



Enter and View Report

Details of Visit

Service Provider:	Swallows Meadow Court
Service address:	33 Swallows Meadow, Shirley, B90 4PH
Date and Time:	Friday 12th December 2014 - 1pm
Authorised Representatives:	Mary Pratty and Margaret Sheikh
Contact details:	Three Trees, The Baptist Church Centre, Hedingham Grove, Chelmsley Wood, Solihull, B37 7TP 0121 770 5434

Acknowledgements

Healthwatch Solihull would like to thank the service provider, service users, visitors 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 service users and staff, only an account of what was observed and contributed at the time.

What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. 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 Views 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 their lead who will inform the service manager, ending 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 the visit

- This is a routine and planned visit
- To engage with residents and their family members for the purpose of gathering their views and experiences of the care provided to them.
- To observe examples of good or poor working practice.

Background to Care Home

Background to care home

The home was purpose built in 2008 and is registered for 70 elderly service users with physical disability or dementia. Swallows Meadow is operated by Solihull Care Ltd and is a 70 bedded nursing home in Shirley. The home is divided into four houses, two having 20 beds (Kingfisher and Nightingale) and two having 15 beds (Heron and Robin). The home operates over two floors. The staff provide care solely to the individual houses.

The home has a dedicated, caring team that is led by an experienced Registered Manager with a team consisting of nursing staff, care staff and ancillary staff including administration, catering, housekeeping and activity which is divided, throughout the different houses.

In addition to the staff within Swallows Meadow a Chiropodist, Speech Therapist, dietician, Macmillan nurse and GP provide other services.

The Deputy Manager was the most senior person on duty and informed the Enter and View representatives that they had 63 residents at the time of the visit.

Swallows Meadow Court had a CQC inspection on 30th January 2014 and the report was published 8th March 2014.

The home met all of the standards inspected;

- Care and Welfare of people who use services
- Meeting nutritional needs
- Staffing
- Supporting workers
- Complaints

Methodology

This was an announced Enter and View visit.

We arranged a pre visit meeting to inform the management about the purpose and scope of the visit. We also produced a poster for display in the main public area to inform staff, residents and family members on the date and time of the visit.



Upon the visit itself we approached a member of management before we spoke to anyone in the care home and took their advice on whether any residents should not be approached due to their inability to give informed consent, or due to safety or medical reasons.

Authorised representatives conducted short interviews with two members of staff at the care home. Topics such as quality of care, safety, dignity, respecting and acknowledging the resident's and families' wishes and staff training were explored.

Authorised representatives also approached two residents and one family member at the care home to informally ask them about their experiences of the home and where appropriate, other topics such as accessing health care services from the care home were also explored, to help with our wider engagement work. Healthwatch representatives explained to everyone they spoke to why they were there and took minimal notes.

Information about Healthwatch and Enter and View was given to staff, residents and family members at the time of the visit.

Summary of findings

Environment:

Representatives observed that the home offered a welcoming, friendly and homely environment and the residents stated that they were happy living there.

Privacy, Dignity and Respect

Family and residents commented on the quality of the care provided and a resident stated, 'the staff team are very good'.

Promotion of Independence

Staff stated that they pride themselves on the high standards of care and progresses of individual residents.

Recreational Activities

There were a range of other activities provided in the home such as hairdressing. Staff commented that there was a high demand for this service which often had a queue of residents waiting for the service. Religious services were also provided to meet the needs of individual residents.

Interaction between residents and staff

Representatives observed positive interaction with staff and residents this was evident with staff acknowledging residents by their name whilst carrying out scheduled activities.



Food and choice

Residents are offered a variety of menus which are prepared on an individual basis. This was evident with the menu being displayed in the main reception area.

One member of staff stated, 'If a resident wants something to eat between meal times they can ask and we will prepare it for them'.

Results of Visit

Environment

Swallows Meadow Court is situated within a residential setting and visitors gain access to the building through an intercom system located at the front of the building. The reception area is staffed Monday - Friday (9am- 5pm)

When entering the home we were welcomed by a member of staff who requested us to sign in the visitor's book.

The reception area was homely, clean, tidy and welcoming with a range of information displayed relevant to the home (Infection Charter, Beacon Status for caring in the final years of life, Fire Information, Food Rating 5, Complaints and Safeguarding information and Advocacy and Adult Abuse. The food menu for the home and activity schedule were also on display.

Throughout the building there were ample hand sanitizers available. There were disposable aprons readily available for use in the corridors of the individual houses and we observed and were informed by the nursing staff we spoke to that disposable gloves were available in all resident en-suites.

All bedrooms and en-suites were equipped with a ceiling track hoist. Bedrooms have their own personal phone number.

All of the houses were equipped with kitchenettes, which can be used, by staff, residents and family members. A member of staff and a resident informed us at the time of the visit that individuals can leave their food products (ensuring they are named) in the kitchenette and can make refreshments of their choice.

Areas located outside of the nursing stations are made available to store equipment such as hoists to ensure they are readily available as and when required.

Privacy, Dignity and Respect

From our observations and discussions with residents, family members and staff it was apparent that residents are treated with privacy, dignity and respect at all times and the care provided is person centred.

All residents bedrooms had their own door knocker outside for their own privacy and residents were given a choice as to whether they wanted their door closed or left open.

