



Enter and View Report

Windward Way

17th April 2018

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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

Name: Windward Way

Address: 170/174 Windward Way, Birmingham B36 0PS

Service Type: Care Home ; Residential Care ; Learning Disability ; Physical Disability

Date of Visit: 17th April 2018

Authorised Representatives

Name: Scott Baldwin Role: Observer

Name: Natalie Travers Role: Observer and Author

Purpose of Visit

CQC inspection in November 2015 (Report published in January 2016), Windward Way was rated as good in all 5 areas, safe, effective, caring, responsive and well led.

Following a desktop review of local services, including an online survey Windward Way was brought to our attention as potentially having staffing issues.

Resident Numbers

The home has 9 registered beds. Each bungalow consists of 3 bedrooms and 1 spare room which is used for other activities.

On the day of the visit, 1 bed was vacant.

Staff Numbers

Nurses: 0

Carers: 27

Domestic: We were informed that the carers are responsible for cleaning etc

Activity coordinator: 0

Maintenance: Provider CareTech and Bromford Housing.

Administrator: 0

Management: 2

Catering: We were informed that the carers are also responsible for catering

The Manager has been in post since August of last year, with the deputy starting shortly after.

Agency Usage

We were informed by management that agency staff are rarely used, and the home is well staffed, and has 2 bank members of staff.

Physical Environment

External

The home was not well signposted from the main road. Upon reaching the address there were no external signs indicating that this was Windward Way. Parking appeared to be limited but during the visit there were adequate spaces available. The outside of the buildings were well maintained and the entrance was easily accessible.

There was a large garden at the rear which we were informed is shared and accessible to all 3 bungalows, the gardens were well maintained. We were informed by management that the garden had recently been resurfaced, we observed new tarmacking which made the garden easily accessible to all residents.

Internal

Entry to the locked front door was by bell. The home did not have CCTV. There was a signing in and out book at the entrance which was observed on top of cardboard boxes, this area of the corridor was quite small and cluttered. All other corridors accessible to residents were wide and uncluttered in each bungalow. The home consisted of 3 bungalows, all of which were connected and accessed by the rear doors from the shared garden. The dining rooms in all bungalows were spacious. Furniture appeared to be in good condition and areas were clean. There was a spare room in each bungalow which we were told can be used by residents in any of the three bungalows, in one bungalow an art room was observed which was currently storing pieces of furniture whilst the living room was being redecorated. In another bungalow a sensory room was observed which was currently undergoing work. The Manager outlined her aspirations for these rooms to be fully accessible to residents in the near future once work and decoration has been finished.

Resident Experiences and Observations

Our visit was at a quiet time of the day, but we spoke to staff and management and they said that the home was fully staffed that day.

Patients have access to a GP, the GP will attend the home as requested by staff. The surgery is also only a short walk from the home, so residents are sometimes able to walk accompanied by staff.

For mealtimes it was observed that there was an 'alternative chart' in each dining room, which gave residents the choice to pick an alternative meal, we were told residents have choice over food, clothing, bedtime and personal care.

Management explained dignity and respect is maintained at all times and gave examples that staff are advised to knock doors before entering rooms, and ensure curtains are closed before personal care is given. We were also told that some residents have preferences with regards to which carers provide their personal care and that these are always adhered to.

Activities

Celebration of special events such as Christmas, and significant birthdays were described to us.

Some residents go to church on Sundays, and some residents attend local groups at local community hubs. Some residents had recently been to the theatre and trips are regularly arranged for residents.

Management and staff told us that activities are planned weekly and each residents' interests are considered.

Some residents enjoy going out to watch boxing and other sports on TV which the home organises and supervises.

Regular outings are arranged to local groups, and the home organises outings to places like the theatre.

Residents are able to go out shopping accompanied by staff if they wish.

Family and Carer Experiences and Observations

There were no relatives present to speak to during our visit.

Catering Services

We did not observe a meal being prepared but spoke to staff. Meal choices and alternative boards were observed. The kitchen areas were very well kept. We were informed residents have daily charts to record all fluid and food intake.

Dietary needs are catered for, managers gave examples of residents who are fed soft diets, low sugar diets for diabetic residents, as well as patients who were peg fed.

Management told us that utensils are provided for individual needs including spoons with bigger handles and plates/bowls which stick to the tables.

Staff Experiences and Observations

The Manager told us that all staff receive relevant training and a training matrix is in place which flags up when training is due.

We spoke to some of the staff members and we were told training is available and staff are able to request further training, we were informed that managers are supportive and encouraging if staff would like to further their skills.

One staff member told us she was happy working at the home and that it had improved since the new management had been in post, as before this staff morale was low.

We were informed staffing is not always adequate per shift due to sickness, we were told that the staff will try their best to work together and try to find cover by calling around other staff members.

We were told that a regular meeting is held with staff and any issues that arise are addressed with staff and each staff member also receives supervision meetings.

Summary, Comments and Further Observations

On the day of the visit, we observed good standards of comfort, adequate levels of staffing, generally person-centered care, and what appeared to be a very homely environment.

Recommendations and Follow-Up Action

- Ensure staff are supported when staff numbers are low.
- Remove clutter in signing in area.
- Provide visible external signage.
- Systems in place to reduce the staff time spent on finding appropriate sickness cover.
- To seek alternative storage space when decorating so patients do not lose out on spare rooms which are all designed for activities.

Provider Feedback

Thank you for the report it is appreciated. The decoration has now been finished and all rooms free from clutter. The delivery that arrived shortly before you was all put away correctly the same day. Staff were supporting with personal care before they put away the delivery. If staff do call in sick it is the team leader to find cover on a weekend if management are not in. On call management will also be called to support. This is part of a team leader role and unfortunately cannot be changed. Myself and Hannah will also go on to the bungalows if short staffed due to sickness.. At present we are funded for 840 hours a week and at times are over but not under. Please let me know if you want to meet again to discuss further. Kind regards Sandy

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.



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