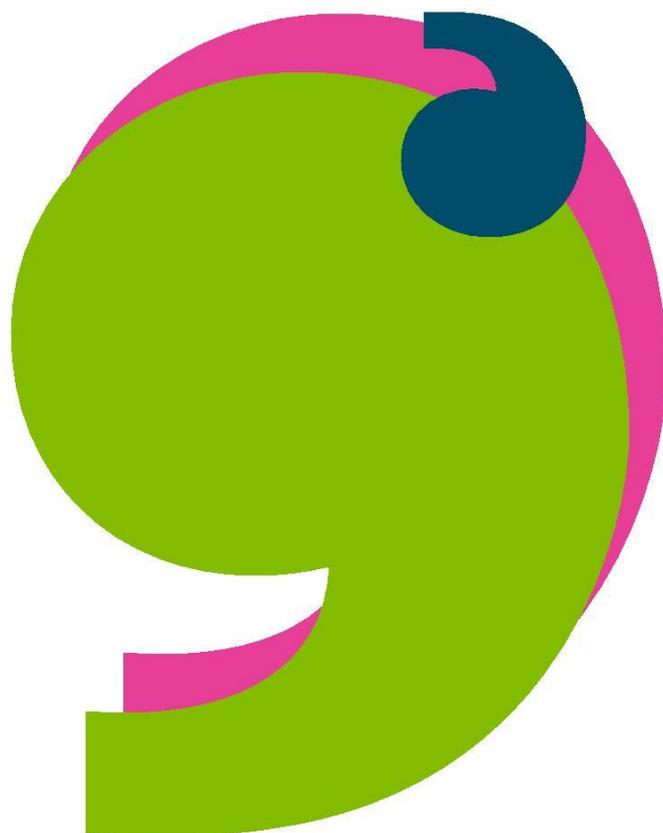




Enter and View report
Ashbury Lodge Care Home
September 2019

healthwatch
Swindon



Contents

1	Introduction	3
1.1	Details of visit	3
1.2	Acknowledgements	3
1.3	Disclaimer	3
2	What is Enter and View?	4
2.1	Purpose of Visit	4
2.2	Methodology	4
2.3	Summary of findings	6
2.4	Results of visit	10
2.5	Feedback on discussion with staff	11
2.6	Recommendations	12
2.7	Service provider response	12

1 Introduction

1.1 Details of visit

Details of visit:	
Service address:	Ashbury Lodge Care Home 261 Marlborough Rd, Swindon SN3 1NW
Service Provider:	Coate Water Care
Date and Time:	Tuesday 10 th September 10am
Authorised Representatives:	Samantha Baker, Jim Hogg, Norma Thompson, Harry Dale
Contact details (Healthwatch Swindon):	Healthwatch Swindon, Sanford House, Sanford Street, Swindon SN1 1HE

1.2 Acknowledgements

Healthwatch Swindon wishes to thank residents, visitors, family members and staff from Ashbury Lodge Care Home for their contribution to the visit and this report.

1.3 Disclaimer

Please note that this report relates to findings observed on the date and at the time of the visit. It is not a representative portrayal of the experience of service users, patients and staff, only an account of what was observed and contributed at the time.

2 What is Enter and View?

Local Healthwatch 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 intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies.

2.1 Purpose of the Visit

- In response to a request from Swindon Borough Council Commissioners to carry out various Enter and View visits to Care Homes to hear directly from some residents about what they like about the Care Home they are staying in and also what they would like to change.
- To talk to staff and visitors during our visit to Ashbury Lodge Care Home to find out what they like about Ashbury Lodge Care Home and what they would change.
- To make practical recommendations about aspects of the service which may have an impact on the experience of users.

2.2 Methodology

This was an **announced** Enter and View visit to Ashbury Lodge Care Home.



