

## Healthwatch Greenwich

Enter and View:



## Weybourne Care Home

January 2020

## 1. Details of the visit

### 1.1 Purpose of our visit

Healthwatch Greenwich is carrying out a series of visits to Residential Care Homes in Greenwich to ascertain the quality of life, experience and views of residents.

|  |  |
|--|--|
| Name and address of premises visited             | Weybourne Care Home<br>1 Finchale Road, Abbey Wood, London SE2 9AH   |
| Service Provider                                 | Avante Care  |
| Care Home Manager                                | Jenny Warren   |
| Date/time of visit                               | 7 <sup>th</sup> January 2020 - 1PM - 4PM   |
| Healthwatch Greenwich Authorised Representatives | Joy Beishon, Sam Greaves and Jummy Alabi   |
| Admission Information                            | Residential care home for adults aged 60+ living with dementia   |
| Number of beds                                   | 40 - there were 32 residents in-house at time of visit   |
| Staffing levels                                  | In the Morning there are 6 Care Service Assistants, 2 Senior Care Leads. In the Afternoons there are 6 Care Service Assistants, 1 Senior Care Leads. At Night there are 3 Care Service Assistants, 1 Senior Care Lead.   |
| At our visit                                     | We observed the care and interaction with staff of 20 residents in the dining room and two lounge areas. We spoke to 5 residents, 1 relative, the registered care manager and 2 staff members. In addition, we viewed all communal areas and two residents' rooms. |

## 1.2 CQC inspection

The Care Quality Commission (CQC) carried out an unannounced visit to Weybourne Care Home on the 13<sup>th</sup> March 2018. The home was rated as ‘good’ across all areas ([https://www.cqc.org.uk/sites/default/files/new\\_reports/INS2-3132519187.pdf](https://www.cqc.org.uk/sites/default/files/new_reports/INS2-3132519187.pdf))

|                                 |        |
|---------------------------------|--------|
| Overall rating for this service | Good ● |
| Is the service safe?            | Good ● |
| Is the service effective?       | Good ● |
| Is the service caring?          | Good ● |
| Is the service responsive?      | Good ● |
| Is the service well-led?        | Good ● |

## Other ratings

Weybourne has a rating of 9 (Sept 2019) from Carehome.co.uk. (<https://www.carehome.co.uk/carehome.cfm/searchazref/10001005WEYA>)

## 1.3 How our visit was conducted

The visit was unannounced.

We notified the registered manager we would be attending at some point in January, without specifying the date or time. During our visit, we provided the home with leaflets and letters (to share with residents, relatives, carers and visiting healthcare professionals) giving an opportunity for further feedback.

## 1.4 Acknowledgements

Healthwatch Greenwich would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme. Healthwatch Greenwich would also like to thank the Healthwatch volunteers and representatives who assist with the visits.

## Summary

Overall, we felt that Weybourne Care home provided a homely environment, and residents are happy with the care received. Most staff are longstanding postholders and are happy with how the home is run and managed. Staff are attentive, and clearly know their residents well. Where we identified issues, we were impressed that the care manager demonstrated awareness of the need for improvements and had plans underway to ensure the home continues to meet the needs of its residents.

There is ongoing refurbishment work throughout the home, limiting access to facilities and causing significant disruption. The refurbishment, which started in October and is anticipated to be completed in March, has created a number of plumbing issues resulting in some toilets and bathrooms being out of use.

Communal areas are generally clean, and corridors well-lit and decorated with paintings and photographs giving a homely feel. The lack of en-suite facilities throughout is a limitation and some areas are a little shabby and grubby and more regular cleaning throughout the day is required, particularly during the refurbishment period. The care home manager is aware and is working towards a cleaning schedule that better meets the needs of residents. We were concerned to find an inaccessible alarm cord in one communal bathroom suggesting that more regular checks on safety equipment should be made.

## 2. Our Findings

### Communal spaces

#### External space

The front of the home is well-kept and welcoming with flat surfaces and easy access to front doors. The home has communal open and spacious garden areas which are pleasant to use in warmer months. However, the garden needs to be tidied, as garden furniture had been left outside over the winter and there are discarded planks of wood which give the garden an unkempt look.

### Reception area

The home has a secure entry system and a small welcoming reception area. The visitor's book is in use and we noticed the latest CQC report and certificate of registration displayed. The reception area has a folder for visitors and relatives to look through displaying activities residents have been involved in.

### Bathrooms

Most rooms do not have en-suite facilities and many residents share the bathroom facilities.

