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## Enter and View Report

### Care Homes - Queens Court

Service Address: 2 Downing Close, Bottisham, Cambridge  
CB25 9DD

Service Provider: MHA

Date and Time: Tuesday 8<sup>th</sup> September 2015 at 10:00am

Authorised representatives: Ann Redshaw, Brian Walker,  
Penny Coulson and Kate Hales

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## Acknowledgement

Healthwatch Cambridgeshire would like to thank the residents, relatives and staff at Queens Court 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 Tuesday 8<sup>th</sup> September at 10:00am.

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 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 Cambridgeshire's 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 care.
- 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 five authorised Enter and View representatives, made up of one Healthwatch staff member and four volunteers. It lasted approximately two 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 were sent to the home the week before, together with leaflets for display prior to the visit.

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.

## Queens Court

Queens Court is a charity run care home in Bottisham. There is car parking at the front of the home with disabled spaces and turning for the minibus. The home is a two storey building with a large conservatory that overlooks the courtyard garden.



The home provides residential care and is registered to provide care for older people and people with dementia. There are 55 single rooms, some of which are ensuite. There are plans for a refurbishment due to start in the coming months. At the time of our visit there was a mixture of both men and women living at the home.



The home also runs a day centre four days a week for older people living in the surrounding villages. The Manager told us that they *“have future plans for this to be extended to five days and then to include Sunday luncheons”*. Volunteers help to run the day centre.

The home is made up of separate flats which are in areas on both floors. Each area has its own dining area, lounge and kitchenette.

We noted there is separate bathing, shower and toilet facilities available on both floors which are equipped with aids and rails. A lift and staircase are used to access the first floor.

## Summary of findings

- The home was welcoming and friendly.
- At the time of our visit, we thought the home appeared to be operating to a high standard of person centred care with regard to daily life and the care of residents.
- Residents appeared comfortable, clean and content.
- The residents we spoke to 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.
- Staff were observed to be positive, respectful, kind and friendly with residents.
- The day centre and visiting groups offer a wide range of activities for the residents to take part in.





## The Findings

### Accommodation and environment

Entry to the home is via a locked door requiring use of a buzzer. There was a vintage area displaying memorabilia from yesteryear, which included a school desk, slate and chalk.



Memorabilia area

We were asked to sign in when we arrived. The reception area had a table with signing in book, suggestion book, leaflets and information. There was a noticeboard on the wall which displayed photos of the staff.

The home is arranged into five smaller areas called flats, each flat has a 'Royal' name theme: Sandringham (across two floors), Balmoral, Osborne and Windsor. Each flat has its own lounge and dining area for the residents to socialise. There is also a large communal lounge area on the ground floor.

Access to the dementia flat 'Osborne', is located on the ground floor through key coded doors. This area has brightly coloured walls to identify the different uses of the room and a large clock to tell the time. There is an indoor golf putting mat, dolls and teddy bears in the lounge.

A secure garden area with seating, tables and shaded areas is available. We were told that some of the residents like to garden, and the home provides plants for them to grow. There are raised beds and guttering at different heights being used as the planters. We were told that some refurbishment was to take place in this flat.

Most of the flats on both floors look out onto the central courtyard area, which has colourful planting, seating, tables and shaded areas.

There is a 'Peace Room' for residents or family to spend quiet time together, and a telephone room for residents' privacy.



The home was clean and tidy. Signage was at a level and size that made it easy to read.

We were told that residents are able to bring their own furniture and personal items into the home, although these need to comply with current fire regulations. Residents' names are on their doors, and some of the doors had the appearance of front doors with large handles and were brightly coloured.

The Manager told us that part of the refurbishment will include new hospital type beds for the residents.

## Activities

The staff who run the day centre lead on the activities programme and they are supported by volunteers. Activities include quizzes, word games, chatting and socialising. The Women's Institute meet twice a month and the knitting club meet once a month; residents can attend these if they want to. There is a British Legion club up the road which the residents are able to visit.

We were told the residents are asked what activities they would like organising.

A trip was planned to visit Banham Zoo and there are plans for visits to coffee shops, garden centres and to introduce a Sunday luncheon club.

The Manager told us that they want to build stronger links with the local village and invite them to take part in activities at the home. They want to use the day centre as a community room, making it a 'Hub' for the village.

We were told that all religious needs are supported and services are held in the day centre.

