

Enter and View visit to Grey Ferrers Care Home

Report on the Enter and View visit to the Grey Ferrers Nursing and Residential Care Home.



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Enter and View visit details

Address	Grey Ferrers Nursing and Residential Home Priestley Road, Blackmore Drive, Braunstone Town, Leicester. LE3 1LQ
Service Provider	BUPA Care Homes.
Date and Time of visit	27 th July - 11am
Type of visit	Announced
Authorised representatives undertaking the visit	1 - Visit Leader 4 - Authorised Representatives 1 - Staff Lead
Contact details	Healthwatch Leicester City, Clarence House, 46 Humberstone Gate, Leicester. LE1 3PJ
Date draft report sent for factual checking and response to provider	24 th August 2016
Response received	Provider had nothing further to add.

Acknowledgements

Healthwatch Leicester City would like to thank the service provider, residents, visitors and staff for their contribution to the Enter and View visit.

Disclaimer

Please note that this report relates to findings observed on Wednesday 27th July 2016. Our report is not a representative portrayal of the experiences of all residents, their family/carer and staff, and is only an account of what was observed and contributed at the time.

What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter & View visits. Enter & View visits are conducted by a small team of trained volunteers, who are prepared as 'Authorised Representatives' to conduct visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvements or capture best practice which can be shared.

Enter and view is the opportunity for Healthwatch Leicester to:

- Enter publicly funded health and social care premises to see and hear first-hand experiences about the service
- Observe how the service is delivered, often by using a themed approach
- Collect the views of service users (patients and residents) at the point of service delivery
- Collect the views of carers and relatives
- Observe the nature and quality of services
- Collect evidence-based feedback
- Report to providers, the Care Quality Commission (CQC), Local Authorities, Commissioners, Healthwatch England and other relevant partners.

Enter & View visits are carried out as 'announced visits' where arrangements are made between the Healthwatch team and the service provider, or if certain circumstances dictate as 'unannounced' visits.

Enter & 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 services do well from the perspective of people with first-hand experience.

Purpose for the visit

In 2015 the Grey Ferrers Care Home received a CQC rating of “Requires Improvement” which led to a series of visits from the Leicester City Council’s contract team. Authorised Representatives from Healthwatch Leicester City supported the visits with the local authority, by visiting the home with them and speaking to residents and family members of their experience.

During our planning for Enter and View visits in 2016, Grey Ferrers Care Home was included to be able to review what the resident experience of care now, after a year had passed since the local authority visits and the most recent CQC inspection gave the home a rating of “Good”.

This would also be a good chance for Healthwatch Leicester City to review the end of the Dementia Care pathway for many, as we have visited the other services caring for those with dementia.

The aims of the visit were to

- Observe the delivery of care to residents
- Observe and feedback on residents' choice of food served at the home.
- Observe the interaction with patients and staff, aside from normal care interactions to observe how patients are kept active.
- Capture the experience of patients, their families or carers and staff of Grey Ferrers.

Strategic drivers

To understand how this visit is relevant to the local priorities of Healthwatch and regional/national stakeholder priorities, the following strategic drivers apply:

- NHS England - Frail older people - Safe, compassionate care
- Older people are a strategic priority for Leicester City Clinical Commissioning Group (Clinical Commissioning Strategy 2012-15- New Strategy not yet published)
- Supporting independence for older people is a priority for Leicester City Council (Closing the Gap - Leicester’s Joint Health and Wellbeing Strategy 2013-16)

Grey Ferrers Nursing and Care Home

The Grey Ferrers Nursing and Residential Care Home is a “multi site” BUPA Care Home, comprising of 4 units, looking after residents with different levels of care needs. Each unit could be thought of as a separate home, with the cooking and laundry done within the main administration building.



Whilst the majority of residents have some form of dementia, the home also cares for some residents with physical/learning disabilities. The units are:

- Brandon - residents with low level dementia/mental health care needs
- Stewart Hay - residents with medium level dementia/mental health care needs
- Woodville - residents with high level dementia/mental health care needs
- Bradgate - residents under palliative/end of life care

The home has 120 beds across the units.

Methodology

This was an announced visit.