Overall, bathrooms are clean, but the drain in one wet room was dirty and (historic), and staining on woodwork at the back of more than one toilet suggesting limited checks are made on the standard of cleanliness in communal bathrooms.

**We were concerned to find a call bell (alarm cord) was tangled/tied-up/out of reach in one of the communal bathrooms, hindering residents' ability to summon assistance if needed.**



On the 1<sup>st</sup> floor (as a result of the refurbishment work) there is only one bathroom in use for seven residents. We were told that every room has a commode but limited access to bathroom facilities reduces choice and dignity for residents.

### Lounge and dining areas

Two lounge areas are out-of-bounds due to exposed pipes and wiring as part of the refurbishment programme. This places additional pressure on other lounge areas where seats are placed very close together, minimising personal space between each resident.



The main lounge area has a large TV, stereo equipment, books and magazines. Most of the chairs face the TV, limiting conversation or any other non-TV activity.

During our observation the TV was on with no teletext and low/no sound making it difficult to follow. Music from the stereo was played at the same time making it even harder/confusing to follow anything on TV.

We did not observe staff asking residents if they wanted to hear music and we did not observe residents asking for music before it was switched on. Nevertheless, many of the residents enjoyed the music and staff created a very positive, lively, atmosphere encouraging residents to sing along.

There is visible carpet staining in one of the lounge areas and a faint but discernible odour.

The dining room is clean and welcoming with tables arranged to encourage small groups of residents to eat together and interact in a social way.

## 2.2 Personal spaces

Resident rooms are personalised with photos of family members and mementos. Bedrooms are clean, odourless and tidy. Information about the occupier is displayed outside of each bedroom, including an indication of residents who are prone to falls. Residents we spoke to said they are happy with their rooms.

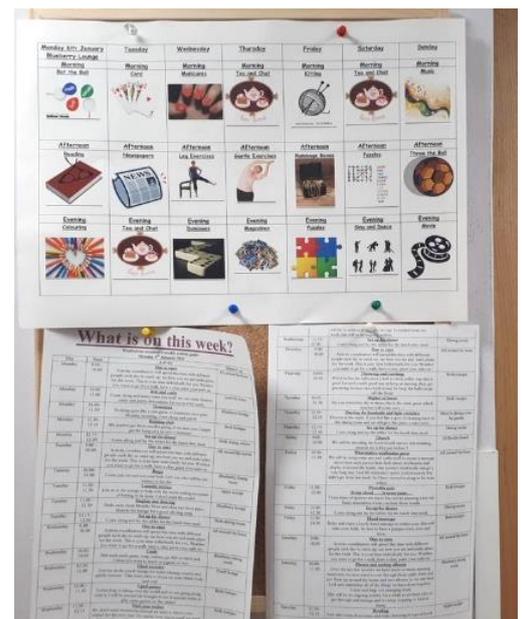
*“I’m delighted with my bed”*

## 2.3 Activities

Weybourne Care Home employs 2 part-time activity coordinators.

A weekly activity timetable is displayed along the corridors and communal areas, with a wide range of activities, including singing and dancing, knitting club, movie night, arts & crafts, and bingo.

The activity room is small, accommodating (approx) six residents, limiting the number of residents that can take part. However, the lounge and dining room areas are also used for activities and can accommodate larger groups.



A hairdresser and massage therapist attend the home on a weekly basis to provide therapeutic and beauty services. The home also provides residents with the opportunity to practice their faith; A church service is held every week at a church across the road.

*“Everyone knows I like to go to mass”*



The home has good contacts with surrounding schools and residents receive visits from local children and attend nearby schools to listen to concerts.

We did not speak to the activity coordinators, but staff told us that they ask residents about the types of activities they would like to take part in. Likewise, residents told us there are enough things for them to do, and they can decide what activities they would like to take part in. Two residents said they did not take part in activities, due to personal preference, but are content with how they spend their time.

#### **2.4 Food and mealtimes**

The food menu is rotated every four weeks, residents are consulted and given choices. Food is tailored to resident’s preferences and the chef is aware of special nutritional requirements for individual residents. Lunch is served at 12:45 and visitors can eat with residents during mealtimes.

During our observation we found jugs of water, juice and cut fruit in all lounge areas in addition to the dining area. Staff actively encourage residents to keep hydrated and snack on fruit. Residents told us that they enjoy the food provided.

