

Enter and View Report

Name of Service Provider: Barchester Healthcare Limited

**Premises visited: Overslade House Care Home,
12 Overslade Lane, Rugby CV22 6DY**

Date of Visit: Monday 24th September 2018

Time of Visit: 09:30am

Registered Manager: The RM Baesu

Authorised Representatives: Lead-Gill Fletcher (GF), Alison Wickens (AW), Maggie Roberson (MR), Robyn Dorling (RD), Vina Fatania (VF), 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

The visit to Overslade Home was in response to information received by Healthwatch Warwickshire in 2018 that there had been a serious incident in the home. The purpose of the visit was gain assurance that there were no ongoing concerns about resident welfare.

Approach Used

Six Healthwatch Warwickshire Authorised Representatives arrived at Overslade House unannounced, which means that none knew we were coming. We met with the Registered Manager and then split into two teams and observed the activity taking place in the communal areas of the home, including the period over lunch. We also spoke with staff and residents throughout the visit. The Registered Manager met with us again at the end of the visit to hear our feedback and answer questions.

Recommendations:

- **Include upgrade of kitchen equipment in the refurbishment programme**
- **Consult with staff to see if they feel that they need to improve their English language skills so that they are more confident in communicating with residents.**
- **Have additional staff available in twilight time on Memory Lane.**
- **Up-skill care staff to provide activities (in twilight time) that will support residents with dementia who get upset before bedtime.**

- Display photographs of all staff in reception

Report Overview

Overslade House provides both residential and nursing care. The home participates in a local 'Assess to Discharge' scheme which means patients come to the home from hospital, are assessed for six weeks and then return home, or on to further care. Respite care is also provided by the home. They also care for people at the end of their life and for people with Dementia.

The home is on the edge of Rugby Town Centre. There is a car park available for staff and visitors. The home was purpose built twenty-five years ago and had an extension built ten years ago. Accommodation is over two floors with two units on each level. There is a room on the upper floor which is between the units. Each unit has a lounge and dining area or lounge/diner. There are 87 rooms and on the day of our visit 71 were occupied. The main building has two units of 22 rooms and a unit of 32 rooms, the extension provides an additional 11 rooms with ensuite's and there are wet rooms on each floor. Units are named after local dignitaries: Lawrence Sherriff and Rupert Brooke upstairs, William Webb-Ellis and the Dementia unit 'Memory Lane' is on the lower floor.

Interview with the Registered Manager

On arrival at the home we were met by the Registered Manager (RM) Violeta Baesu, and the Regulations Manager for Barchester Healthcare Ltd, Lucy Pond, who was on the second day of an unannounced audit of the home.

Before talking to residents and touring the home we conducted an in-depth interview with the RM and Lucy Pond to gain information about the home and explain the Enter and View process. The RM and Lucy Pond then facilitated our visit and provided access to all relevant areas of the home.

The RM has been nursing for 25 years and worked at Overslade House for 14 years, she was promoted to Deputy Manager in 2014 and Manager in 2015. The RM told us that she is "very proud of the home, knows all the staff and their families and likes to ensure residents feel that this is their home".

During the interview the RM told us that the home employs one hundred and twenty staff and that they do not use outside agency staff as Barchester have their own bank system.

The RM told us that the average ratio of staff to residents on each shift is 1:5, this is determined by the 'DICE' dependency tool system. At the time of the visit eight staff were on each night; two nurses and three staff on each level. During the day there were three nurses, eleven staff, three activities staff, eight housekeeping staff, six kitchen staff and one dedicated person managing the laundry. A Macmillan nurse assists in end of life care. All staff and volunteers are DBS checked. Reception has two staff, and in the kitchen, there is a chef and five more staff. We were informed that medication is delivered by trained senior members of staff.

During the interview the RM told us that Barchester encourages staff development and career progression and has an in-house training programme, which is coordinated within a group of eight local Barchester homes. Courses include; manual handling, fire safety,

communication, falls prevention, mental health/capacity, deprivation of liberties and safeguarding. Training records are kept, and the system flags up when training updates are required using a red, amber, green rating. The manager notifies staff when training is due and offers a range of venues and dates for staff to select from. Training courses may be, in the home they work at, or at one of the other homes. Transport is provided to ensure staff can get to training courses held at the other homes. New staff have an induction period; shadow permanent staff and are assessed for competency. Nurses in training have placements in the home. Staff can transfer between homes. Staff meetings are held monthly and regular supervision and appraisals are carried out for all employees.

