



Enter and View Report

Care Homes - Florence House

Service Address: Westfield Road, Ramsey, Huntingdon, PE26 1JR.
Service Provider: Mrs David
Date and Time: Thursday 30th July at 10:30am
Authorised representatives: Caroline Cranston, Jane Garside and Kate Hales



Acknowledgement

Healthwatch Cambridgeshire would like to thank the residents, relatives and staff at Florence House who spent time talking to us about their experiences of living at the home 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 that we asked for.

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 Thursday 30th July at 10:30am.

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 and hear how people experience care. The visits are carried out by our authorised representatives. We can make recommendations 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 in 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 think are '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 make sure 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 three authorised Enter and View representatives, including one Healthwatch staff member and two 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.

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 to the home the week before.

The visit was informal and involved a combination of observations and talking to residents, visiting relatives and staff; all findings were logged. We were given a tour of the home and invited to walk around without an escort.

A large proportion of the visit was observational, involving the authorised representatives walking around the public areas and observing the surroundings to gain an understanding of how the home works and to get a feel for the general environment.

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, leaflets and posters to display in the reception area. To keep in touch with Healthwatch the Manager signed up to receive both our newsletters.



Florence House

Florence House is a privately owned care home in Ramsey. It is clearly signposted from the road. It is situated in a quiet residential area with a private drive and car parking to the front of the home. Access to the entrance is via a ramp or steps.



The front gardens looked well kept and are lawned with large borders showing varied and colourful shrubs.

The home is a single storey building and has been extended to accommodate more people. There are 20 single rooms, nine of these are en-suite and the remainder have a wash basin. The home provides residential care and is registered to provide care for older people, people with dementia and disabled people.

We noted there were separate bathing, shower and toilet facilities available and these were equipped with aids and rails.

Residents are encouraged to bring personal items and their own furniture to help them to settle into their new home.

On the day of our visit there were 18 men and women living at the home. Some of these people are funded by Adult Social Care, Cambridgeshire County Council.



Summary of findings

- We found the home welcoming and friendly.
- At the time of our visit, we thought the home appeared to be operating to a good standard of care with regard to daily life and the care of residents.
- The residents appeared well looked after and told us they were able to make decisions about what they liked to eat, what they wanted to wear and what daily activities they liked to take part in.
- Residents appeared comfortable, clean and content.
- 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 Findings

Accommodation and environment

We were asked to sign in when we arrived at the home. The reception area had a table with signing in book, leaflets and information. There was a noticeboard on the wall which displayed our poster. A hand sanitiser was also on the wall and easily accessible.

We found the home clean and tidy, although we noticed a slight odour in the corridor leading to the residents' rooms in the older part of the home.

At the time of our visit, many of the residents were reading or chatting with each other and staff in the main lounge. The chairs looked comfortable and there were small tables for drinks and personal items.

The dining rooms are joined by an archway, the tables were covered with a plastic cloth and one had a dead plant in its pot. The manager told us that the table covers are changed regularly and both plastic and cloth are used. The rooms did not seem to be ambient or inviting, although we noted that this could be what the residents' preferred.

Further seating is available in the corridor to the new wing and this was light, airy and looked out onto the inner courtyard.

The residents' rooms look out on to their own patio areas. Most have patio doors to access these areas. Some had garden chairs and colourful planted flower pots. We were told the residents like to sit outside and look at their plants.

There are three courtyards for the residents to choose from in the gardens and they have a mixture of seating, tables and shaded areas.

We were told that residents are able to bring their own furniture and personal items into the home. The rooms are a decent size and were light and airy. Residents' names are on their doors.

The home has a no smoking policy and at the time of our visit none of the residents were smokers.



Residents told us that their clothes were never muddled up and that they had their names sewn into them.

Activities

The activities for the residents are led by a team of two care staff, with other care staff helping and supporting them when needed. The activities vary and are sometimes done in groups or one to one. We were told the residents are asked and encouraged to say what they would like to do.

