

Details of visit

Service address:

Abafields Residential Home, 3-9 Bromwich St,
Bolton, BL2 1JF

Service Provider:

Coulson & Collins Care Home Ltd

Date and Time:

24th October 2018, 4pm

Authorised

Representatives:

Jim Fawcett, Eileen Bennett, Sue Desai, Sandra
Faulkner, (supported by Julie Darbyshire

Contact details:

info@healthwatchbolton.co.uk 01204 394603

Acknowledgements

Healthwatch Bolton would like to thank the Service Provider, residents and staff for their contribution to the Enter and View programme.

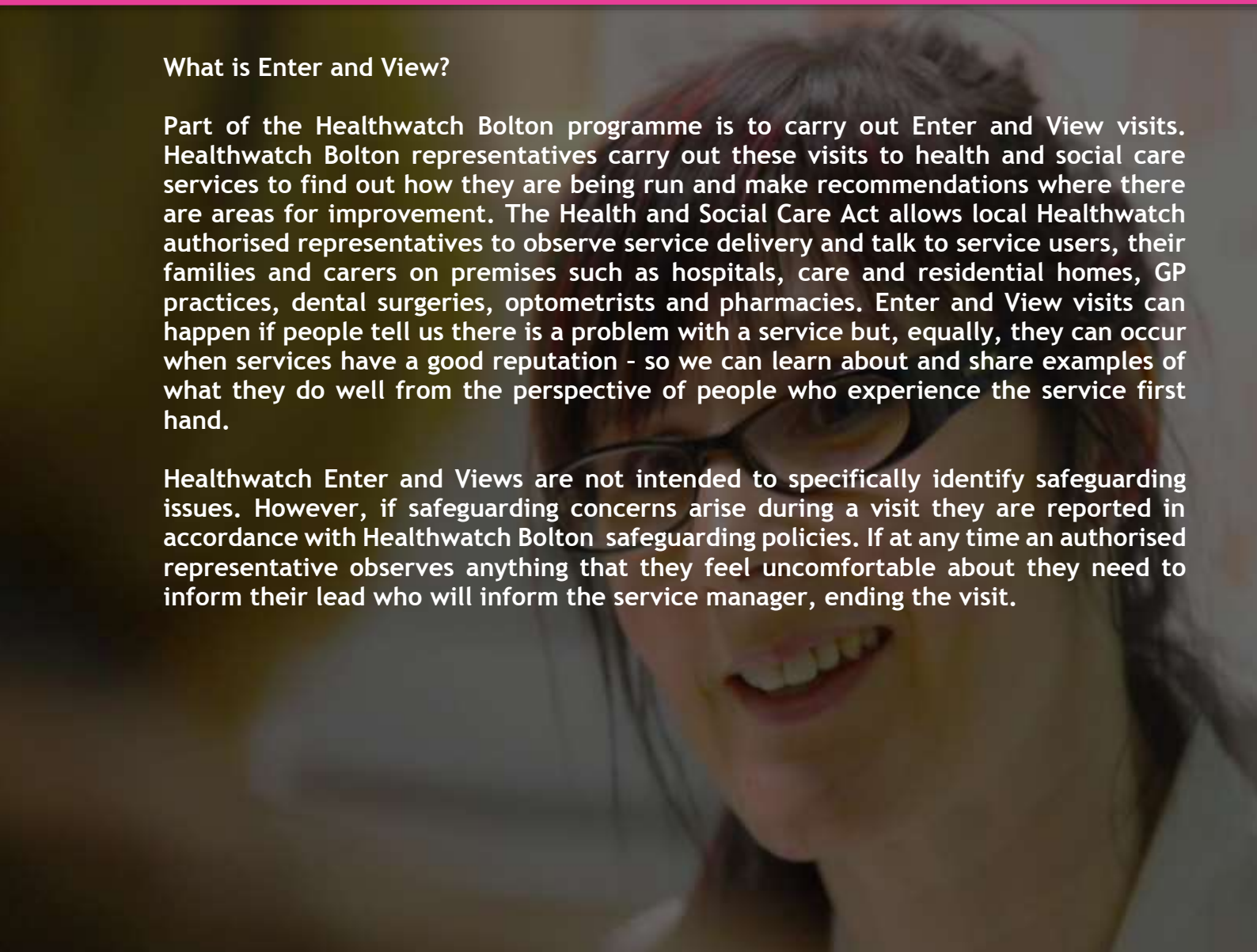
Disclaimer

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

What is Enter and View?