For the planning of this visit, the lead Authorised Representative (Kim Marshal-Nichols) and the staff lead (Micheal Smith) met to discuss and agree on the topics of focus for the visit.

During the planning stage contact was made with the Leicester City Council contracts team to ask for any input into areas for review.

As a final part of the planning stage Healthwatch met with the Grey Ferrers Care Home Manager to discuss the visit and answer any questions they may have.

The visit itself was conducted by five Authorised Representatives and one staff member, broken down into the three groups of two. Initially one group interviewed the Home Manager, whilst two groups separated to look around the Bradgate and Stewarts Hay units. Once the initial units had been visited and the interview had concluded, the groups moved onto look around the Woodville and Brandon Units. One group also went to look around the kitchens and the laundry.

Whilst the groups were in each unit and area they spoke to residents, their family members and staff present.

Once the visit team were happy that they had seen all the areas of the home, they met with the Home Manager to give some initial feedback.

On the day of the visit the BUPA Regional Manager was also present, so attended the Home Manager interview and the feedback.

Summary of the findings

Grey Ferrers is a well presented home, looking after a varied level of needs from residents.

Residents and their family are overall very happy with the care they receive from the home and the senior management is well thought of by staff and residents' family members.

Feedback from residents and their family regarding the food indicated that it was reasonable but could be more varied. From observations made there have been questions raised about the quality, which the home is looking into. Also how the food is served could be looked into to ensure residents are getting a hotter meal.

We observed a lot of evidence about activities for the residents and how staff in the home is trying to deliver good care for residents. We saw good examples of how the home is trying to personally connect residents to their private rooms.

We did observe an issue on the day when a large overfilled clinical waste bin was found on a public pathway. This was raised straight away with the home.

Full Results of the Visit

Initial observations

On arrival at Grey Ferrers the frontage is well presented with very neat gardens. Each home was fenced off and was clearly signed. Staff only areas, off to the left and right of the main building were not secured in any observable way and had equipment accessible.

The main reception area was very spacious and is used for the Memory Café which is held at the home. Just past the Managers office were 2 boards opposite each other. One told who was in or not from the senior team. The other showed potential residents with a lot of information (name, where they were, how they were funded and assessment information).

Our initial meeting was in, what used to be, the Hairdressers but is now used as a storage area.

When walking to the Bradgate Unit we observed a large clinical waste bin, which was partially blocking the walk way. It was also overfull with the lid unable to close.

Patients and Staff interaction

In the reception area saw pictures of a recent trip to Skegness and pictures taken during the Memory Café which is held in the reception area, every Tuesday. The visit to Skegness had happened recently and was the first time residents had been taken so far away from the home.



We also saw pictures of the Memory café which is run in the main reception area on a Tuesday. The Home Manager also told us about a Book club he runs at the home in conjunction with a local school (Queensmead Primary Academy). Pupils attend each unit and sit with residents,

with either the children reading to them or the resident reading to the children. Whilst talking to residents in the Woodville unit, the Activities Co-ordinator (Each unit have their own Co-ordinator) called to the residents that she was putting a film on for them “The Quiet One” starring John Wayne. A number of residents chairs were moved so they could watch.

During a conversation with a family member of a resident in the Woodville unit, they were very complimentary about the Activities Co-ordinator in the unit but they did raise doubts about what co-ordinated activities happen when they are not in.

We spoke to two residents on the Brandon unit who had been on the Skegness trip and they had enjoyed it very much.



In the reception area of the units was a display of the activities for the week. A picture of the display from the Brandon Unit was taken. It is not clear if the activities are for a specific week or if they are the same activities each week. Also the display was obscured. Whilst there is different activities on each work day, over the weekend it says “Staff interaction”.

In each home we observed staff checking on the residents and offering them refreshments regularly.

Choice and quality of food

Being an area of interest for both the Home Manager and the Contract team of the City Council, we asked residents and their family about their opinions as well as meeting with the kitchen staff.

Over all the residents and their families felt the quality of food was adequate however variety was a little limited,

Resident quote "If you had sausage on a Monday, you had a sausage casserole on Tuesday"

Whilst at the home we observed the delivery of fresh fruit and vegetables.

