

Enter and View Report



**Ridgway House,
Towcester**

July 2015



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Details of the Visit

Name and address of premises visited	Ridgway House, 1 Swinneyford Road Towcester, NN12 6HD
Name of service provider	Olympus Care Services, owned by Northamptonshire County Council
Type of service	Residential Home
Specialisms	Over 65 years; Dementia; Physical disabilities; Sensory impairment.
Date and time of visit	19 July 2015, 2-4pm
HWN authorised representatives undertaking the visit	Lynda Moran and Peter Treadgold
Support Staff	Jo Spenceley, Healthwatch Officer
Contact details of Healthwatch Northamptonshire	Sunley Conference Centre, Boughton Green Road, Northampton, NN2 7AL 01604 893636 enquiries@healthwatchnorthamptonshire.co.uk

Acknowledgements

Healthwatch Northamptonshire would like to thank the manager, residents, visitors and staff of Ridgway House for their assistance in planning the visit and the preparation of this report as well as providing us with information and feedback.

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 and staff, only an account of what was observed and contributed at the time.



About Healthwatch Northamptonshire

Healthwatch Northamptonshire is the local independent consumer champion for health and social care. We are part of a national network of local Healthwatch organisations. Our central role is to be a voice for local people to influence better health and wellbeing and improve the quality of services to meet people's needs. This involves us visiting local services and talking to people about their views and experiences. We share our reports with the NHS and social care, and the Care Quality Commission (CQC) (the inspector and regulator for health and social care), with recommendations for improvement, where required.

Our rights and responsibilities include:

- We have the power to “Enter and View” health and social care services (with one or two exceptions). Our primary purpose is to find out what patients, service users, carers and the wider public think of health and social care. Our role should not be confused with the role of the Care Quality Commission (CQC) or OFSTED. CQC is the regulator and inspector of health and adult social care and OFSTED is the regulator and inspection of children's social care. Both organisations have a legal requirement to inspect care provision with reference to national standards and guidelines.
- We prepare reports on the Enter and View activity we conduct. We have an Enter and View policy (www.healthwatchnorthamptonshire.co.uk) which sets out our process of delivering Enter and View and the process for developing our reports. Our values include openness and transparency and so all our reports are published. They will only be published on our website once the service providers have had an opportunity to comment on the factual accuracy. We will send final copies of our reports to providers and commissioners asking for their comments on our findings and a response to recommendations, which we will also publish a summary version of on our website. We will send copies of our report to our national body, Healthwatch England and to CQC. As part of our Enter and View, we explained to the people we spoke to that their comments would be non-attributable but that if we heard about possible harm to individuals then we are obliged to refer those issues to the safeguarding team at Northamptonshire County Council.
- We strive to be a strong and powerful voice for local people to influence how services are planned, organised and delivered.
- We aim to 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 provide information and advice about health and social care services.
- Where we don't feel the views and voices of Healthwatch Northamptonshire and the people who we strive to speak on behalf of, are being heard, we will escalate our concerns and report our evidence to national organisations including Healthwatch England and CQC.

Enter and View

Part of the Healthwatch Northamptonshire programme is to carry out Enter and View visits. Healthwatch Northamptonshire representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and View visits 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. The representative's role is to observe the service, talk to service users, families, other visitors and staff if appropriate, and make comments and recommendations based on their subjective observations and impressions in the form of a report. All Healthwatch Northamptonshire authorised representatives have been through a recruitment process (either as staff or volunteers), had an enhanced Disclosure and Barring Check, and received Enter and View and safeguarding training.

This Enter and View Report is aimed at outlining what we see and hear during our visits and making relevant recommendation for improvement to the service concerned. The reports may also make recommendations for providers, 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.

Healthwatch Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform Healthwatch Northamptonshire of their concerns, who will inform the service manager and may terminate the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

Purpose of visit

Healthwatch Northamptonshire is carrying out a series of visits to NHS and Social Care funded accommodation in Northamptonshire to ascertain the quality of life and experience and opinions of residents. Ridgway House was selected as one of the homes to visit as we had heard a concern from a member of the public in May 2014 about some aspects of the care and management.

How the visit was conducted

The visit was an announced visit with the Manager being one month's 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 one resident, one relative and one member of staff. We also spoke with the manager at the start of the visit and at the end to clarify any questions that had been raised.