Part of the Healthwatch Bolton programme is to carry out Enter and View visits. Healthwatch Bolton 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, care and 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 Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch Bolton safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.



Purpose of the visit

- To engage with residents of care homes and understand how dignity and choice is being respected in a care home environment
- Identify examples of good working practice.
- Observe residents and relatives engaging with the staff and their surroundings.
- Capture the experience of residents and relatives and any ideas they may have for change.



Strategic drivers

- CQC dignity and wellbeing strategy
- Engaging with hard to reach and vulnerable communities
- Exploring experiences of person-centred care

Methodology

This was an announced Enter and View visit.

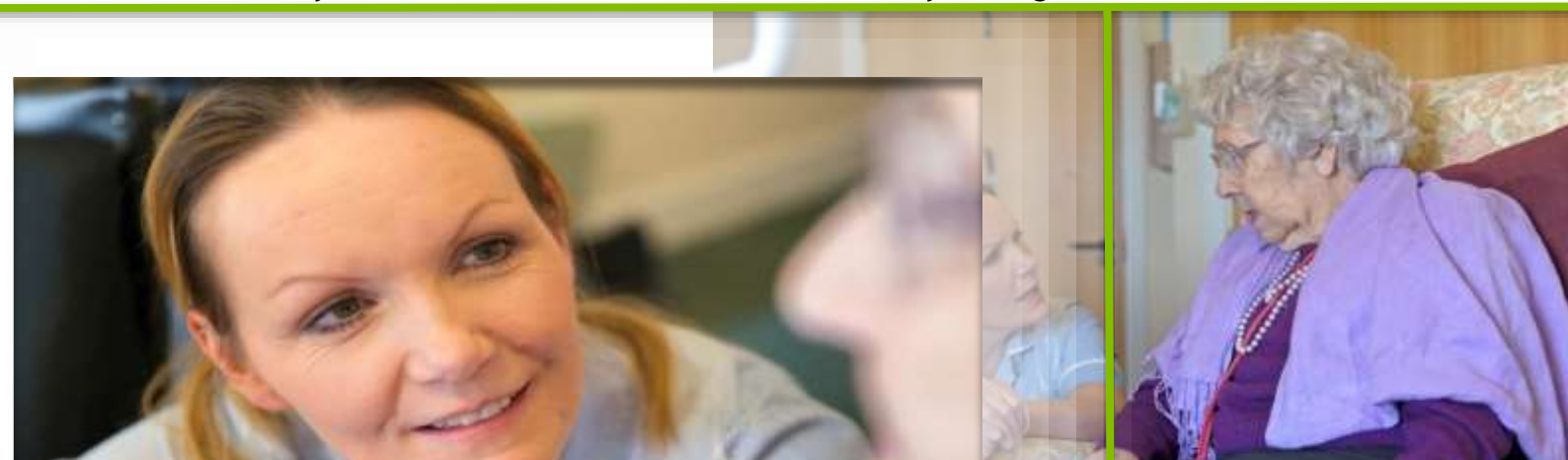
We met with Victoria James, the registered manager and Katherine Corcoran (who looks after finance and administration), before we spoke to anyone in the home. We requested to do the visit at tea-time, which was agreed.

Authorised Representatives spoke to 7 residents and observed what happens at teatime. Topics explored were: whether people felt at home, choices in daily routine, individual needs being catered for, feeling safe, personal care, thoughts about the staff, activities and what is good, what could be done better or differently.

