



Enter & View Visit Report

Five Gables Nursing Home

32 Denford Road, Ringstead, Kettering, NN14 4DF

25 June 2014

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About Healthwatch Northamptonshire

Healthwatch is the new independent consumer champion for health and social care from April 2013. There are 148 local Healthwatch across the country and a national body called Healthwatch England. Healthwatch Northamptonshire covers the county of Northamptonshire. Our funding comes from Northamptonshire County Council and we have established ourselves as a Community Interest Company (form of social enterprise) to ensure that we operate as an independent organisation and secure a firm financial basis. The Community Interest Company is a partnership between the University of Northampton and Northampton Volunteering Centre.

Our rights and responsibilities include:

- We have the power to monitor (known as “enter and view”) health and social care services (with one or two exceptions)
- We will be a strong and powerful voice for local people to influence how services are planned, organised and delivered
- We will be an effective voice rooted in the community. To be that voice, we will find out what local people think about health and social care. We will research patient, user and carer opinion using lots of different ways to find out views and experiences so that the community is effectively represented
- We will report our findings of local views and experiences to local health and social care decision makers and make the case for improved services
- We will provide information and advice about health and social care services
- Where we don’t feel our voices are being heard, we will escalate our concerns and report our evidence to national organisations including Healthwatch England and the Care Quality Commission (the independent regulator of health and social care).

Enter & View

In order to enable Healthwatch Northamptonshire to gather the information it needs about services, there are times when it is appropriate for Healthwatch Volunteers to see and hear for themselves how those services are provided. That is why the Government has introduced duties on certain commissioners and providers of health and social care services (with some exceptions) to allow authorised Healthwatch representatives to enter premises that service providers own or control to observe the nature and quality of those services.

Healthwatch Enter and Views are not part of a formal inspection process, neither are they any form of audit. Rather, they are a way for Healthwatch Northamptonshire to gain a better understanding of local health and social care services by seeing them in operation. Healthwatch Enter and View Authorised Representatives are not required to have any prior in-depth knowledge about a service before they Enter and View it. Their role is simply to observe the service, talk to service users and staff if appropriate, and make comments and recommendations based on their subjective observations and impressions in the form of a report.

This Enter and View Report is aimed at outlining what they saw and making any suitable suggestions for improvement to the service concerned. The reports may also make recommendations for commissioners, regulators or for Healthwatch to explore particular issues in more detail. Unless stated otherwise, the visits are not designed to pursue the rectification of issues previously identified by other regulatory agencies. Any serious issues that are identified during a Healthwatch Enter and View visit are referred to the service provider and appropriate regulatory agencies for their rectification.

Legislation allows 'Enter and View' activity to be undertaken with regard to the following organisations or persons:

- NHS Trusts
- NHS Foundation Trusts
- Local Authorities
- a person providing primary medical services (e.g. GPs)
- a person providing primary dental services (i.e. dentists)
- a person providing primary ophthalmic services (i.e. opticians)
- a person providing pharmaceutical services (e.g. community pharmacists)
- a person who owns or controls premises where ophthalmic and pharmaceutical services are provided
- Bodies or institutions which are contracted by Local Authorities or the NHS to provide health or care services (e.g. adult social care homes and day-care centres).

Key Benefits of Enter & View

To encourage, support, recommend and influence service improvement - by:

- Capturing and reflecting the views of service users who often go unheard, e.g. care home residents
- Offering service users an independent, trusted party (lay person) with whom they feel comfortable sharing experiences
- Engaging carers and relatives
- Identifying and sharing ‘best practice’, e.g. activities that work well
- Keeping ‘quality of life’ matters firmly on the agenda
- Encouraging providers to engage with local Healthwatch as a ‘critical friend’, outside of formal inspection
- Gathering evidence at the point of service delivery, to add to a wider understanding of how services are delivered to local people
- Supporting the local Healthwatch remit to help ensure that the views and feedback from service users and carers play an integral part in local commissioning
- Spreading-the-word about local Healthwatch.

Details of the Visit

Name and address of premises visited	Five Gables Nursing Home, 32 Denford Road, Ringstead, Kettering, NN14 4DF
Name of service provider	
Type of Service	Care home with nursing
Specialisms	Accommodation for persons who require nursing or personal care, Dementia, Diagnostic and screening procedures, Treatment of disease, disorder or injury, Caring for adults over 65 years
Registered Manager	Ms Theresa Burgess
Date and time of visit	25 June 2014, 10.30am
Authorised representatives undertaking the visit	Mrs Sheila White, Mrs Wendy Patel
Support Staff	Dr Jo Spenceley, Healthwatch Officer
Contact details of Healthwatch Northamptonshire	Sunley Conference Centre, Boughton Green Road, Northampton, NN2 7AL 01604 892953 jospenceley@healthwatchnorthamptonshire.co.uk

Purpose of the visit

Healthwatch Northamptonshire is carrying out a series of visits to Social Care funded accommodation in Northamptonshire to ascertain the quality of life and experience and opinions of residents. Five Gables Nursing Home was selected as one of two homes to visit to pilot a new methodology. This report relates only to this specific visit and feedback we have received directly to the office during the same time period. It is not representative of all service users, only those who contributed within the restricted time available, through interviews or other feedback.