Observations and findings

General impressions of the home

- The home is clean, light and airy with pleasant outlooks from most windows over the gardens and beyond.
- The reception area is welcoming and had Healthwatch Northamptonshire information leaflets prominently displayed as well as a photographic display of a recent holiday to Skegness, enjoyed by four residents and the accompanying staff.
- There was a calm and peaceful atmosphere when we arrived as most residents were resting after their Sunday lunch, some in the small lounge areas and a few in their rooms.
- There were no unpleasant smells and no issues noted concerning the safety of residents, who were moving about more later on during our visit.
- Staff do not wear uniforms as it is felt that this enhances the homely feel of the place.
- The Manager was pleasant, welcoming and happy to talk with us, show us round and arrange for us to talk with a staff member, resident and relative. She has worked in care for thirty years and has been in post at this home for about a year. She was open about past difficulties and has an action plan in place to improve the home. She said that the new agenda is to be “open and honest” at all times.
- The Manager told us that handover takes place twice a day and monthly staff meetings are held at two times of the day to cover both shifts. Staff training, including safeguarding, is supplied by the company and on-line training is just being set up.
- Some refurbishment has taken place recently and further is planned, putting in wall rails is the next project. There are no rooms with en-suite toilets and this can occasionally mean a queue for the toilet according to a staff member we spoke to.
- There is a spacious dining area where people gather for meetings and activities as well as eating.

Personal care and dignity of resident

- From our observations the residents were treated with respect, dignity and their individual needs were also considered.
- All seemed comfortably and tidily dressed.



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- The carer we spoke to told us that the same staff are allocated where possible to residents so they build up a relationship.
 - The relative told us that their spouse, who is severely physically disabled and can get very anxious, is always treated with dignity and care.

Staff behaviour, attitudes and relationship with residents

- The staff we observed interacted in a caring and respectful way with the residents.
- It was also evident that the staff we saw worked well together.

Independence of residents and control over daily life

- The carer we spoke to told us that independence is encouraged. Residents choose their own clothes and food and meal times where possible.
- There was a menu board on the wall displaying options and there is always a choice of fruit or biscuits at any time.
- The resident who sat with us had tea and biscuits.
- Those who are able can make their own drinks in the kitchenettes.
- The Manager told us that one lounge is used for meetings when events are planned with input from the residents.

Activities for residents

- There is no activities co-ordinator but the Manager told us that all staff are encouraged to work on an activities timetable and to interact positively and purposefully with the residents.
- There was evidence of a 'beach day activity' recently undertaken in a garden area.

Food and drink and meal times

- We understood from the carer that meal times are flexible.
- There is a choice of food and residents can choose when and where to eat.
- The relative we spoke to said they were waiting for a dietician to visit and help with their spouse's diet as they have problems chewing. They had been waiting over two weeks for the dietician to visit.

Relationship between the home and residents/relatives

- The resident we saw joined us at the table when we were speaking with a member of the staff. They were not able to articulate their feelings verbally but seemed calm and relaxed and the staff member responded immediately and appropriately to their non-verbal signals.



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- The relative we spoke to said that they felt comfortable to visit at any time. They said their relative's care plan and records were always up to date and that the staff do listen to relatives.
 - Residents' relatives have a notice board in a small lounge and have monthly meetings which the manager says are well attended.

Staff satisfaction

- The member of staff we spoke to had been employed by the home for three years. They said that:
 - they had seen a number of improvements under the new manager
 - they now feel valued and are aware of what a good care home should be
 - a number of staff had left and been replaced
 - they also appreciated the Manager's open door policy and found her flexible and responsive to staff needs and suggestions.
- They also said that training is available though it is mostly off-site.
- The biggest change they have found has been in the training for staff on caring for the residents who are living with Dementia. They said the home was "so much nicer now".

Other observations and comments from resident, staff and relatives

- The relative told us that the new Manager has made positive changes to staffing. They also said that if they had a concern the Manager will always listen and do her best to sort things out.



Recommendations

1. As staff do not wear uniforms we would suggest that they do wear suitable protective clothing when performing certain tasks, such as feeding or administering medication (if they do not already do so) to aid good hygiene.
2. Highly visible name badges may help the residents, particularly those living with Dementia who may have difficulty remembering faces.
3. The home could encourage staff members to sign up as ‘Dignity Champions’¹ and ‘Dementia Friends’² and ‘Dementia Champions’ to ensure continuation of the compassionate and person-centred care we heard about.

Response from Ridgway House

“I acknowledge the recommendations and would just like to say that personal protective equipment (PPE) is provided and used by staff in the appropriate settings. Also since the visit Olympus Care Services did employ a dementia lead who has supported staff to become Dementia Friends, as well as promoting this at the annual road show for staff.”

¹ www.dignityincare.org.uk/Dignity-Champions/Becoming_a_Dignity_Champion/

² www.dementiafriends.org.uk



Contact us

Address: Healthwatch Northamptonshire CIC
Sunley Conference Centre
Boughton Green Road
Northampton
NN2 7AL

Phone number: 01604 893636

Text message: 07951 419331

Email: enquiries@healthwatchnorthamptonshire.co.uk

Website: www.healthwatchnorthamptonshire.co.uk

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