Authorised Representatives conducted short interviews with 6 members of staff at the care home. Topics explored were: what it is like to work here, workload, the overall service for residents, what is good about the care home, what could be better or done differently. Authorised reps explained to everyone they spoke to why they were there and took minimal notes.

A proportion of the visit was observational, involving the authorised representative walking around the public/communal areas and observing the surroundings to gain an understanding of how the home actually works and how the residents engaged with staff members and the facilities. There was an observation checklist prepared for this purpose.

When they had finished speaking to staff and visitors they left them with an information leaflet and explained that a draft report would be sent to the home to check factual accuracy and to allow the home to comment on any findings or recommendations.



Summary of findings

At the time of our visit, the evidence is that the home was operating to a good standard with regards to Dignity and Respect.

- The home is warm and welcoming with a homely feel. Décor is good.
- Residents look clean and tidy. We saw no evidence of dignity not being respected.
- Overall residents we spoke to are happy and feel well looked after and staff are happy to work there.
- We observed tea being served and we saw evidence of staff interacting with residents positively and regularly, checking they were eating and asking if they wanted more food to eat and giving drinks.
- Staff training was up to date - staff undertake 'e-learning for you' training package.
- We observed on this particular evening that residents had two choices for their tea - leek and potato soup followed by - either cheese and tomato pizza and salad or a selection of sandwiches followed by jelly and cream. Many residents did not finish their meal and there was a lot of wasted food.
- We observed some residents constantly requesting drinks with their meal which were given.
- The home has an activities co-ordinator with volunteers that help out.
- Medicines control - the home has a new system implemented called Navi-Meds.
- Food/fluid charts - operational and up to date as are observation charts

Results of Visit

Environment

The home provides accommodation for 35 people.

The home was clean and the décor was good. Regarding infection control - a new cleaning schedule had been implemented and all cleaning schedules were signed off. Each room had the name of the resident on the door. The overall impression of the home was calm, homely and warm. At the time of our visit the home had been decorated with a Halloween theme.

There are two lounges - one small and one large and each with a TV and comfortable chairs. One lounge contained two parakeets. We did not see much evidence of other stimuli in the lounges.

We observed a list of activities for the week on the notice board - only 4 days in the week appeared to have any activities. Some residents complained of being bored and that there were no activities. There is an activities co-ordinator who organises things 4 days a week with volunteers and it is up to people whether or not they want to take part in them.

The dining room was pleasant with tables having tablecloths and place mats. Most tables were set for 4 people. Residents had leek and potato soup for starters,

followed by a choice of either cheese and tomato pizza and salad or sandwich selection that had to be ordered in advance. Pudding was jelly and cream. We observed some residents leave a lot of their food on their plates. Residents had drinks on their tables and had a choice of either tea, coffee, juice or water. Some residents wanted more to drink and were observed to keep shouting for the staff.

There was a notice board in the main entrance of the home. This was covered with 'thank-you' cards from people. There was also a 'you said, we did' area and people had been encouraged to put forward their ideas to change anything and the home responded by publishing what they had done on the notice board such as redecoration of the home, providing more pens for visitors and installing a new telephone system.

A maintenance person has been employed to do day to day maintenance and will be also looking at the décor.

Promotion of Privacy, Dignity and Respect

All residents appeared well dressed and tidy. We observed all residents being addressed in a friendly and pleasant manner.

Promotion of Independence

Some residents complained of being bored with not much activity going on.

Residents can choose what time to get up in the morning and when they want to go to bed. Mealtimes are set but residents are given menu choices. Many residents were living with dementia and the home is in the process of developing more accessible information such as using pictures to communicate with residents. The menus will be made into easy read so residents will find it easier to decide what they want to eat. We were also informed that special diets/allergies etc. are catered for.

Some residents said that they were not allowed to sit outside and that it is only the staff that do this. There is outdoor space and we were informed that the garden furniture is being replaced with new. Staff informed us that residents can go outside if they wish to.