We distributed a handout and leaflets to people to explain our purpose:



We are carrying out an announced Enter and View** visit here today. We would be pleased to hear your views about the services provided at Ashbury Lodge Care Home and anything about the facilities here, the building and access to it, the information displayed and anything else you would like to tell us about. Our leaflet tells you more about the work we do. In due course we will publish a report about our findings with any recommendations. We send our report to the organisations providing services here, to NHS Swindon, the borough council and the Care Quality Commission. You will be able to see our report on our website at www.healthwatchswindon.org.uk If you don't want to talk to us today, you can write to us at this address: Healthwatch Swindon, Sanford House, Sanford Street, Swindon SN1 1HE or email us at info@healthwatchswindon.org.uk at any time. For the purposes of our report about our visit to this centre, please write or mail by Friday 20th September 2019

****Healthwatch Swindon is able to carry out these visits under the terms of the Local Government and Public Involvement in Health Act 2007 (as amended by the Health and Social Care Act 2012) and National Health Service Act 2006/Local Government and Public Involvement in Health Act 2007 (as amended by the Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2013.**

We collected our information by speaking to residents, visitors, and members of staff, including a manager. We visited the ground floor and upstairs on the first floor where we spoke to residents, visitors, and various members of staff. Several residents invited us to speak to them in their bedrooms which we did in pairs. We observed the communal spaces. Information was gathered by asking open questions to establish what people liked most and if there is anything people felt could be improved at Ashbury Lodge Care Home. Before speaking to each person we introduced ourselves by name, explained what Healthwatch is and why we were there. We established that the resident or staff member was happy to speak with us. We made observations throughout the visit and made notes of what we saw around Ashbury Lodge Care Home.



2.3 Summary of findings

Disabled parking - clearly accessible and ample spaces available.



Main reception- Entry to the building is via a secured front door (key pad entry). In the reception area is a Visitors book, which must be completed by all who visit and a large information board. Staff photos and role descriptions clearly displayed in the main entrance area.



Communal areas- we saw a variety of seating arrangements throughout the Care Home including café style and wider seating for larger groups.



Conservatory

Interaction with residents - We observed many conversations and interactions between different staff and residents during our visit including a hairdresser, cleaner, manager, carers. We observed “Elevenses” where we were told at 11am every day all staff and residents stop to talk to each other.

Activities



Activity board

We saw activities underway on both the ground floor and first floor. A large noticeboard with a list of the weekly activities was displayed on both floors in the communal areas. Some residents were sitting with each other in small groups with board games, jigsaws, whilst others were sat with members of staff, including kitchen staff. We observed residents who needed help with an activity such as a jigsaw being offered help regularly during our visit.

We observed a tuck box being offered to residents with an assortment of snacks. Residents were discouraged from taking more than one snack. Anything they took was written down by a member of staff.

The hairdresser was visiting on the day of our visit. There were pictures of Marilyn Monroe, Audrey Hepburn and Elvis Presley on the wall in the salon. We saw several residents using the salon and all were very happy with the service.



A Local Nursery project

Cleanliness- We saw signs to toilets and bathrooms and check sheets which had been completed. Hand gel was available in corridors, outside the kitchen, toilets and shower rooms. We spoke with one visitor who commented that sometimes they felt the standard of cleaning in their relative's room could be improved. We saw cleaning in progress during our visit and we saw a high standard of cleanliness throughout the Care Home. We observed a cleaner who stopped what she was doing to escort a resident who needed help to get to a carer.

Bathrooms- Signs on the door to bathrooms were clearly labelled but we did not see any easy read signage on the taps in the bathrooms we visited.



Bathroom door



Toilet



Bathroom

Bedrooms - Outside some bedrooms we saw some information about the resident e.g. "Coffee is much preferred drink with two sweeteners". We did not see any clocks in the residents' bedrooms we saw. We were invited into several bedrooms

to talk to residents one of which had no pictures on the walls and did not appear to be personalised.

Dining room -We saw menus including pictures clearly displayed on both ground and first floors.



We asked some of the residents, visitors and staff “What do you like about Ashbury Lodge Care Home?”

Responses	No of positive responses
Food	10
Activities	7
Theatre trips	1
Day trips	2
Care	8
Outdoor seating	2
Relative’s group	1

We asked residents, visitors and staff “What would you change about Ashbury Lodge Care Home?”

