

‘Enter and View’ Report

Acton Care Centre

48 Gunnersbury Lane, Acton W3 8EF



Healthwatch Ealing

9th March 2018

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Introduction

Details of Visit

Details of Visit:	
Service Visited	Acton Care Centre
Service Address	48 Gunnersbury Lane, Acton W3 8EF
Service Provider	Gold Care Homes
Care Home Manager	Maria Goncalves
CQC Rating	Requires Improvement
Date of CQC Report	26 th July 2017
Status of Enter & View Visit	Announced
Date and Time	9 th March 2018, 10am to 2pm
Authorised Representatives	Oyinkan Adesiyon, Leanne Alexander
Lead Authorised Representative	Oyinkan Adesiyon
Contact Details	Healthwatch Ealing, Martin House, 1 Swift Road, Southall, UB2 4RP Tel: 0203 8860 830 Email: info@healthwatchealing.org.uk

Acknowledgments

Healthwatch Ealing would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

Disclaimer

This report relates to findings observed on the specific date set out above. This report is not a representative portrayal of the experiences of all service users and staff. It is an account of what was observed and reported at that time.

What is Enter and View?

Enter and View is a statutory power of every local Healthwatch organisation. Local Healthwatch Enter and View Authorised Representatives carry out these visits to a range of 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 Enter and View 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 the 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.

Healthwatch Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch safeguarding policies. If at any time, an Enter and View Authorised Representative observes anything they feel uncomfortable about, they need to inform their lead representative 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 and Ealing Council's social services team where they are protected by legislation if they raise a concern.

Purpose of Visit

- To engage with service users of care homes at the point of service provision
- To assess care homes against Healthwatch England's quality indicators of a good care home

- Observe residents and relatives engaging with the staff and their surroundings
- Capture the experience of residents and relatives and any ideas they may have for change

Strategic Drivers

- CQC Dignity and Wellbeing Strategy
- Healthwatch Ealing delivers an enhanced Enter and View programme. Several care homes have been selected to be visited as part of this programme due to the relative isolation of these type of services. Acton Care Centre was chosen as part of this list of care homes and this visit was part of Healthwatch Ealing's Enter and View programme

Methodology

This was an announced Enter and View visit. Healthwatch Ealing Enter and View Authorised Representatives approached a member of management at Acton Care centre before commencing the visit and took their advice on whether any residents should not be approached due to their ability to give informed consent, or due to safety and medical reasons.

Healthwatch Ealing Enter and View Authorised representatives conducted short interviews with four residents and four staff members at the care home. The interviews centred around Healthwatch England's indicators of a good care home¹;

1. Have strong, visible management
2. Have staff with time and skills to do their jobs
3. Have good knowledge of each resident and how their needs may be changing
4. Offer a varied programme of activities
5. Offer quality, choice and flexibility around food and mealtimes
6. Ensure residents can see health professionals such as GPs and dentists regularly
7. Accommodate residents' personal, cultural and lifestyle needs

¹ Healthwatch England (2017) [What's it like to live in a care home](#)

8. Be an open environment where feedback is actively sought and used

The interviews also included specific questions about fluid intake, taking the recent iHydrate report² into account. This report gave recommendations to increase fluid intake among care home residents.

A large proportion of the visit was observational, involving a tour of the public/communal areas of the home. Healthwatch Ealing Enter and View Authorised Representatives observed the surroundings to gain an understanding of how the home works and how residents engaged with staff members and the facilities. An observation checklist/guide was created for this purpose (Appendix 1).

Summary of Results

Summary of findings

At the time of our visit, Healthwatch Ealing Enter and View Authorized Representatives concluded that the home was operating to a good standard of care. The tour of the home, and the interviews with staffs and residents showed us that Acton Care Centre was able to demonstrate Healthwatch England's indicators of a good care home. We saw the evidence of positive relationships between staff and residents, and this was supported by information received from interviews with the residents.

Background

We were informed that Acton Care Centre has accommodation for 125 residents and they have 124 residents at present. The home has five units over three floors;

Ground floor:

- Oak Unit - 28 beds - palliative care and end-of-life care
- Garden Unit - 26 beds - Dementia care

² University of West London, CWHHE Clinical Commissioning Group Collaborative, and NIHR CLAHRC (no date) The I-Hydrate project Optimising hydration of elderly residents in nursing homes.