There is open visiting for family members and friends to visit.

Interaction between Residents and Staff

Relationships between staff and residents was good. Staff were attentive to the residents. At teatime residents were shown to a dining table and sat down comfortably for their meal. Residents were offered assistance with their food such as cutting it up if they required it. Residents were asked if they had had enough to eat and drink and were offered more if they wanted it. Some residents were seen to be asking for more drinks to aid with swallowing their sandwiches/pizza and we did not observe any water jugs on tables. We heard comments from some residents about how much they liked the jelly and cream and several residents asked for more of this and were given more. Some residents were not able to sit at the dining tables and we observed these residents being attended to and given food and drink. We observed the staff being very respectful and compassionate.

Recreational activities/Social Inclusion/Pastoral needs

We observed a notice on the notice board with 4 days of activities in mornings and afternoons such as baking, bingo, shopping etc. There is an activities co-ordinator who comes in the home for 24 hours a week and 3-5 volunteers also come in to do activities. One resident talked about being part of a knitting club.

There is a hairdresser, podiatrist and dentist that visit the home and the staff say this has made things much easier for residents. One staff member told us that the waiting time to see a podiatrist seems to be getting longer.

The service user guide has been amended and is 'Abafields specific'.

Staff

All the staff we met were friendly and we saw them interact well with the residents. They all wore name badges. Residents were happy with the staff.

The staff we spoke to were all very happy to work at Abafields, they were very positive about the home and most had been working there for some time. There did not appear to be an issue with staffing levels or turnover of staff. Morale was good. All staff are DBS checked. There are two carers on duty at night.

Additional findings

One resident told us that she found the towels to be hard and rough. She said her skin bruises easily and it would be nice if the towels could be washed with fabric conditioner.

Overall our impression of the home is that it is well run and residents are happy living there. Staff morale is good with very low staff turnover.

Recommendations

This reports highlights the good practice that we observed and reflects the appreciation that residents and staff felt about the care and support provided.

1. Consider residents views on sandwiches or general preferences for food choices to avoid food waste
 2. Consider making water constantly available on tables at mealtimes
 3. Consider making information more accessible in pictorial/easy read format
 4. Consider washing towels in fabric conditioner
 5. Consider telling residents they can sit outside (weather permitting), if they want to and encourage residents to use the outdoor space to get some fresh air
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Service Provider Response



Enter and View Provider Response

Details of visit:	
Service Provider	Coulson & Collins Care Home Ltd
Service Address	Abafields Residential Home 3-9 Bromwich St, Bolton, BL2 1JF
Service Contact details for the purpose of the visit	Victoria James Victoria <home.managerabafields@gmail.com>
Name and position of person completing this form	
Date of Enter and View Visit	24/10/2018
1. Is this report factually accurate? If not please state what needs to be changed and why. <ul style="list-style-type: none">Managers name spelt KathrynWe have 27 single rooms & 4 shared rooms totaling 35 service users.	
2. Is this a fair report? Yes/No YES	
2. What learning has been gained by your organisation as a result of this Enter and View report? <ul style="list-style-type: none">To approach more open conversation regularly with service users.	
3. What was your impression of Healthwatch Bolton? Is there anything we could have done better in the visit? <ul style="list-style-type: none">It was a very pleasant experience	
5. Comments on recommendations	

Recommendation	Comment
Recommendation 1:	
Recommendation 2:	Unfortunately, we can not put water jugs out on tables, we have tried this previously but due to people with dementia and people on thicken fluids this became a risk.
Recommendation 3:	We use fabric conditioner in the home.
Recommendation 4:	Information accessible - on feedback Kathryn explained that this was ongoing at present.
Recommendation 5:	We have put a sign up on the doors leading to court yard for all service users if they wish to access the outside area. All service users will be encouraged to wrap up warm if they wish to sit in the court yard.

Approved AT 1/11/2019