The Manager told us that they are planning *"To build links with the local school and introduce eco gardening with children"*. *"Students from the local college visit the home running activities and reading to the residents and we support students completing the Duke of Edinburgh award through work experience"*.

We were told that residents can bring their own small pets (budgies/goldfish), when they move into the home. The Pets as Therapy dog visits and the care staff bring in their own dogs to visit with the residents.



There is hairdresser service which the residents can use.



**Music room**

The Chaplain visits and chats with the residents on a one to one basis, taking the resident for a coffee and a sit in the sunshine.

The home has a music room and once a week a musical therapist facilitates wellbeing and communication through the use of live music, instruments and singing.

## **Residents told us**

*“I can do things if I want”*

*“Like doing the word games”*

## **Volunteer at the day centre told us**

*“I sit and chat, help out with the activities”*

*“Residents can speak up and are not afraid to have their say”*

## **Catering**

We were told that meals are prepared freshly on site and no frozen food is used. Cakes and birthday cakes are freshly made and hot suppers are provided using crock pots and slow cookers. Dietary needs are catered for and include low fibre, low fat, liquidised meals and allergies.

The menus are changed weekly and staff ask the residents what they would like to eat and what kind of meals they would like on the menu.



## **Residents told us**

*“Food is always nice”*

*“Lots to eat”*

*“I can eat what I want”*

## **Care and help**

The residents we chatted to were very happy with living at the home and told us that the staff were very nice and friendly.

We watched the staff chatting, laughing and joking with residents; they all looked happy in their surroundings. A care staff member had brought in their dog and this was entertaining the residents in one of the flats.

All the residents have their name sewn into their clothes and all have their own named baskets.

*“The staff are friendly”*

*“I like it here”*

*“Everyone is nice”*



## **Staff attitudes**

The home employ bank staff to cover holidays and sickness. The Manager told us it is hard to get full time staff due to limited public transport and a number of the staff work part time.

The Manager told us the home has a robust complaints procedure, any received are recorded and ideally resolved at local level. Should the complainant remain dissatisfied, there is also an escalation procedure. When possible any learning is shared with other homes, through the monthly reporting process.

Reports are fed to the head office on a monthly basis. Learning gets cascaded to the Home Managers and policy changed if needed.

## **Carers and Relatives**

We were able to chat with a relative during our visit. The Manager told us that visitors are welcomed and encouraged by the home. We were told that as part of the holistic support provided, overnight accommodation can be arranged and relatives made comfortable.

## **Relatives told us**

*“There is a can do attitude and they accommodate their individual needs”*

*“Staff very helpful and caring”*

*“Mum very happy”*



## Access to health and care services

When we asked about access to local health and care services, we were told the home is very well supported by the GP surgery. A GP visits the home every week and more often if needed.

Vision Call visit the home to provide eyecare to those unable to attend a high street optician. Residents can choose if they wish to use their services; alternatively, if they choose to go elsewhere their family or staff can take them. Cambridge Hearing Help visit the home and check the residents' hearing.

The Manager told us *"We have access to the dentist in the village who accepts NHS patients, but there is a wait. We arrange services for chiropody, exercises, massages and manicures from visiting providers"*. Hospital transport is available for Addenbrookes and Newmarket.

The Manager told us *"they can manage catheters, support minor care and will keep residents when they can"*. The District Nurse visits the home every day.



## Good Ideas

- Religious services adapted for people with dementia. This includes more traditional songs and a shorter service.
- Coloured walls to help residents recognise the different areas where they live.
- Raised garden beds, including 'gutter grow' at various heights for the residents.

## 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 Queens Court:**

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. Calendars be kept up to date.
3. Re-visit after the refurbishment and see how the planned changes are working.



## Response to the report from Queens Court

Thank you for the report the content of which was very pleasing to read.

Information about Healthwatch was displayed prior to the visit and continues to be displayed for residents, visitors and families to read.

The replacement of furniture throughout the home is progressing and will be ordered in the next couple of weeks. It is hoped that the replacement of the communal carpets will take place in the new financial year. The other major works discussed on the day of your visit have not been formally agreed by MHA as yet.

Residents are becoming more involved in activities, and there are further plans to develop this inline with residents' wishes and specific interests.

The gutter grow gardening has been a great success in Osborn, where a number of residents enjoy gardening.

Queens Court is also planning to buy a potting shed, and will be inviting children from the local primary school to start this through their eco gardening club.







## Contact Us

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