How the visit was conducted

The visit was an announced visit with the Manager being given 15 days' notice. We sent letters, posters and leaflets to the home to inform residents, relatives (or equivalent) and staff about our visit and Healthwatch Northamptonshire. We observed the condition of the premises, and interaction between the staff and residents and talked with four residents, three family members who was visiting at the time, and five staff who were on duty at the time of the visit. We also spoke with the manager at the start of the visit and at the end to clarify any questions that had been raised. Prior to the visit we received two phone calls to the Healthwatch Northamptonshire office giving feedback (one from a staff member and one from a resident), see below.

Observations and findings

General impressions of the home

Five Gables is an old building but we got the impression of a light airy, welcoming atmosphere. We received a good welcome from the Matron and we introduced ourselves and she checked safety by looking at our identity badges. Security was in place and we were asked to sign in and out of the building.

Personal care and dignity of resident

All residents were dressed appropriately and seated in their chosen positions either in the lounge or in their own room. When the Matron took us into the main lounge she stopped and spoke with all the residents.

Staff undertake NVQ training levels 2 and 3. Therapists visit the Home as and when needed. The ratio of Staff/patients was correct at the time of visiting.

Independence of residents and control over daily life

On talking to the residents and relatives it appears they have control over their daily life. They are able to choose when they get up and go to bed and can eat meals where they choose. They also have choice about how they spend their day.

On first entry to the home life stories are collected from residents and relatives to enable staff to get to know the residents and so that their lives can continue as before as far as possible.

Staff behaviour and attitudes and relationship between residents and staff

Staff we saw with residents were kind and spent time ensuring care and consideration was given. Whilst they cared for residents they chatted about individual interests. One staff member expressed concerns about the care provided by another staff member.

Activities for residents

We saw a short activities list in the entrance and from discussion with the Matron, staff and residents we found that small trips were arranged and entertainment was brought in (mainly choirs and singers). Some residents preferred to stay in their own room and read and pass the day as they wished.

Occasional trips are arranged for residents usually to gardens or garden centres.

Food and drink and meal times

There is choice of time for breakfast depending when the resident wants to get up. Although lunch and supper are served at a set time residents can choose to eat their meal at a time of their choice. Residents appeared to be satisfied with the choice of food.

Relationship between the home and residents/relatives

The home appears to be meeting the residents' needs regarding living according to their wishes. Relatives seemed equally satisfied with the care given to their family members.

The complaints procedure was displayed in the entrance of the Home

Staff satisfaction

The staff we saw on the visit spoke to us freely and appeared to be satisfied with their work.

The staff we saw appeared to be happy. Two members were serving lunches and were happy and cheerful and neither seemed to have any complaints. The staff nurse in charge of the shift chatted with us freely and had no complaints. She had an easy friendly attitude with both residents and relatives

Other observations and comments from resident, staff and relatives

The Matron was keen to tell us about the philosophy and model of care used by the home (based on Roper Logan Tierney and Waterlow) and about the books she was reading related to patient care. A form of enabling care was practised as far as possible.

One resident had only been in the home since May having transferred from Northampton General Hospital. They were unable to stand or walk on arrival but through the care and exercise received at the Five Gables was now able to stand and look out at the garden (gardening was one of their hobbies), for which they and their family were very pleased and hoped his progress would continue.

One resident called us into their room and told us about their past love of horses. They said they were perfectly happy in the home and enjoyed to read. Although limited in walking they watched the staff passing the door and they chatted as they passed or called in. They provided the resident with books as they preferred to remain mainly in their room. They enjoyed watching television although no specific programmes and they would choose on a daily basis.

Another resident was satisfied with their care. Their appearance was neat and tidy and they enjoyed watching television but had no particular interest. Staff sat the resident in a position which enabled them to watch the television and also to be able to see the garden. This resident wishes they could have more visitors but had few relatives.

One resident confined to a wheelchair was being visited by his spouse. They were unable to speak but could communicate through his spouse and careful questioning. They had been moved from a home in Raunds because they were not happy there. They found the restriction of movement very difficult after having had an active life. They were happy with care in the home and accepting that they needed help with personal hygiene.

One relative phoned us to tell us that their parent was being looked after well at Five Gables. They said they trust the staff implicitly and are very happy with the way their parent is cared for - always clean and comfortable and looked after. The staff constantly turn their parent (a good thing to prevent pressure sores) with a great deal of care. Their parent's surroundings are fine and the rest of the home seems looked after. The relative had never heard people calling for help.

Recommendations

- 1) To encourage local residents to come into the home to visit people who either have no family members or their family live a long distance away.
- 2) The home are holding a Garden Party in July but we suggest more similar activities such as Coffee Mornings could be held to encourage local community involvement.

Acknowledgements

Healthwatch Northamptonshire would like to thank Ms Theresa Burgess and all the residents and staff of Five Gables Nursing Home for their assistance in planning the visit and the preparation of this report as well as the provision of opinion and feedback.

Control Sheet

Date Submitted	7 August 2014
Date Response due	4 September 2014
Date Response Received	8 August 2014
Follow up actions	