First floor:

- Park Unit - 28 beds - Palliative care and end-of-life care
- Donaldsword Unit - 28 beds - Dementia care

Second floor:

- Westerley Unit - 14 beds - Complex care

Staffing at the home consists of 5-6 carers and 1 nurse on each unit. We were told that on the Garden and Donaldsword units, there are an additional three to four carers who work one-to-one with specific residents. According to CQC guidelines, there should be “sufficient numbers of suitably qualified, competent, skilled and experienced staff to meet the needs of the people using the service at all times”.³ There is no specific ratio highlighted in the guidelines. In this case, there is approximately 1 care worker for every 5 residents, and 1 nurse for 28 residents.

Detailed Results

General Observations

The visit commenced with a tour of the care home. This section details the direct observations made by the Healthwatch Ealing Enter and View Authorised Representatives.

Reception Area

Healthwatch Ealing Enter and View Authorised Representatives entered the reception of Acton Care Centre through the front door which was not coded for entry. We were asked for ID and signed the sign in sheet. The reception area was clean and warm with red seating arrangements and flowers on the desk table along with newspapers. There was radio playing in the seating area. We were met at the reception by the general manger who took us into the main areas of the home through a coded door.

³CQC (2017) [CQC Regulation 18: Staffing](#)

Information displayed

There were various information boards in the reception area. The Acton Care Centre notice was displayed in the reception area along with CQC registration certificate and Complaints Policy. The Gold Care Homes Health and Safety Statement dated on 28th February 2017 and two progression certificates were seen on the display board. An activity board was displayed which included celebrations, birthdays and weekly activities for the residents. We also saw a staff noticeboard with details of members of staff at Acton Care Centre.



Information displayed in the reception area

Environment

The environment was clean, warm and clutter free throughout most of the home. There was no odour present throughout the care home.

We observed lounges with dining areas in each unit. Lunch menus were displayed in the dining lounges and the tables were decorated nicely. We observed an information sheet on allergies, dietary restriction and guidelines of residents displayed in the kitchen.

There were large windows and televisions in the lounges in Park Unit and Oak Unit. There is access to the garden where grass is cut nicely and maintained in a proper manner.

We were shown different units of the care home. There are nurses station in each unit and training lists are displayed at the station. In the Donaldsword unit, jazz music was playing. We were informed that this was to calm down residents who can be challenging.

Fire doors and fire extinguishers were seen in every unit of the home. On the hallway and stairway walls, pictures of residents in Christmas outfits and the March birthday calendar were displayed. Meal times were displayed in the dining room along with infection control and hygiene notices. The bedroom doors were kept open and had residents' names on the doors. We were informed that all the doors are fire doors. All bedrooms were ensuite with walk-in showers or baths depending on resident's needs. We were shown clean communal toilets and baths in each unit.

We were told that all rooms are decorated by the staff according to each resident's taste. The hairdresser's room was located outside the Westerly unit on the second floor. We were informed by the general manager that she had moved the hairdresser to a different room on the ground floor as she had felt it was unsafe for the residents from other units to have to visit the hairdresser by going through the Westerly unit.



Dining Lounge at Acton Care Centre with tables set for lunch

Staff

Staff were recognisable with distinct uniforms and name badges. The managerial staff and the receptionist did not wear uniforms, but wore name badges. The general manager wore a tunic over her clothes. We were told management section included a general manager who oversees everything, a registered manager and a clinical head. There is an office manager who does recruitment, arrange training process, handles administration and payroll for staffs. All the referrals, social services, health and social care needs are handled by the Patients affairs manager. Two full time maintenance operatives work at the home. A team of 12 catering people work along with the catering manager and chef full time. We were told that there are 8 to 9 domestic supervisors to ensure all areas are kept clean. We were also informed that the home is staffed according to the dependency levels. In each unit there were 5 to 6 carers and a nurse and we were informed that all staff work in pairs for personal care and feeding.