Further information gathered during the interview with the Registered Manager:

- The home has its own Mini-bus for trips out and for taking residents to appointments at hospital etc.
- Residents may keep their GP if they are local and some residents still go to appointments at the surgery.
- Residents may use their own local Dentist or use the Home's preferred dentists.
- An Optician visits on a six weekly basis or residents can choose to continue to use their own local optician.
- A Chiropodist visits the home.
- A Hairdresser visits twice a week and residents can also have their own hairdresser visit the home. A hairdressing salon is located on the upper floor. Manicures are available. The salon is kept locked when not in use.
- Laundry is done in-house.
- The home uses '1066' Dementia protocol; this aims to reduce medication, improve well-being and aid the safety of residents.
- A log of incidents and near misses is kept; actions taken are recorded. Falls are monitored, and appropriate plans put in place. A record of patients who need assistance in case of fire evacuation is kept.
- The home has close relationships with St Cross Hospital (Rugby), University Hospitals Coventry and Warwickshire, South Warwickshire Foundation Hospital Trust and George Elliot Hospital (Nuneaton)

Observations / Findings

Meals:

We observed residents eating in the dining rooms and in the combined sitting room and dining area in the Dementia unit.

Residents were encouraged to eat in the dining areas but could eat in their rooms if they wanted. Tables were well laid for four with cutlery, glasses, condiments and a small vase of flowers. There was space for residents with wheel chairs. A copy of the day's menu was on display.

Meals are cooked in the on-site kitchen and transported in hot trolleys to the dining areas. We were told that meal times are staggered on each unit so that more staff are available to assist residents. On the day of our visit there were two or more staff to assist at mealtimes in each area and residents needs appeared to be well met.

Special diets are catered for and we saw records of resident's dietary needs in the kitchen. We spoke with the Chef who seemed to have a good understanding of different dietary needs.

In the dining area residents appeared relaxed and happy and the staff were serving them food and drinks with respect and dignity. One resident was drinking a glass of wine with their meal.

In the Dementia unit staff gave assistance to people who needed it and checked if they still wanted the food choice they had picked earlier by showing them a plated meal. If the resident had changed their mind another meal could be offered. Those residents who needed their clothes protecting wore an apron at meal times. Several residents needed assistance to help them eat; staff were very sensitive to the resident's pace of eating and encouraged them to eat.

Drinks were available in all the communal areas. Water fountains were located in dining rooms and on some corridors. During our visit we observed that residents had drinks and were all being offered drinks during mealtimes.

Staff seemed to have a resident centered ethos, respecting the residents wishes and giving them choice. Residents who prefer not to sit at a table, were included in the social aspects of the meal through conversation with staff.

During lunch we observed several residents receiving assistance to move from their chair to the table; all were treated with respect and movement handling was sensitive. Two staff assisted each resident, with the aid of equipment, to move from chairs to wheel-chairs.

Activities:

There are three activities staff who wear yellow shirts so that residents can easily identify them. They provide a variety of activities and work with individuals in small and large groups. We were told that activities are generally held in a lounge area and residents are encouraged to participate. When we arrived at the home the minibus was taking several residents out to a garden centre. We did not observe any activities taking place in the home while we were there.

A weekly calendar of activities was on notice boards in all four areas of the home. Some displays had a pictorial representation. A wide variety of activities are carried out by several 'activities' staff. Engaging residents in:

- Armchair exercises, Yoga, Tai Chi and progressive mobility exercises.
- Relaxation
- Gardening
- Baking
- Board games
- Needlework/Knitting
- Arts and crafts
- Accessing the internet
- Crosswords

- Cards
- Flower arranging
- Visitors with animals (dogs, rabbits, owls and snakes)
- Singing/music
- Reading - Library service
- Nuns and other faiths personnel visiting the home
- Trips out

In the dementia unit residents were in the lounge with the TV on and several residents were watching TV in their rooms.