When speaking to the Home Manager, he explained the menu for residents is decided through a group of residents from different homes. Residents would have a choice each day.

Staff have the same food as the residents.

A resident did comment on how the food might not be hot when it gets to them, however when speaking to the kitchen staff about how food is transported, they advised this should not be the case.

Some staff were observed serving plates using paper towels rather than oven mitts.

Our team raised the observed quality of the mashed potato served to residents to the Home Manager but he assured us that it is the highest quality of potato he is able to get.

Residents and their family

Due to the differing levels of dementia with residents, we knew there would be difficulties speaking to some residents. However during our visit we spoke to 9 residents and their families (if present).

Bradgate Unit

Resident one (spoke to spouse) - Their partner had been in the unit for a number of years. Their partner was unable to do anything themselves. They felt the support they were given was excellent. They felt the staff are most caring when they moved, dressed or washed their partner. In all their years in the unit they had never seen them in dirty clothes. They felt the food was reasonable but not a great amount of variation. They lunched with their partner and charged for the lunch. They were allowed the use of the phone whenever they needed it and had

never had a problem with contact with the home. They thought the staff showed compassion and understanding at all times. They were not aware of any staffing issues. They had not noticed any changes over the last 12 months.

Resident two - They had been in the unit for a short while and had been in another home before Grey Ferrers. They felt the accommodation was similar. They were happy with the level of care they receive but did say that sometimes there is a delay in getting help when they had asked. They said the food was acceptable. They enjoyed the activities although they were not able to join in trips which leave the home. A family member visits them weekly

Resident three - This resident had been in the unit for a short while but did not have dementia. They were feeling very low as they had to leave their long-time home due to illness. They felt the activities were tailored for those with dementia which were not relevant for them. They felt the food could be more varied although there was always a daily choice. They raised felt that the way the food is served could be done differently. The resident was unable to interact with other residents due to their incapacity. They felt the staff were very caring and always seemed busy.

Woodville Unit

Resident four (spoke to spouse) - Their spouse had been in the home for a long time. They did feel that the care had gone slightly down hill (They were not concerned) recently. They had come in to find their spouse still in their pyjama bottoms. They were aware of some things going missing whilst in the unit - slippers and pyjama bottoms. This had been raised to the home and they had looked into it. They felt that the older staff were able to diffuse residents better. Their spouse could get very anxious but through techniques developed by the staff they were able to calm them down effectively. They felt that the Activities Co-ordinator was brilliant, she is a real star. However they did think that activities would dip when the co-ordinator wasn't here. Sometimes when they ask for their spouse to be moved it doesn't always happen. They felt that the food was good but they bring in fruit to give their spouse as it's healthier, as the home gives them cake. They felt the senior management of the home was great. The Unit Manager and the Home Manager were both very friendly and approachable. The managers engage with them often and have sought their opinion on a number of changes.

Resident Five - Tried to speak to a resident but it was difficult to get a meaningful response. They did like the home but went to watch the film.

Stewart Hay Unit

Resident six (spoke to spouse) - Their partner had been in the home for a few months. They thought very highly of the service from the home. Their partner is always kept clean despite their level of need. Their partner had been in another home previously and Grey Ferrers was much better. They were aware of the activities available but their partner was not able to participate.

Resident seven (spoke to family member) - The resident had been in the home for a few months. There had been some initial problems with the resident losing things but this was thought to be due to the resident. They thought the food was good but that there needs to be more activities. The Care Home had made a special fuss of the resident on their birthday, which was nice.

Resident eight (Bed bound resident) - The resident was just finishing their meal. They were very happy with the staff from the home. They thought the staff were nice and friendly.

Brandon Unit

Resident eight - The resident was not sure where they were but they were very happy. They had been on the outing to Skegness and enjoyed it very much.

Resident nine - The resident was slightly confused but they were happy with their situation and had enjoyed the outing to Skegness.

Staff

From the moment we arrived at the reception of Grey Ferrers the staff were observed to be friendly and attentive.

In each unit of the home, the staff were observed interacting with the residents, getting them refreshment, serving food or asking if they were OK.

There were distinct roles of staff either domestic staff, resident carers or nursing staff, with different uniforms for each role.