Relationship of staff members with residents

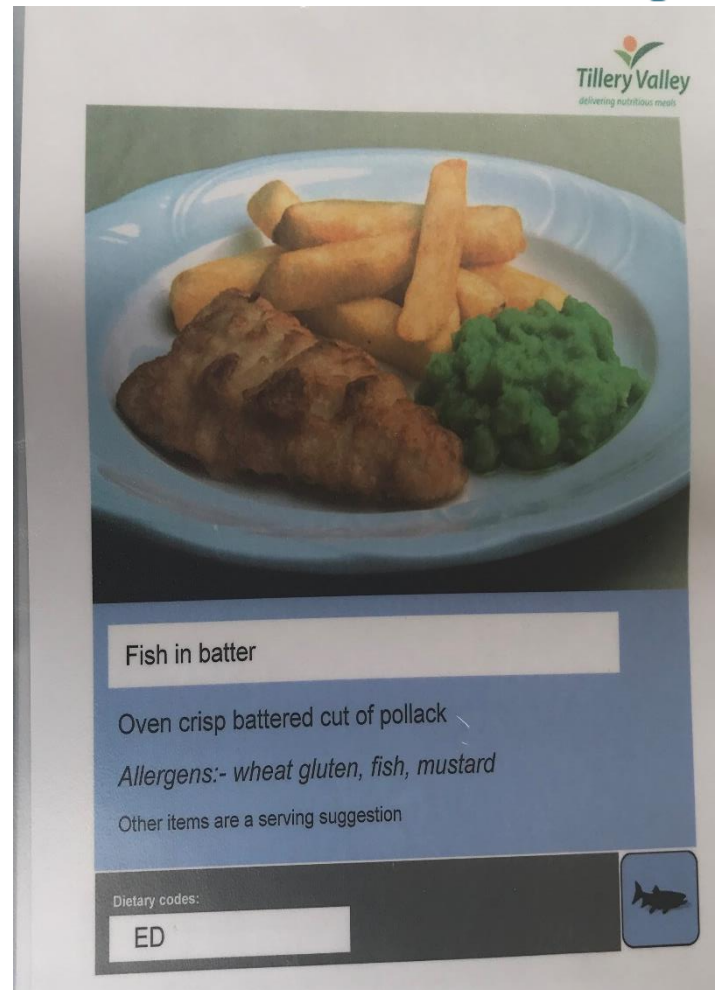
Healthwatch Ealing Enter and View Authorised Representatives observed that the relationship between the staff members and residents appeared positive and friendly. The staff behaved kindly and respectfully towards the residents and appeared to communicate well with them, having general conversation, regularly making sure they are alright and joking with them about different topics. All conversations appeared relaxed and informal, and the interviews with residents backed up these findings.

Food

We observed that the main kitchen was on the ground floor and the dining areas in each unit were clean and spacious with very neat table settings. Large windows in the dining lounges provided a bright and airy atmosphere suitable for the residents. We were told that residents can choose where they want to eat their food and we observed some residents having food in bedrooms. We were shown a resident choice form which enables the resident to choose menu items which included fresh fruits and a wide range of drinks on offer. We were informed that residents are also able to choose items which are not on the menu. We were shown folders with pictures of various foods in each dining lounge. We were told that these pictures were used to demonstrate to residents what each food item was as some residents were unable to recall foods from name only. We were told residents dietary requirements are considered. Allergies and dietary restrictions guidelines of residents were displayed in the kitchen.



