



Enter and View Report

Care Homes - Primrose Croft

Service Address: Primrose Street, Cambridge. CB4 3EH.
Service Provider: Excelcare Holdings
Date and Time: Thursday 21st May 2015 at 2:00pm
Authorised representatives: Ann Redshaw, Jane Garside,
Ron Bennett and Kate Hales



Acknowledgement

Healthwatch Cambridgeshire would like to thank the residents, relatives and staff at Primrose Croft who spent time talking to us about their experiences of living or having family staying at the home.

Thank you also to the Manager of the home for helping us to arrange the visit and providing relevant information requested.

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. This report relates to findings observed on 21st May 2015 at 2:00pm.

The visit also takes into consideration the fact that some of the residents spoken to will have a long term illness or disability, including dementia, which will have an impact on the information that is provided.

We recognise that providers are often able to respond to us about any issues raised and we will include all responses in the final report.



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Introduction and methodology

What is Enter and View?

Part of Healthwatch Cambridgeshire's work programme is to carry out Enter and View visits to health and social care services, to see how people experience care. The visits are carried out by our authorised representatives. We can make recommendations or suggest ideas where we see 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. 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.



Our Care Home project

Healthwatch Cambridgeshire made the decision to undertake a programme of enter and view visits to care homes in Cambridgeshire during spring - summer 2015.

Our visits are intended to:

- Find out what daily life is like in a care home in Cambridgeshire.
- Gather the opinions and experiences of residents, relatives/friends and staff.
- Raise awareness of the role of Healthwatch.
- Build relationships to enable those voices not often heard, to have a say about the health and care services that they receive.

Enter and view visits will also highlight (if applicable) what the team view as 'good ideas' and this will be collated and shared with all the care homes that we have visited at a later date.

The care homes to be visited are selected based upon a number of factors which include geographical spread across the county. Where possible we will ensure the visit does not conflict with other visits such as planned Care Quality Commission Inspections or visits by the local authority.

Following each visit a report will be produced and this will form part of a summary report highlighting good ideas and issues around access to health and care services.

Purpose of the visit

The purpose of the visit is to find out what daily life is like for residents at the care home. We observe day to day life in the care home and talk to residents, relatives, staff and other visitors, to collect their experiences and opinions.

- We look at how residents are supported to make choices about their daily life, for example making mealtime choices or what to wear.
- We watch how staff interact with residents and other people in the care home.
- We find out what activities are available for residents at the home and in the community.
- We ask people what they think about the range and quality of their food.
- We find out how easy it is for residents to access local health and care services, for example GP, Dentist, Optician and Chiropody.



- We collate examples of good ideas and report on any issues or concerns that are raised.
- We talk to people about their experiences of living in the home, and any ideas they have for change.
- We tell people about Healthwatch Cambridgeshire and what we do.

Announced visit

This was an announced Enter and View visit. It was undertaken by a team of four authorised Enter and View representatives, including one Healthwatch staff member and three volunteers. It lasted approximately one and a half hours. We wrote to the home explaining the purpose of the visit and inviting them to take part in our Care Home project.

Before the visit, the team led met with the manager to give an overview of Healthwatch and the project. Confirmation included advising the names of those who would be taking part in the visit. Posters with details of the visit and Healthwatch contact information together with leaflets for display prior to the visit were sent the week before.

The visit was informal and involved a combination of observations and talking to residents and staff. During the course of the visit the team spoke with members of staff, relatives and residents; all findings were logged. The team were guided around the home and observed by a member of staff at all times. The home had arranged for two residents to remain in their rooms and receive a visit from the team.

Notebooks and questionnaires were used to record the information gathered.

The Enter and View team spoke with the Manager, who provided detailed information about the home and answered any queries raised.

Information was also given out about Healthwatch Cambridgeshire to residents, and the home was given copies of the latest Newsletter, Information and Signposting bookmark and leaflets to display in the reception area. To keep in touch with Healthwatch the Manager signed up to receive both our Newsletters.



Primrose Croft

Primrose Croft is situated at the end of the street and located in a residential area north of the river Cam, on the outskirts of Cambridge. It is a care home for older people and can offer care to those with dementia. The home can offer respite care when there is space available. Some of these beds are funded by Adult Social Care, Cambridgeshire County Council.

The home offers care to 38 residents. On the day of our visit 31 people were living at the home in single rooms, nine of which have en-suite facilities. Separate bathing, shower and toilet facilities are available on both floors, all equipped with aids, rails and moveable hoists.

The entrance is accessed by a closed courtyard and a path which passes the windows of the offices for the manager and staff. Car parking is available to the side and front of the home. The home is within easy reach of local shops and public transport.