Responses	No of positive responses
Cleanliness	2
Activity sheet in own room	1
More staff	1

2.4 Results of visit

Observations and comments from people we spoke to at Ashbury Lodge Care Home

- “I can’t think of any improvement”
- “Food is a very good standard.”
- “I quite enjoy living here, I quite like the food and I like sitting outside.”
- “Staff react to any concerns quickly. From everything I have seen staff respect privacy and allow residents to keep their dignity.”
- “Always food to eat. I am happy here”
- “Everyone is so friendly. I have seen a lot of changes, all for the good.”
- “I like going out with my family”.
- “Free to do what you want”.
- “I wouldn’t change anything, they have it covered.”
- “If She had to be anywhere, She Couldn’t be in a better place”
- “ Staff are very caring and friendly”
- “ I couldn’t improve anything”



2.5 Feedback on discussion with staff

“Good as it is but it could be excellent”.

“Residents are lovely, it’s a good place to work.”

“I like working here, I am very happy.”

The General Manager told us:

- Ashbury Lodge is currently full and all residents have dementia with a wide range of needs. Staff levels are 4 staff upstairs and 3 staff downstairs as a minimum and between 9.30am-4.30pm every day one additional staff member is on each floor plus manager on site most of the time.
- A Dementia Support Group has started within Ashbury Lodge and is still being developed along with a regular newsletter to relatives.
- Partnership working with a local nursery is underway engaging the children and residents in shared activities e.g. planting seeds.
- Consent for a Whiteboard outside residents’ bedrooms is requested and where permission has been obtained from residents’ family some information about the resident is shared on the whiteboard following recommendations made in a recent Healthwatch Swindon Enter and View report. Care plans include “This is me” by Alzheimer’s Society. <https://www.alzheimers.org.uk/get-support/publications-factsheets/this-is-me>
- GP visits on Thursdays every week and links with GWH Community Dental Services are in place.
- “Resident of the Day “ A different resident every day of the month includes a deep clean of the resident’s bedroom, personal choice of menu, review of Care plan, any maintenance requests in bedroom.
- Dietary needs are catered for and a roast dinner is offered twice weekly.
- Chiropody visits are 6 weekly, hairdresser weekly.
- Alzheimer Society help as needed and close links are well established.
- Some staff working night shifts do come to work in nightwear but this is optional and cannot be enforced.
- Residents can alter their rooms as they wish. Topics for next residents’ meeting include involving residents in process of naming corridors, units and decorating colours in the home. At resident’s meeting use of volunteers is always encouraged and sought.
- Wide range of staff from many different communities locally.
- A reminiscence box has been offered to relatives to decorate and fill to use as a tool for discussion with residents.
- Plans are underway to make links with the local library to borrow talking books.
- Procedure in place that any Power of Attorney provided to the Care Home is double checked the Office of Public Guardianship before use.
- Support offered to caring staff team includes access to a charitable grant scheme, opportunity to join “Future Leader’s Scheme”. At Christmas a share of the relative’s donations distributed amongst all staff. A regular Carers Forum is held to share good practice.
- Conservatory is used as a quiet area as well as hosting Film Night and other seasonal activities.



2.6 Recommendations

- Encourage and remind relatives of the opportunity to apply to the Relatives Amenity Fund for eligible items e.g. suitable clock for resident's bedroom.
- Consider providing a paper copy of weekly activity sheet to all residents in their room.

2.7 Service Provider response

1. *The relatives are aware of the amenity fund as they make regular donations into it. When a pre-admission assessment is carried out relatives are informed of the fund, to advise that things can be purchased on their behalf in times of financial hardship. On the day of the Swindon Health Watch visit clocks for residents were mentioned. A variety of clocks that were used by residents, particularly digital and one that showed the day of the week, were shown to the team. These were spare clocks and are readily available to the clients.*
2. *Paper copies of weekly activity sheets have in the past been put in residents bedrooms, but because of the nature of the client group we found that in some cases, they were being used in the ablutions. That is why each communal area on each unit has an appropriate large board displaying weekly activities, where all residents and relatives share what is happening in the home. These boards were photographed by the team and highlighted in the report. To laminate activity sheets for residents would be a risk as this could cause cuts to the residents.*



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Ashbury Lodge

October 2019