Complaints and feedback procedure

A formal complaints procedure is in place with a copy displayed on the notice board in reception. The Manager said she operates an 'open door' policy and attempts to resolve issues as they are raised. Most complaints are dealt with by the Manager but may be escalated to regional office and above if necessary. A record of all complaints and outcomes is kept.

'Postcards' are available to complete with feedback. These can be returned by post, by hand or placed in one of the 'Suggestion boxes' available throughout the home including the vestibule and the café. Postcards are available beside each box.

There are monthly residents' meetings which include discussion about places residents might like to visit. The Manager said she welcomes relatives and visitors to drop in and discuss any issues as they arise.

Physical Environment

The home is warm, light, and airy. It is clean, tidy throughout and well maintained with no strong odours.

There are three separate gardens, securely fenced. Access to the largest garden is through French doors from the café. Two smaller gardens with tables and chairs are at the front and rear of the newer units which are accessible through the lounges. There are well maintained borders, raised beds and some flower pots/troughs.

All maintenance is recorded, prioritised, and completed by in-house staff. Maintenance jobs are written in a book and flagged at daily morning meetings. The home looks to be in good decorative order and fixtures and fittings are in good condition. The RM told us there is a rolling programme of re-decoration and refurbishment going on at the home and that much of the carpet has already been replaced. A member of staff was working on the garden while we were visiting. Window cleaning is contracted out and was being carried out whilst we were present.

Residents/Rooms:

- There is a lift (wheelchair friendly) between floors,
- Access is via a 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, these are within reach of the occupant.
- Fire evacuation equipment is located at the top of each stair well.

The two newer units have ensuite wet room facilities; the lower unit has a 'spa' bath. The other units have shared bathing facilities, a 'spa' bath is available, and a new bath is being installed. All bathrooms are in good decorative order, clean and tidy with easy clean floors. Red assistance cords were correctly positioned and of the right length. There are additional toilets on the main corridor; signed for residents, staff and visitors.

External: The home is a purpose-built care home accessed via a driveway from the road. It is a modern build in good condition, a brick construction with a tiled roof and double glazed throughout. There is a large car park to the front. The home has three gardens. The area immediately in front of the entrance has a range of flower pots/troughs and hanging baskets; these are planted up with the help of the residents. The home is surrounded by mature trees.

Garden: There are three securely fenced gardens; one accessed via the café; this extends for the full length of the lower floor 'Memory Lane' Dementia unit, two other smaller gardens are to the front and rear of the newer unit and accessed from there, these are all kept neat and tidy. There are flowerbeds and a paved patio area for garden furniture during the summer. Raised flower beds are included for those residents who like to garden. Residents enjoy the garden (weather permitting). The gardener was working in the garden while we were visiting.

Interior: Entry into the building is via a vestibule, of glass construction, with automatic opening double doors and carpeted floor (good condition). There are signing-in books for both visitors, staff and volunteers. Some relevant notices were displayed including a Food Hygiene rating of 5, 'today's menu' and a poster asking visitors not to visit if they had symptoms of flu. A suggestion box was on the side as was a stand with postcards inviting comments. This area was clean and tidy.

Access to reception is via a second set of automatic doors - light, clean, tidy, carpeted area with a reception desk and administrator's office to the rear. Pictures of some staff. Framed certificates: Current Employer's Liability Insurance, Homes Registration, Membership of Barchester Healthcare, and Health and Safety Document. Notice board: Complaints Procedure, Plan of site for fire evacuation and a weekly schedule of activities. Employee of the month is displayed. There is a café for visitors and residents. The café comprises several tables with upholstered chairs. Coffee, tea, water and cakes are available. Access to the larger garden is gained from the café.

- There are 87 rooms over the two floors.
- There are dining room/kitchenette and lounges in each unit.
- Main kitchen is on the ground floor.