The home has a communal lounge and dining area on the each floor and quiet seating is available in the hallways on the ground floor for residents to use.

The poster advertising our visit was on display in the reception area together with the leaflets but initially there were no relatives for us to talk with.



Summary of findings

- The residents appeared well looked after.
- Two residents told us they were able to make decisions about what they liked to eat and what clothes they wanted to wear.
- The home was welcoming and friendly.
- Residents appeared comfortable.
- Staff were observed to be positive, respectful, kind and friendly with residents
- We saw evidence that told us that the residents have access to a variety of social activities.
- The home was clean and fresh with only a slight odour present.
- Garden areas were colourful and had mixed planting, with a raised bed, planted pots and patio area with seating.



The Findings

Accommodation and environment

The home has a number of communal lounges with televisions and dining areas on both the ground and first floor. The entrance hallway was wide and contained seating for residents, including tables with information and a signing in book. The home has photographs of the staff and their names on both floors of the home, to help people identify staff more easily.

There is a courtyard area with chairs, tables and benches. This leads onto the garden area at the front of the home which has seating areas with shade and a raised bed for ease of use by the residents. The residents' rooms are located on both floors with the first floor predominantly for those residents who have dementia.

Residents are able to bring their own furniture and personal items to make their room more home like.

Activities

The home employs an Activities Co-ordinator, who arranges napkin and table cover folding, laying the table, games and quizzes.

We were told *“The residents enjoy being able to take part in the planting of the summer pots and flower beds. Outings on the river and the local public house are very popular with the residents”*.

On the day of the visit some of the residents were enjoying the music and songs of yesteryear with an entertainer on the accordion. Others were chatting with staff, resting in the quiet area or had remained in their rooms.

We asked the two residents who had been in their rooms why they had not wanted to see the entertainment and they told us *“home told me I was expecting visitors”*.



The Zoo Lab visits the residents and brings along different species for the residents to look at and hold, these have included a snake, spider, rat and hedgehog. The Pets as Therapy dog also makes regular visits. Residents are able to input their ideas and opinions at their bi-monthly meetings.



Picture: activities in the dementia unit

The dementia unit on the first floor had accessories for dressing up, an activities room with dolls and teddies used for therapy, and an old fashioned sweet shop.

Residents told us

“I have visitors often and like to be taken out”



Catering



Picture: menu displays

We saw a daily menu displayed in the hallway. We were told by the manager that *“residents are asked what they would like to eat everyday, and alternatives of both hot and cold are always available”*.

Residents told us

“Food is much improved”

“We are asked what we want”

“If you ask, you get what you want”

“Can have breakfast in bed on occasion”



Care and help

Pre-admission assessments in a person's own home are undertaken to ensure that their care needs can be met. Families / relatives are encouraged to take part. Observational assessments then take place in the care home to confirm the initial assessment.

The Manager told us *“these are ongoing and staff are alert to the changing needs of the residents”*.

Resident told us

“Well satisfied, came for a test / respite for two weeks and did not want to leave”

Throughout each month the home has a 'Resident of the Day' and they can choose what they would like to do for the day, what they would like to eat and the home takes this opportunity to review the resident's care plan.

Relative told us

“Lots of staff here today, not normally so many”

Staff attitudes

The staff we observed were welcoming and friendly. We saw them chatting with residents in the lounge and they were patient and understanding. Staff were respectful and polite making sure the residents were comfortable.

Residents told us

“They know us and look after us”

“Some are nice and some are not”



Carers and Relatives

Primrose Croft encourages and welcomes family and friends to be involved in the daily life of the home. Relatives, carers and friends are able to visit at any time during the day. Those we spoke to had mixed views about the care their family member received.

Access to health and care services

The Manager told us that they have a very good relationship with the local GP Surgeries within the catchment area and currently five surgeries visit the home. The home has the use of the services from the Link District Nurse.

The residents' families tend to arrange dental treatment and the home helps when needed. Cambridgeshire Hearing Help visit monthly to check the residents hearing. Vision Call also visit to run eye tests for the residents.



Good Ideas

- Resident for the day was popular with residents, because they got to choose an outing and a special meal. However, we do think it is good to make sure that all residents have choices around food and activities.

Ideas to take forward

As a local Healthwatch, we encourage care homes to develop ways to involve residents, their families, carers and staff in making decisions to improve care in the home.

We think it is important to support people's opportunities to give meaningful feedback on improving and developing health and care services.

We encourage a positive approach to managing complaints and actively learning from people's feedback about care in the home.

Our ideas for Primrose Croft:

1. Promote Healthwatch Cambridgeshire through displaying posters, leaflets and newsletters.





Response to the report from Primrose Croft

No comments received.





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