Activities include entertainment from groups coming to the home and putting on a show including musicals, singing and dancing. Outings include trips to Huntingdon and sitting by the river. Reading books, newspapers and going to the local shop.

One resident still has their car and regularly drives to the local supermarket, picking up shopping and newspapers for other residents. The home also provides a mobile shop.

The home has access to a community bus, which they can use for outings and trips.

We were told that a weekly church service is held at the home which residents can attend if they wish. The home can also take or arrange for a resident to visit their preferred place of worship.

The home has a resident budgie and dogs visit on a weekly basis.

There are residents' meetings every other month during the afternoon; friends, family and residents are all invited and encouraged to attend. The manager told us that they have an open door policy and they are available for meetings on the spot if needed.

The home has a suggestion box for residents, family and staff to feedback their ideas etc.



The residents are able to have their hair done weekly when the local hairdresser visits.

Residents told us

They can *'...go to Huntingdon and sit by the river'*

'Watch television and choose what I want to watch'

'We go shopping and I like to go to the local shop'

Catering

The manager told us the residents are encouraged to eat their meals in the dining rooms; this gives them time to socialise and chat.

The kitchen was spacious and clean. The head chef told us that they use fresh produce when they can and the meals and cakes are homemade. We did not see a menu; however, we were told that there is variety everyday and the residents can choose what they want to eat.

Residents told us

'The food is very good'

'Always have a choice and I can have something else if I prefer'

'Plenty of choice for breakfast, lunch is at 12:30, tea time 4.30 and snacks at 7pm. Hot shepherds pie today'

'Wonderful food'

'Have a cup of tea in bed in the morning'



Care and help

The residents we spoke to said they were happy with the care they received; some told us they did not need any help and the staff were all very friendly and caring.

The Manager told us that assessments are carried out prior to admission for new residents; finding out what their likes and dislikes are; what their care needs are and whether or not the home is able to meet their needs. These are reviewed after the resident has settled into their new home; quite often their needs have changed.

Staff attitudes

Some of the residents were in their rooms with the doors closed. We noted staff knocking on the doors and calling out before they entered.



We saw staff attending to the needs of residents, showing patience and understanding. Staff were respectful and polite making sure the residents were comfortable. The staff knew the residents very well and made the time to stop and chat.

We were told that staff turnover is low and retention is high and that staff have got to know the residents very well.

Carers and Relatives

We spoke with two relatives who were visiting; they both told us they were happy with the care their relative received.

They told us that relatives and friends are welcomed at all times and they were invited and encouraged to visit and join in the meetings and outings.

Relatives told us

'Cannot fault the care'

'Food could be better'

Access to health and care services

Many of the residents are local and have chosen to stay with their original GP; the manager told us that the home helps them to make appointments and accompanies them on visits if their families are unable to help.

The Doctor from the local surgery in Ramsey visits every two weeks and more often when needed. The manager told us the GP was at the end of the phone and they can call anytime.

Residents attend the local surgery for annual diabetic eye tests and hearing checks. When a resident is not able to get to the surgery, the Nurse will visit them in the home.



The Manager told us that the Community Nurses are not trained to syringe people's ears. As the home is registered as a residential home, no staff can be trained to carry out this procedure. The residents have to visit the surgery for this to be carried out.

We were told the residents have access to the Chiropody service and this is arranged as and when needed by the resident.

Ideas to take forward

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

Our ideas for Florence House:

1. We ask all of the care homes we visit to help us promote residents' opportunities to feedback on their local health and care services by displaying Healthwatch Cambridgeshire literature in their home.
2. We suggest trialling the residents' meetings at different times and days, to encourage family and friends to attend, especially during longer day light hours.
3. Ask residents for feedback on the dining area, and develop a plan to improve, if this is what residents want.



Response to the report from Florence House

I agree with most of the observations by your staff and the report.

We have 3 court yards for residents to sit with large space and chairs or benches.

We have plastic and normal table clothes which we change in the dining room.

I will agree with other observation report on the day.





Contact Us

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