- Laundry is on the ground floor: well organised, operates 04:00-16:30h on a shift system. Shares good practice across other Barchester homes. Basket named and labeled for each resident.
- Good signage throughout.
- Smoke detectors are fitted throughout the home.
- Fans were provided in the hot weather.
- Fire extinguishers are located at appropriate points throughout the home; all 'dates tested' are current.

Corridors: Wide corridors, with some occasional chairs and small tables. Good lighting. Clean, no clutter carpeted flooring (good condition). Hand rails run the length of the corridors. Some pictures on the walls. All dining rooms/lounges have wide access entry. Good signage throughout. Stairs are accessed via a key-coded pad. Access codes for entry to each unit are displayed above each keypad in a format that is not recognisable by residents with dementia. Evacuation equipment is located at the top of the stairs.

Rooms: The newer units each have 11 rooms on each floor, these are equipped with ensuite wet room facilities. There are 32 rooms on the larger units. The lower floor has 32 rooms which are dedicated to dementia residents (Memory Lane). The 32 rooms on the upper floor are for nursing care, palliative care and end of life care, the rooms have toilets and hand basins. A single suite is located between the two units on the upper floor. All carpeted (good condition) and in good decorative order.

- Spacious, good-sized rooms with doors that accommodate wheel-chair entry
- Residents may bring small personal items (not furniture) with them to make their room more personal.
- Basic furnishings include, bed (adjustable), chairs, wardrobe, bedside cabinet, dressing table/chest of drawers and a flat-screen television.

Bathrooms/toilets: Bathrooms on each floor with bath and shower; equipped with hoist for transferring. All rooms on the 22 bedded units have ensuite facilities with wet rooms (shower, hand basin and toilet). Clean and tidy, vinyl floors. Communal toilets are on each main corridor with separate provision for staff. Red emergency pull cords of correct length are beside bath and toilets.

Lounges: Clean and tidy, in good decorative order. A variety of easy to clean chairs suitable for the residents, a couple of side-tables.

Both 22 bedded units have a separate lounge and dining room whilst the 32 bedded units have a lounge/diner.

Large flat-screen TV on the wall, books on shelves, box of games, cards, books etc. for activities. Some individuals were doing activities on their own.

Bereavement room: A small room on the upper floor is used as a bereavement room for relatives; clean and tidy with upholstered chairs, table (with box of tissues, jug of water glasses and vase of flowers).

Feedback from service users, relatives, staff and visiting professionals

Service Users:

“Been here 12 yrs. They are good to me and look after me well”.

“I came here for two weeks respite care following the death of my husband, I loved it so I stayed; I’ve been here six months now. I do feel at home, staff are so lovely and kind, the place is modern. The home very supportive. Can’t fault it. During the hot weather I had a fan in my room. I shower every day and have an ensuite wet room. The care home seems to hold on to their staff, I have not seen any new staff”.

“I Get a choice of meal options and eat in the dining room with other residents”.

“A man with animals came in last week and I’m going out on a trip to Blooms today. I Had a fall, luckily I was close to the call bell; it was recorded by the home and my family were informed”.

“A Doctor comes to the home - happens to be the same doctor I had from Whitehall Surgery. Must ask about flu vaccination. A lady comes to give me my tablets”.

“I am here following surgery to get well enough to go home. Treated well, can go where I want, like to go out in the garden and sit in the sun. Do feel a bit in ‘no-man’s land’ as my room is between two units which are secured at night. Care is fine; speed of answering call-bell is no better/worse than in an NHS hospital”.

“I am able to paint; materials are bought for me and I enjoy it. Can’t think of anything I would want to change”.

“I’ve been in the home for nine months; live locally, my wife visits daily. The best thing about this home is that we get looked after. I see a different nurse every two hours. All sorts of gadgets here; it’s a bit Dr Who-ish - it’s fine”.

Relatives:

A lady was feeding her husband in the café - we did not intrude.

Staff:

“Been here for 11 years, did leave for a short time but came back. Have all I need to do my job”.

“Love working here, been here 23 years. Its good interacting with the residents, we have a laugh. Get to know them really well. Good atmosphere. No issues about raising any problems I have. We support one another”.

“I like working here. Encouraged to do courses to advance career progression. Staff stay”.