Speaking to members of the staff team they felt that they were given an appropriate amount of training and felt well supported by the senior management of the home. Stating they would feel comfortable raising concerns with either their unit manager or the home manager.

During our interview with the Home Manager he was able to share a number of changes he has made to improve the care for residents and to improve the reputation of the home:

- He has challenged nation BUPA policy on how resident falls are handled, resulting in a local change. By using the nursing staff in the home he has been able to decrease calls for an ambulance after a resident falls. This also means when an ambulance is called it is more likely to result in a resident being transferred to hospital.

Period	Calls attended	Conveyed to UHL	% of calls resulting in resident being conveyed
Nov 2014 - 15	90	55	61%
Nov 2015 - Present	55	44	80%

- He is no longer taking residents with challenging behavior (physically aggressive). Historically he felt Grey Ferrers became a “dumping ground” for Dementia patients with aggressive behavior. This had a significant impact on other residents and staff.

Overall the Home Manager feels they have a good relationship with other stakeholders.

To understand the challenges the home can face we asked the Home Manager what are the key obstacles in his role:

- As a business, his budget is limited. He is currently focusing on improving resident’s bedrooms and communal areas. This means other repairs are a lower priority.
- There is inconsistency between social workers they interact with. What one feels is an issue, is not for another.

Additional observations

In addition to the conversations we have had with residents, their families and staff a key tool during our visit is what we see. As well as the topics previously discussed the following observations were made during our visit.

Personalisation of residents rooms - In the Brandon unit, we were shown some of the residents rooms which had been decorated to reflect the individual resident. The best example was of a resident who was a ballerina. The room had ballerina wallpaper and other decoration on a ballet theme. There are another 6 rooms which are going to be refurbished.

Application of Dementia friendly techniques - In the different units of the home we saw many examples of dementia friendly techniques such as the memory boxes next to patient rooms and the contrasting colours used to zone the lounge in the Woodville unit. However not all the memory boxes were in use. We also observed not all the toilet seats were a contrasting colour from the toilet. Also we saw a full length mirror in a unit, which can be confusing for dementia sufferers. We were informed of a number of staff members who have been trained as Dementia Champions.



Information boards on the unit -
The information board for residents and families was very clear and very informative.

Resident issue with TV - A residents family advised of problems getting a TV fitted to their family members room who was bed ridden.

Disabled accessibility - Generally the home was easy to get round in a wheelchair. Moving around the disabled toilet in the main building was slightly restricted by a table with flowers on however the disabled toilet in the unit was very spacious and easy to use.

Different staff uniform - During our visit staff were observed wearing different uniforms. We are aware that this is due to the different roles of staff members however we did not observe any notice which explained the different uniforms and the role it related too.

Miscellaneous observations -

- Small pedal bins in toilets were difficult to use.
- A fire exit lead to a locked compound in Stewart Hay unit.
- All the residents were very clean and well presented.
- Not a lot of memorabilia was observed on the walls in the Stewart Hay Unit.

Recommendations and further actions

1. **Review of activities -** Do all staff see it as a part of their role? We would recommend that the senior home management review how activities involve all staff and that consideration is given to ensure meaningful activities for residents happen when the unit co-ordinator is not around. We would also suggest a review of activities to ensure they are suitably engaging for residents.
2. **Greater variety of food and how it is served -** Whilst the feedback on food was generally OK, we did receive a few comments on a lack of variety/choice. We would ask the home to also think about how food is given out. If the food was commented on being cold and there is equipment which should prevent this, where is the process going wrong?

3. **Move board with personal information** - Due to the level of personal information on this board in the reception area of the main building, we would recommend moving this board to a non-public area.
4. **Display for different staff uniform** - A visual chart explaining which uniform is used for which staff role.
5. **Staff only area - made more secure** - We would recommend that the senior management consider how to secure the staff only areas of the home due to equipment being accessible.
6. **Clinical waste bin** - The matter of the clinical waste bin was raised on the day to the Home Manager. It was also a hazard as it obstructed the foot path. We would recommend a review into how the bin was allowed to become overfull and how to prevent it in the future.

Service Provider Response. *Nothing further to add by Provider.*

Distribution

**Grey Ferrers Nursing and Residential Home
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