosis but there were several with whom conversation was difficult. A wide range of cognitive ability was noted.</p>
<p>11. What would be the (at least) three positive things and three suggestions for improvement you would make about the home?</p>	<p>Positives: Caring, calm and well run. The physical wellbeing of the residents is extremely good. The standard of accommodation was excellent.</p> <p>Improvements</p> <ul style="list-style-type: none"> • Wider range of stimulating activities particularly for the more able residents including more visits out of the home and activities for men. • Residents enjoyed lunch but didn't like the repetitiveness of sandwiches at teatime. (Residents were told they had a choice at teatime but they didn't feel it was easy to execute this choice - this resulted in sandwiches being served too regularly). It would be excellent to regularly provide alternatives to sandwiches. For example boiled egg, omelette, cheese and biscuits, a small portion of pasta or soup. It was not clear if this meal is served in the rooms or in the dining room. Are there staffing issues restricting practice? • The residents have no access to facilities for making their own refreshments. This can lead to a loss of skill. • Give residents more opportunities to make suggestions about how the home is run. For example by questionnaire or suggestion box. • The manor is an old elegant building which does pose problems regarding the flexibility of its use. Consider the use of empty resident rooms for a quiet space, extra workspace and a staff room. • The addition of a conservatory would ease the communal space problems. We were told of plans to improve

	<p>access to the garden.</p> <ul style="list-style-type: none"> • The existing staffroom is in the basement. It is not welcoming or user friendly. The staff utilise the dining room for their breaks. • There is one resident smoker. He currently goes into the garden but the staff are considering how to cope if he became immobile.
12. Would you like a relative or friend to live in the home?	<p>Yes. But if a resident was fairly able bodied the manor is a long walk into Kenilworth along a busy road. There would be concerns if the person was in full possession of their faculties as the isolation and lack of stimulation could be problematic though the physical care would be excellent.</p>
13. Were the staff happy to talk to you? What did you talk about?	<p>Yes. The staff spoken to were very happy working in the home. Many had worked at the manor for many years. Time was limited but manual handling and training were discussed and cascade to colleagues.</p>
14. Did you talk to anyone else i.e. relatives of residents?	<p>There were no family visitors at the home due to it being just after Easter. However a discussion took place with a lady who received care whilst convalescing herself and who continues to attend the yoga session and has lunch most weeks.</p>
15. Any comments on the lunch time period from the residents perspective	<p>Residents enjoyed lunch. Residents were positive about how lunch was presented and the choice they were given. Some residents commented they would like plainer food occasionally and lighter puddings. One resident said lunch was '99% good' Everyone received generous portions. This meal provides the major share of the day's calories, with food being enriched and fortified. Consideration should be given to the residents' age. Being familiar with rationing some yearned for plainer food.</p>
16. Did you have any final	<p>Residents were well cared for in a very nice</p>

impressions when you left?	setting. The home was well maintained and gave a feel of calm and warmth.
17. Anything not covered above that you feel Healthwatch should know about from this visit.	No