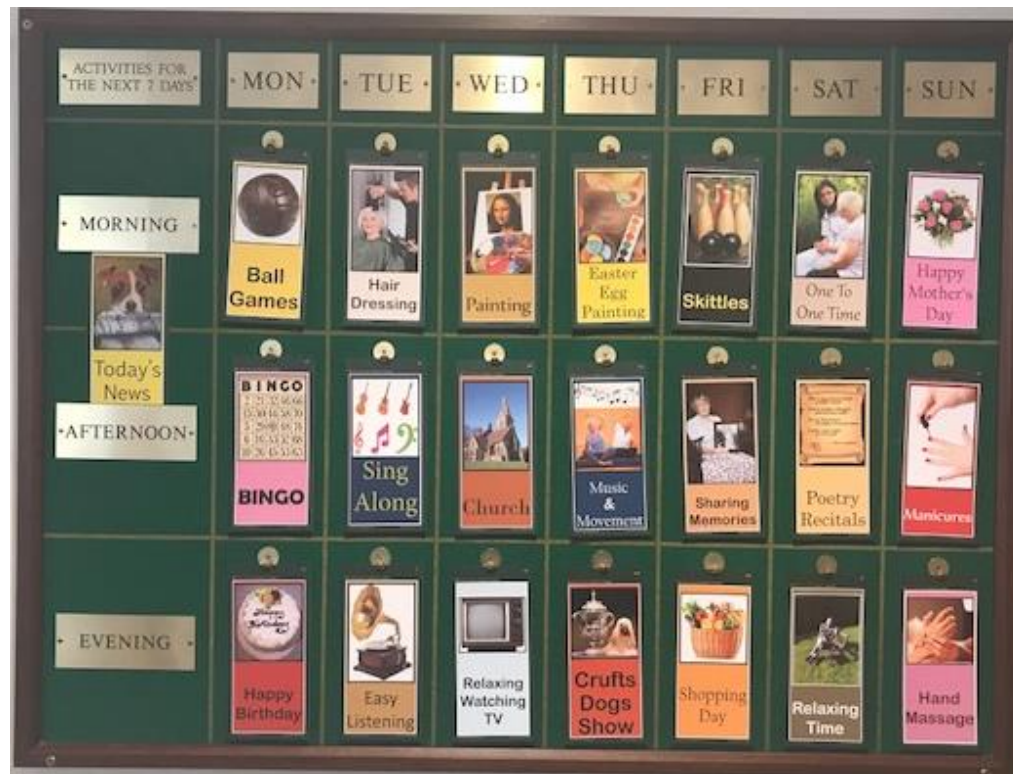
Menu at Acton Care Centre



Picture of food

Activities

We were informed there are 2 full time activity coordinators presently in this care home and another coordinator expected to join at a later date. There are daily activities available at home, which we saw on the activity board. Activities on offer include bingo, ball games, Easter egg painting and more. The coordinators also plan activities for Mother's Day, Father's Day and recently introduced dignity day celebrations. We were informed that the activity coordinators arrange and invite families of residents to events like Christmas and dignity day which was initiated by the staff, residents and the activity coordinators. The coordinators make sure photos of all the events held in care home are shown to the relatives and copies are given if they would like them.



Activities Calendar at Acton Care Centre

Medication and Health

We were told that all the residents are registered with the local surgery. There are twice weekly visits from the GP. We were informed that this is because health needs may change in 24 hours and to make sure all medical and clinical needs of the patient are at a good standard. We were also informed that there are visits to the care home by physiotherapists, and podiatrists. Monthly joint meetings are held with representatives from social services, the CCG and senior staff at the home to discuss referrals, discharge and update on resident progress.

Interviews

Healthwatch Ealing Enter and View Authorised Representatives Oyinkan Adesiyan and Leanne Alexander interviewed 4 members of staff and 4 residents. There were no visitors at the care home during the visit, and we were informed that most visits take place in the evenings and during the weekends. All the interviews were carried out in

quiet areas of the home where the conversation could not be overheard easily by others.

Residents

Healthwatch Ealing Enter and View Authorized Representatives Oyinkan Adesiyan and Leanne Alexander interviewed four residents of Acton Care Centre.

<p>General Questions</p>	<p>Residents reported that Acton Care Centre is a well-run home with good staff who are helpful and supportive. Residents told us that they received enough information to them prior to moving in to the care home. Two residents explained about how the staff and the management dealt with their concerns in the most helpful manner. We were informed that residents felt comfortable at the home, and never felt embarrassed. Residents told us that they are treated respectfully by the staff. One resident told us that they had not received enough information about the home before moving in and felt that it took them a while to become comfortable in the home as a result.</p>
<p>Food and Mealtimes</p>	<p>Residents stated that they enjoyed the food on offer at Acton Care Centre. Good feedback was received about the portion sizes, warmth of food, and offers of drinks. They were happy that they could choose food that they like from the menu and drinks on offer. We were told that each resident had a jug of water or juice in their rooms, and that they could request drinks and snacks at any time. Residents informed us that they were able to choose off-menu items if they preferred.</p>

