



Enter and View Report

The Friendly Inn

17th April 2018 & 21st June 2018

<http://healthwatchsolihull.org.uk>

Email: enquiries@healthwatchsolihull.org.uk

Freephone 0800 470 1518

Part of the Healthwatch Solihull remit is to carry out Enter and View Visits. Healthwatch Solihull Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows 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 Solihull 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 Solihull safeguarding policy, the service manager will be informed, and the visit will end. The Local Authority Safeguarding Team will also be informed.

Provider Details

Person in Charge: During our first visit the previous home manager had just left, when revisiting we were introduced to new home manager Kevin Allen.

Provider: Friendly Care Group

Address: Gloucester Way, Birmingham, B37 5PE

Service Type: Residential Care Home

Date of Visit: 17th April 2018 - revisited on 21st June 2018

Authorised Representatives

Name: Scott Baldwin

Name: Natalie Travers

Purpose of Visit

During our outreach sessions and online questionnaires, we received several feedback items about The Friendly Inn Care Home that warranted us a visit to the premises.

The purpose of our visit is to observe service delivery and to collect the views and experiences of service users within the care home.

The methodology to be used is to;

- Talk to residents about all aspects of their care and whether this is delivered in a way that promotes their dignity and independence including the ability to make choices about their daily lives.
- Talk to residents about staffing levels and whether they feel safe with the level of the care provided
- Talk to relatives, if they are available to ask if they are happy with the care provided to their relatives and whether they are aware and feel able to report any concerns/ complaints
- Speak to staff about training, turnover, support staffing levels
- Observe interaction at all levels between residents, staff manager, and visitors

We first visited the Friendly Inn on the 17th April, at that time there was no home manager. We were greeted by the deputy manager and we were welcomed to conduct our visit. We decided to revisit again to speak with more people and gather additional information, once the new manager was in place. Our second visit took place on the 21st June. Findings from both visits will be included in this report.

Physical Environment

External

During our first visit we observed a well signposted entrance, with a large the car park, and a sign making people aware of the building's location.

We were able to gain entry quite quickly into the premises after ringing the doorbell.

The entrance was easily accessible and the outside of the front of the building was well maintained, the rear gardens were well maintained but were slightly bare.

Upon revisiting the home, we observed all external features remained the same. We observed some work had taken place in the rear garden, a lot of planting had been done and the garden appeared more colourful and inviting.

Internal

During our first visit we were told that all rooms are single occupancy.

There was a signing in book for people to sign in when they arrived.

The building was clean and tidy, although an unpleasant odour was present in corridors.

All furniture being used appeared in good condition. Some older pieces of furniture were observed in the corners of some rooms which were not in use.

The signing in area was slightly cluttered.

When we revisited the home, we observed many changes to the signing in area, it was clean and fresh with no odour. The area had been decluttered and appeared brighter.

Old furniture had been removed and rooms appeared tidier and more open.

Resident Numbers

On our first visit there was 29 residents.

When we revisited there were 30 residents at Fairfield Care Home. The home was at full capacity.

Staff Numbers

During our first visit we were informed there were 2 senior carers, 7 carers, 1 activity coordinator, 2 domestic staff, 1 maintenance staff, 2 catering staff and 1 member of management, and the home was awaiting the commencement of a new home manager.

We were informed the home did not use agency staff and had no bank staff, staff told us they would take on extra shifts if the home was short staffed.

When we revisited we were informed that since the new manager has been in post, more staff have been recruited and at present they are 'over staffed'.

When speaking to care staff they felt that the new staff levels had improved the home, and staff felt they had more time to spend individually with residents.

Resident Experiences and Observations

During our first visit we were asked to sign in and directed to the office by a member of staff and we were introduced to the deputy manager. We explained the purpose of our visit and what would happen with the information and observations that we would obtain.

The deputy manager explained that there was currently no home manager, but that a new manager was due to start.

The deputy manager gave us permission to speak to staff members, residents and any relatives that were visiting at the time. We were also given the go ahead to look around the facility and the rear garden.

We spoke to several residents who told us that they were happy living at the home. They said they felt supported and cared for and enjoyed the activities that were put on for them. One resident commented, *"If you had to go into a care home, I'd definitely pick this one."*

We saw evidence of activities being tailored to the individual needs of the residents and there was a board in the hallway with pictures of residents taking part in activities. The deputy manager told us that special events are celebrated within the home for special occasions including birthdays and Christmas.

When speaking to the deputy manager we were advised that individual residents' religious preferences were taken into consideration and that a priest visits the home once a week for holy communion, and a community church visits the home regularly.

