



Enter and View Report : Shaftesbury Court

About Healthwatch

Healthwatch is made up of 152 local Healthwatch organisations that were established throughout England in April 2013, under the provisions of the Health and Social Care Act 2012. The dual role of local Healthwatch is to champion the rights of users of health and social care services and to hold the system to account for how well it engages with the public.

Healthwatch gives people a powerful voice locally and nationally. At a local level, Healthwatch Bexley works to help local people get the best out of their local health and social care services. Whether it's improving them today or helping to shape them for tomorrow. Healthwatch Bexley is all about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in future.

About Healthwatch Bexley

Healthwatch Bexley is the independent health and social care watchdog and the voice of local people in ensuring that health and social care services are safe, effective and designed to meet the needs of residents, social care users and carers.

Healthwatch Bexley gives children, young people and adults a stronger voice to influence and challenge how health and social care services are purchased, provided and reviewed within the borough.

Healthwatch Bexley provides a signposting service for people who are unsure where to go for help. Healthwatch can report concerns about the quality of health care and social care to Healthwatch England, or directly to the Care Quality Commission.

What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch 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 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 what they do well from the perspective of people who experience the service first hand.



Enter and Views are not intended to identify specific safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

Acknowledgements

Healthwatch Bexley would like to thank Shaftesbury Court, including their patients and staff, for their valuable contribution and for participating in this survey.

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all patients, only an account of what was observed and contributed at the time.

Details of the visit:

Name and address of premises visited	Shaftesbury Court, Selkirk Drive, Erith, Kent, DA8 3QP
Name of Service provider	Sanctuary Care Ltd
Nature of service	Residential
Registered Manager	Barbara Sweeting
Date and time of visit	29 th February 2016 9.30am-12.30pm
Authorised Representatives	Lotta Hackett, Nicola Rigby, Tanya Harris, Gill Davies

Methodology

This was an announced Enter and View visit.

Upon arrival, a member of management was approached and the authorised representatives (ARs) held a short and informal introductory meeting explaining the reasons behind the visit. Information about residents were also obtained, such as people with hearing, vision and learning disabilities to be made aware of.

The ARs approached residents as they were seated in the communal areas and explained the reason behind Healthwatch visit. Residents were asked if they were willing to participate before the survey was conducted jointly between the AR and the participant. All participants were reassured of anonymity. The questionnaire generally related personal choice and to what extent residents feel in control over every day matters that are important to them. In total, the ARs spoke with eight residents about their experience of living at Shaftesbury Court, of which two were male and six were female.

General observations were also made by the ARs, whereby checks of facilities, including toilets, communal areas and dining areas, in addition to resident information displayed on the notice boards. General observations of staff interacting with patients were also made.

Purpose of the visit

- To collect feedback from residents to assess to what extent they are satisfied with the service they receive
- Identify examples of good working practice
- Identify gaps in service provisioning
- Observe care home in operation
- Capture the experiences of residents and any ideas for change they may have

Summary of Survey

1. Satisfaction with staff and overall feelings of living at Shaftesbury Court

Most of the residents (n=5) said that they like living at Shaftesbury Court, stating that they like the room, the people and the beds, with one person saying “there is no place like home but this is nice”. Two people answered no and cited reasons such as “wanting more space” and feel like a “ball and chain”.

Seven residents felt supported by staff and the care they receive and the majority of residents said they call on staff if they cannot sleep at night and feel supported.

Ten of the residents said there was entertainment provided on a regular basis with nine residents saying they enjoyed what was on offer

- Seven out of eight residents reported choosing what clothes to wear each day, with one person saying the carers helped them choose.
- Half of the residents gets help from a family member to buy new clothes, with one person using the clothing company who makes regular visits, whilst three gets help from carers.
- The majority of residents use the in-house hairdressers, with two people using their own and one person not having their hair done.
- All of the residents said they choose what time they go to bed at night.
- The majority of residents said they could call on staff if they cannot sleep at night and feel supported.
- Six of the residents reported being able to choose when they get up in the morning with two people saying they do not and that they wait for staff to get them up.
- All of the residents reported being satisfied with the food, portion sizes and food choices on offer, with one person saying that puddings are can sometimes be small.
- All of the residents stated they are able to get food and drinks outside of mealtimes should they wish to.
- Three residents reported being out of the care home in recent months.
- The residents gets support from carers and family when buying birthday and Christmas cards including presents.
- Six of the eight residents stated they had hobbies before moving to the care home, which includes domestic work, charity shop, knitting, watching sport on TV (SKY) and horse riding. Three of the residents said they are able to continue with their hobby in the care home and this includes helping with the activity programme decorations making.
- All the residents said there was entertainment provided on a regular basis with four residents saying they enjoyed what was on offer. Comments generally related to activities being more suitable for women and the elderly.
- Three residents stated that they currently attend church/religious services. Comments received were “when take” and “person used to come but not now”.

Additional feedback

The residents were given the opportunity to reflect on any changes they would like to see at their care home. Two respondents wished they could still live at home, one person wished for families to come visit more often and one residents wished for more male company.

The residents were asked how it was decided that they should come and live at Shaftesbury Court and in most cases it was due to an increased need of care, often following falls and hospital admission. In most cases the move was agree by family and social workers.

The residents were asked to describe their life at Shaftesbury Court and how they felt about living there. Four residents said they were happy living at Shaftesbury Court and said “very very happy”; “like it here” and “very good”. Two other residents said it was “not bad” and “secure” but it was not like home and it was “boring to sit in a chair all day”.

General observations

The overall impression of Shaftesbury Court was very good.

The manager had been at the care home for many years, previously working as a care worker herself, which meant she is very informed of all aspects of care required at the home. The manager seemed to have a very “hands-on” approach and appeared to know the residents well.

The home was undergoing refurbishment at the time of the visit and the rooms were large, spacious, modern and homely. The manager showed the team around the premises which were busy with staff at all times.

The staff were well presented and spoke to the residents in a respectful/friendly manner by coming down to the resident’s level. The team observed a lot of interaction between staff and residents and staff was present in the communal areas throughout our visit. During our visit, residents were taken out to the internal garden for some exercise and fresh air. The residents in communal areas were clothed in a dignified manner and facilities throughout were clean and odour free.

The staff spoken to seemed to have a clear knowledge of the residents needs.

Items for consideration

1. Organise a “pop-up” shop where residents can choose and buy cards and presents for loved ones.
2. Review morning routine so that residents have a greater say in when they can get up
3. Regular feedback collection from residents to highlight additional needs and wishes, including entertainment on offer.

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