



Enter and View Report: Riverdale 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 Riverdale Court, their residents 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 below. 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	Riverdale Court, Dovedale Close, Welling, Kent, DA16 3BU
Name of Service provider	Avante Partnership
Nature of service	Residential and Nursing
Registered Manager	Clare Evans
Date and time of visit	9 th March 2016 2-4pm.
Authorised Representatives	Lotta Hackett, Imogen Murray-Smith, Mei Wells, Dawn Tomkins

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 dementia or hearing issues to be made aware of. The manager at Riverdale Court showed the team around the premises and spent a lot of time talking about the care home and its services.

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 14 residents about their experience of living at Riverdale Court, of which three were males and eleven 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.

NB. Not all residents responded to all the questions, which means the total number of responses will not always equal 14 (100%).

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 Riverdale Court

All of the residents stated that they like living at Riverdale Court and nine residents felt supported by staff and the care they receive. The majority of residents said they call on staff if they cannot sleep at night and feel supported when there is a problem at night.

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

2. Personal choice

The majority of residents (n=12) reported choosing what clothes to wear each day, with one resident receiving the help of the carer. Half of the residents said they get help from a family member to buy new clothes, with two residents going out themselves and one person getting help from a carer.

Most residents (n=10) told us they use the in-house hairdressers/barber to get their hair done, with one person getting help from their son.

Most residents (n=12) said they choose what time they go to bed and 10 residents when they arise in the morning. One person said that when agency staff is on duty, choice of bedtime is reduced as the agency staff decide when bedtime should be. Two people further commented that they did not feel they had a choice of when to wake up in the morning.

Most residents (n=12) said they were satisfied with the food, portion sizes and food choices on offer. Seven residents said they are able to get food and drinks outside of mealtimes should they wish to, with seven declining to answer as had not needed to.

3. Access to community networks and facilities

Six of the residents said they have been out of the care home recently, citing Mother's day, Christmas and days out with daughters as reasons for going out.

Six residents told us they had hobbies before moving to the care home with two residents saying they are not able to continue with their hobby in the care home. Knitting, sewing and embroidery was stated as the most common hobbies.

Seven of the residents get help from family members when buying birthday and Christmas cards including presents, with one person getting help from a carer and one person stating that Riverdale Court has cards they can use.

Five residents said they attend church/religious services with one resident saying they had until they moved into the care home and now they no longer can't as nobody can take her.

Additional feedback

The residents were given the opportunity to reflect on any changes they would like to see at their care home. One person said that although the staff on the whole were good, they would like to see more empathy, particularly with agency staff. Another person said they did

not like the cat soiling in the lounge with carers having to clear it up. Other wishes related to “being younger again” and not “having dementia” but mostly, residents were happy and could not think of ways to improve life at Riverdale Court.

The residents were asked how it was decided that they should come and live at Riverdale Court and in most cases it was due to an increased need of care, decided by a family member. One resident cited frequent falls as a reason, with another person having to move from their old care home.

The residents were asked to describe their life at Riverdale Court and how they felt about living there. The majority of residents reported feeling happy and content, although one person said “there is no place like home”.

General observations

The overall impression of Riverdale Court was good.

The manager seemed to have a very “hands-on” approach and appeared to know the residents well.

There was a lot of activity on the residential ward during our visit, including visitors, staff and residents walking around on the wards and the atmosphere was very welcoming and lively. Staff were well presented and spoke to the residents in a respectful and friendly manner by coming down to the resident’s level. We observed staff interaction with several residents and it was clear that staff knew the residents very well and had good rapport.

Residents were clothed in a dignified manner and facilities throughout the residential ward were clean and odour free. There seemed to be enough lounge chairs to accommodate all 40 residents within the two main lounge areas, and there were also two quiet areas for residents to sit in. Residents appeared to be engaging and enjoying the activities on offer and staff remained in the communal areas when the activity had finished. Any residents that did not wish to participate could sit within the dining area, quiet area or stay in their room. Resident’s doors were generally open so that staff had good visibility of residents and residents were able to call on staff. The staff spoken too seemed to have a clear knowledge of the resident’s needs.

Two concerns were observed during the visit: one resident was noted to have wet their clothes and was spotted walking around the corridor unchanged. The second observation was the smell of urine on the dementia ward, which we only visited for a few minutes.

Items for consideration

1. Review agency staff so that residents have a greater say in when they can get up
2. Regular feedback collection from residents to highlight additional needs and wishes, including access to religious services and the management of pets.
3. Continue the good work in progress to further improve quality of care

Feedback from Riverdale Court

Please use this box to add any comments, reflections or inaccuracies stated in the report.