When speaking to one resident, she stated that staff were very helpful and supportive when helping her getting washed and changed in the mornings, stating, "The staff ask me what I



want to wear when they are getting me ready”. Another resident stated, “If I don’t want a dinner then staff are very willing to get me a snack, like a jacket potato”.

In a lounge area we observed a member of staff positively interacting with the residents and sitting next to one individual who was cradling a doll. The staff member offered comfort to the resident by allowing her to stroke her hand while chatting to her. It was clear that the resident was comfortable with the staff member and answered questions asked of her. The lounge was occupied by two other residents at the time who were sat next to each other in conversation, one of the residents had her walking aid readily available in front of her.

One resident’s room had crash mats around the bed. We were informed by the member of staff that this was to prevent the resident from injuring himself when getting in/out of bed, but to preserve their independence so he can carry out the task independently.

When speaking to a member of nursing staff about individual choice for residents, the staff member stated that residents are offered choice throughout their care, from the residents choosing their clothes that they wish to wear, meals they would like, if they want a bath or shower, what time they wish to go to bed and what activities they would like to participate in.

We observed a notice that was displayed in the reception area offering a Laundry labelling service and were informed that this was to prevent individual resident’s laundry from getting lost.

Promotion of Independence

During the visit we observed staff offering residents a cup of tea and provided alternative drinking aids such as beakers, straws were provided to enable the resident’s to maintain their independence.

Staff wore protective clothing (aprons) when serving refreshments to the residents.

We were informed by both a staff member and residents that residents are given the opportunity and encouraged to bring small items of furniture into the home to make their room as homely as possible. One resident stated, ‘I have got my own fridge in my room so that I can keep my drinks in it’.

Representatives observed a range of walking aids for individual residents that were all kept in close proximity to where they were sitting.

Staff informed representatives that there were several residents had problems swallowing or chewing and required their food either pureed or blended to enable them to still have the opportunity to have a varied diet. The member of staff stated that although some residents needed their food prepared for them on an individual basis each item of food was blended/pureed separately so that the resident could differentiate the foods they would be having and also helps with the presentation of the meal.

In the lounge areas a range of seating was provided to enable residents to get on/off the chairs independently (recliner chairs) and also arm chairs for more of an upright position for individual choice.

Staff stated that residents had a choice about where they wished to eat their meals, either in the dining room, bedroom or lounge. The staff member stated,” this is their home and we want them to feel at home and eat where they choose”.



Recreational Activities

A schedule of activities was displayed within the reception area and residents are invited to attend activities of their choice by activity staff, however the staff acknowledged that not everyone wants to participate.

Staff explained that they had carried out a memory game during the morning activity with the residents. We later observed staff assisting the residents in their wheelchairs into the activity room to play skittles. The staff appeared to be very supportive, praising and encouraging the residents when they had their go and being very positive even if the resident didn't score.

One resident stated, "There is something going on daily and at different times, "the staff are very nice".

The same resident stated that her friends take her to church and residents can come and go if they are able.

The home holds a religious service every two weeks for the residents and a priest from the local Catholic Church visits the home on a regular basis.

Interaction between Residents and Staff

Throughout the Enter and View visit staff were observed being friendly, caring and supportive to resident needs, greeting and speaking to residents by name as they went about their duties. Representatives observed a member of staff in a resident's room asking her how she was and if she'd lunch.

Whilst being shown around one of the houses a member of staff spoke with pride about how a resident had developed since being in the home and acknowledged the good work the staff team had done.

In the same house a Macmillan nurse praised the work of the same member of staff, stating, "She gives 200 per cent to her work".

Food and choice

It was apparent throughout the Enter and View visit that the residents of the home are given opportunities to make choices for themselves on a daily basis and are regularly asked if they wanted a drink. During our visit we observed staff asking residents, "Do you want a drink/ cup of tea" and referring to the residents by name.

One member of staff stated that the home conducted regular surveys to research resident/family views. One of the positive outcomes from the last survey was that lunch had been changed to a later time as the residents felt it was too early initially. We were informed that residents were happier with the new meal times being slightly later now.

Food is served on an individual basis and can be kept warm until it is required and systems are in place to keep the food hot.

Family members of residents and members of the community can purchase a meal at Swallows Meadow Court on request. A resident informed us that her son and daughter in law



were coming to Swallows Meadow Court to have Christmas Day dinner with her. Enter and View representatives also observed a member of the community who had just had her meal and was very positive about the quality of the food and how nice the staff were. A family member also stated that she had a meal at the home with her husband on a regular basis and stated, “The salmon is very good”.

Conclusion

At the time of the Enter and View visit the representatives observed staff interacting with residents in a caring, friendly manner. Staff were observed to be supportive to individual needs and enabled residents to be as independent as possible.

Swallow’s Meadow Court felt homely and calm with staff actively interacting, engaging and communicating with the residents.

One resident stated, “The staff make this place” and a family member stated, ‘I have recommended the home to others’.

At the end of the visit Representatives spoke with the deputy manager and provided feedback from the visit using information gained through discussions with residents, family members and staff.

Additional findings

For Consideration

The home could consider introducing more community activities as a resident had stated that she had only been on two community activities that had been provided by the home this year.

A resident said that she would like more opportunities for hand and nail care (cutting and cleaning of nails) as the nurses don’t always have time.

The home could consider displaying staff photos outside each house so visitors can identify the staff on duty within the different houses.

Service Provider response

The service provider made a couple of minor alterations to the draft report with regards to the organisations name and staff team positions.