*“I enjoy every meal. I feel they do their best for me here”*

## 2.5 Staff and resident relationships

There is a keyworker system in place to ensure continuity of care. Keyworkers are also responsible for liaison with relatives and resident's hospital visits, when needed. The care manager told us that staff have been given additional training and direction on their key worker responsibilities to provide more person-centred care. Staff told us they all work together well, communication within the team is frequent and timely and good management is in place.

Residents told us they feel able to maintain their dignity and staff always respected their privacy. They also told us that staff are patient with them, and none of the residents we spoke to reported having had any problems or difficulties with any member of staff. None of the residents we spoke to suggested anything staff could do better.

A relative we spoke to told us they are very happy with the care their loved one receives from the staff at Weybourne.

*“The staff are fantastic, and I wouldn't have her anywhere else”*

*“They're all pretty good workers and they keep the place nice and clean. I have no complaints”*

Relatives receive newsletters to keep them updated and can attend a quarterly relatives/family meeting.

During our observation, staff were very attentive to residents. They appeared to know them well and their individual preferences. In the lounge area, we saw staff members talking to residents and encouraging them to sing along to the music that was playing, but also respecting others sitting quietly.

Whilst there is a good relationship between staff and residents, and residents are pleased with the care they receive, three residents told us that if they were treated badly, they would not know how to complain.



### **3. Recommendations**

#### **Recommendation 1: Check alarm call bells regularly**

Alarm call bells in all rooms and communal bathrooms should be checked on a regular basis to ensure that residents can easily summon assistance when needed.

#### **Recommendation 2: Improve the general hygiene and maintenance of the home**

Whilst we acknowledge the ongoing refurbishment works limit accessibility in some parts of the home, there were some areas of general hygiene and maintenance which need attention. Specifically:

- More frequent cleaning and checks on cleaning carried out, particularly in bathrooms
- Replacement of stained carpet in one of the lounge areas
- The outdoor spaces need to be tidied up

#### **Recommendation 3: Review bathroom provision**

The current bathroom provision on the 1<sup>st</sup> floor is inadequate. Lack of bathrooms potentially reduces resident's privacy and dignity by having to use commodes in bedrooms if unable to get down the stairs quickly enough to use ground floor facilities.

#### **Recommendation 4: Improve awareness of the complaints procedure**

While the residents we spoke to were very happy at Weybourne, not all were aware of how to complain if they wanted to.

## 4. Service providers response

All provides are given the opportunity to review our Enter and View reports prior to publication, check for factual accuracy and provide a formal response:

*We fully acknowledge the home was in the midst of a major refurbishment at the time of the visit and not all of the environment was as we would have liked. The project has now been completed, subject to some minor snagging which unfortunately due to lockdown has yet to be finished. However, the environment has continued to provide a safe environment for all residents, and they are now enjoying the benefits of the redecoration. We are also aware of two of the bathrooms being out of commission, except for toilet facilities, during the refurbishment and can provide reassurance that where call bell facilities still need to be updated in these areas, anyone using these areas are always supported by staff.*

*We are disappointed to note the findings that improvements were needed in respect of general hygiene in some areas. Whilst acknowledging the refurbishment had a significant impact on the environment we would expect the level of cleanliness to be maintained to a high standard. The manager has reviewed the cleaning schedules and resources and we believe this is no longer an issue. Improvements to the garden areas have commenced and there is a project in place to replace decking and improve landscaping in the garden areas.*

*We have re-issued the complaints procedure, including the easy read version for residents who appeared to be unsure of how to let us know if they are not happy about anything. We also continue to use other forums, such as relatives' meetings, residents meetings to get any feedback which can help us address any concerns.*

*We are grateful for the time spent by the team at the home and for their feedback which has been very helpful in making improvements for residents who live there.*

**Angela Johnson, Head of Care Homes (London) Avante Care**

## 5. What is an Enter and View?

Part of the Local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch Authorised 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 2012 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 good practice, from the perspective of people who experience the service first hand.



### 6.1 Our approach

To collect information, our Authorised Representatives complete an observation form. Where possible, we also speak to residents, service users, patients and staff as appropriate. We emphasise to all service users and patients that participation is voluntary. We always check with staff if there are individuals who we should not approach or who are unable to give informed consent.

### 6.2 Disclaimer

Please note that our reports relate to findings observed on the specified date of our visit. Our report is not necessarily a representative portrayal of the experiences of all service users and staff, simply an account of what was observed and contributed at the time.

## 6. Contact us

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**If you require this report in an alternative format, please contact us at the address above.**

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**That's why we want you to share your experiences of using health and care services with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.**

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