“I’ve been here for seventeen years. I like chatting to residents, get to know them well. There is nothing I would change. Used to work part time here and in social services was but was made redundant from social services so became full time here”.

“Worked with Barchester for seven years, relocated here from previous Barchester care home in Essex. Work day shift to fit in with family commitments. Had training in manual handling, infection control, safety etc. Get notice to update training; usually day course here or at other local Barchester home. I originally trained as a nurse but work here as senior carer”.

“I have been here for a while. Just passed my final exams for nursing, I’m waiting for my PIN”. (Nursing registration number)

“I’ve been here four years. Worked out in the community and worked at the home prior to that then returned. Love it here. Have completed dementia training. The activities stimulate the residents who do not always remember your name, but you can tell that they recognise you”.

“I work twelve to sixteen hours Monday Tuesday, Saturday and Sunday. I have been here nearly a year. It’s a nice place to work, the staff are friendly. The Manager is approachable, as are all the management. Laundry is one of my tasks; I wash, dry and fold clothes”.

“I have been here 11 years. I like working here and I plan to stay. We give person centred care. My day is spent balancing medication rounds, lunch and time with residents. I manage six staff, they have six monthly refresher training; this is the practice on the nursing unit. Residents usually come from other residential units. Relatives can visit any time and stay as long as they want and can eat here. We want them to feel they can trust us and be one big family”.

“I have been here for 8 years, I work in the office and am happy working here”.

“I have worked for here 11 years and my mother was in the home; I visited her every day after work until she died”.

“Worked here for 6 years. Think that the staff to resident’s ratio is not right on Memory Lane as it does not take into account resident’s needs, some residents when getting ready for bed become quite agitated and cry and we need time to comfort and support them”.

“The management are very supportive, and I enjoy my job here. I take pride in my work. I am concerned about my English; it is not very good”.

Other Visitors (professionals, local organisations etc.):
Volunteers visit to run a ‘lunch club’.

6. Follow up visit

No further visit recommended

| Area of Observation | Rating (RAG) | Evidence |
|-----------------------|--------------|--|
| Atmosphere | Green | Good. No aromas Light and airy Relaxed. |
| Cleanliness | Green | Kept clean throughout. Noticed several domestic staff around - doing a good job. No stains noted. |
| Decoration | Green | Good condition. Current three-year programme of refurbishment. |
| Facilities | Green | In good order. Lounges in each section. Some combined with dining areas. Bereavement room. Café for residents and visitors use. |
| Fixtures and Fittings | Green | Inspected regularly and maintained when necessary. Three year programme of refurbishment. |
| Flooring | Green | Carpeted corridor, bedrooms, and communal areas in good condition - some new. Communal eating areas and bathrooms and toilets have easy clean flooring. |
| Furnishings | Green | Good condition, some aging. Programme for updating. |
| Lighting | Green | Very light. Fixtures/fittings in good condition. Some lights operate on movement. |
| Privacy and Dignity | Green | Residents addressed by name. Staff always knock doors before entering residents' rooms. Always ask before offering assistance. Residents treated with respect especially when assisted to move e.g. chair to wheelchair. |
| Signage | Green | Each unit was named. Doors to occupied bedrooms have residents' names displayed. |
| Storage | Green | Some dedicate areas for storage noted. No obstructions in corridors. There was a hoist in one of the upper lounges; not causing an obstruction. Some hoists are stored in bathrooms or empty bedrooms. |
| Bathrooms | Green | Clean and tidy. Equipment was not obstructing movement. |

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| | | Clean and bright 'Spa' bath on the ground floor. Easy clean floor; all emergency pull cords are in the correct position. |
| Garden | Green | Well kept. Three discrete garden areas; securely fenced. Flower beds and paved patio area for summer furniture. |
| Café | Green | Small pleasantly decorated, carpeted café with tables and upholstered chairs. Choice of coffee and a variety of teas; selection of freshly made cakes. Water is available. Access to the larger garden |
| Laundry | Green | Well organised: enthusiastic and motivated Head of Housekeeping. In post for 27 years. |
| Kitchen | Green | Clean. Efficiently organised. Chef in post 14 years. Hygiene rating 5 (current). |