A GP comes out to see a resident if they are unwell, and usually a family member will accompany them on visits to the hospital.

We were told that the approach that they take is a very person-centered approach and that families are involved with the care planning.

When we revisited the home and spoke with the new manager, a lot of new procedures were in place. A monthly newsletter was introduced and sent out to families, we observed a detailed and interesting newsletter which included dates of upcoming meetings and events.

The home manager felt this was a good way to communicate with families and get them involved in the homes events and activities. The manager has received positive feedback from relatives regarding the implementation of the newsletter.

Activities

During our first visit we were told that there were a variety of activities for residents to take part in, including games and exercise activities.

The deputy manager told us that the home arranges singers to come in regularly, and the residents also have the chance to take part in exercise sessions, which we also saw in photographs on the wall.

When we revisited the home, we observed a new detailed activity plan, which is reviewed on a weekly basis and each resident is considered when planning.

We were told that the implementation of more staff has improved the time management of care staff. Staff told us they felt they now have more time to provide activities as well as care duties.

We also observed slots for 'one to one room activities' on the new plan, giving residents a chance to have some one on one time and choose an activity of their choice.

Staff explained they will speak to residents daily to see how they are feeling and see what they would like to do on that day.

We also observed a resident gardening, the back garden had significantly improved since our first visit, and this gardening had all been done by a resident who expressed an interest in helping in the garden. The home had provided potting plants and pots etc.

The new manager expressed the importance of promoting individual independence. Relatives explained how this resident is a "changed person" since starting his gardening.

Catering Services

During our first visit the deputy manager advised us that at meal times there is a choice of two meals on the menu. Special dietary needs are catered for e.g. residents with diabetes and cultural differences.

The deputy manager told us that residents' nutrition is supported through daily diet charts and with support from the dietician.

When we revisited the home, we were shown a new weekly menu plan which was much more detailed and is reviewed weekly. It was user friendly and included pictures.

When we asked about food information on the website we were told the website was slightly out of date but it would soon be updated.

We were told that residents preferences and 'favorites' are considered, and we observed a very detailed and thorough diary which is put together about each resident including their food preferences.

Staff Experiences and Observations

During our first visit the staff members that we spoke to felt adequately trained and supported by the home's deputy manager but felt that the management structure was not great.

It was confirmed that the home has an e-learning program, as well as in-house training sessions, which staff members preferred. The deputy manager confirmed that this will cover whatever is required e.g. if a resident has certain needs then training will be provided for this.

We were told that staff also do the training that is needed via an online training matrix.

When we revisited the home, the new home manager explained that all staff had been trained in manual handling, and staff would also be undertaking end of life training.

We observed a happier working environment, we spoke to several members of care staff who all expressed their happiness with the changes to the home;

- One carer told us they were "really happy" and that the new management is "fantastic" and has made a "big difference". This carer also explained that the new manager "really cares about residents and staff"
- Another carer told us that the new management have been very supportive and has supported them in improving their skills by signing them up to do an NVQ Level 3.
- Staff told us that the new activity plan has improved time management and is allowing staff to get involved with activities as well as having sufficient time for care duties.

Summary, Comments and Further Observations

During our first visit, we observed a hard-working team supporting residents to the best of their abilities.

We observed a homely environment where residents were the focus. Staff did not feel well supported, and we did not observe a well-structured activity plan.

When we revisited the home, we observed many positive changes, staff morale was higher, there were new plans in place for activities, and meal options had also improved greatly.

The home was undergoing decoration which was homely and inviting. Areas appeared tidier and in general the home felt more upbeat.

Recommendations and Follow-Up Action

- Management continue to ensure staff feel supported to ensure morale is maintained.
- Website is updated to reflect new changes.
- Resident food and activity preferences are reviewed and recorded regularly to reflect changing preferences.
- Continue to engage with carers via newsletter and to review the effectiveness of this engagement.
- To upload newsletters to the website as the last newsletter uploaded was in January 2017.

Provider Feedback

Thank you for taking the time to visit our home and the positive comments that you were able to make in relation to your two visits. We are pleased that our commitment to improving the well being of individuals is noted as well as our changes to numerous aspects of our service.

We will continue to drive The Inn forward and have continued with changes since your visits, our environment is now much improved and those who reside here are the driving force in all of our practices.

DISCLAIMER

Please note that this report only relates to findings we observe on the specific date of our visit. 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.



Healthwatch Solihull

Enterprise Centre,
1 Hedingham Grove
Chelmunds Cross
Chelmsley Wood
Solihull
B37 7TP

<http://healthwatchsolihull.org.uk>

email: enquiries@healthwatchsolihull.org.uk

Freephone 0800 470 1518