<p>Personal Care</p>	<p>Residents gave a positive feedback regarding the personal care they received from care home. They were delighted to have responsive staff who respected their privacy, and that the staff get their permission before helping them to do anything. Residents also mentioned that the staff kept them updated or notified if they were attending another resident. Residents were happy with the healthcare services they received as Acton Care Centre accommodated palliative care nurses, day and night nurse and an optician for their health needs. Residents told us they were happy with their access to the GP as there are GP visits twice a week.</p>
<p>Activities and Interests</p>	<p>We were told by the residents that they enjoyed the activities implemented by the care home and described them as “<i>very good</i>”. They told us that they can make a choice over whether to take part in activities and are never coerced by staff to do so. Residents were happy that there were church services on Wednesdays and they arranged shopping and outings for the residents sometimes.</p>
<p>Staff Behaviour and Attitudes</p>	<p>The residents expressed a very positive feedback on the behaviour and attitude of the staff. They felt very supported by the staff, who encouraged them to do as much as they can for themselves. One resident acknowledged that the staff always check up on residents regularly and are prompt to respond when the residents call them.</p>

Managerial Staff

Healthwatch Ealing Enter and View Authorised Representatives Oyinkan Adesiyan, Leanne Alexander spoke with the general manager of the home. She has been working at the home since November 2017.

Audits and Checks	<p>We were told that there is monthly auditing for DNRs (do not resuscitate), pressure sores and safeguarding, weekly auditing for medication and daily auditing for care plans and incident reports. Unannounced spot checks are done on Saturdays and Sundays by the general manager. Any concerns or improvements are relayed to staff members through the monthly staff meetings. Fire alarms are tested weekly and drills are performed monthly.</p>
Feedback and Complaints	<p>We observed that there was a suggestion box placed at the front of the reception. We were told that the general manager has an “open-door policy” in Acton Care Centre which enables her to meet residents, families and staff members privately and discuss any issues. The relatives meetings were implemented by the general manager and the relatives are given the general manager’s email so that they can contact her directly to feedback or make any complaints. Findings from feedback received is shared through the relatives and residents meetings.</p> <p>We were also informed about the complaints procedure and policy at Acton Care Centre allows residents, relatives and staff to express concerns, complaints and queries through emails, phone calls or face to face meetings. All the complaints are acknowledged by the general manager on the same</p>

	<p>day and are recorded and investigated. A meeting is arranged with the complainant to discuss whether they are happy with the outcomes.</p>
<p>Activities</p>	<p>We were told that all activities at the home are planned by the activity coordinators - 2 full time. Activities at the home include celebrations for birthdays, Mother’s Day, Father’s Day, Christmas and Easter. We were informed that the home had recently had a celebration for ‘Dignity Day’ and relatives had been invited to attend. Other activities include bingo, visits from outside entertainers, reading, painting, singing and chair exercises. We were told that residents’ personal history and likes and dislikes are used to inform activity planning. These are documented in the pre-admission assessments and activity care plans which are updated by the activity coordinators regularly based on feedback by residents and relatives. We were told that residents are encouraged to engage in activities but are never coerced and residents’ choices are respected at all times. We were told that residents who prefer not to engage in group activities are encouraged to take part in one-to-one activities with the activity coordinators. We were informed that resident feedback is obtained informally through daily conversation and observation, and formally through the resident meetings.</p>
<p>Staff</p>	<p>The general manager explained to us that each new member of staff must complete a three-day induction process which includes shadowing throughout the</p>

	<p>three days. We were told that when the three days are complete, new staff members are assessed and may require more time shadowing if deemed necessary. We were told that mandatory training - manual handling, infection control, health and safety and others - must be completed. We were told that all staff, including managerial staff are subject to ongoing training and re-training when deemed necessary. The general manager informed us that the home is determined to instil a culture of knowledge among all staff members.</p>
<p>Food and Drink</p>	<p>We were informed that residents' religious and cultural needs and preferences are taken into consideration when developing the menu. The general manager informed us that there are daily meat, fish and vegetarian options. We were told that the kitchen is open 24 hours a day and residents can request food outside of mealtimes. We were told that each resident has a nutritional care plan which details their needs, likes and dislikes, and allergies.</p> <p>We were informed that drinks were offered regularly throughout the day. There is no designated drinks time, but each resident has a beaker which will be filled with drinks of their choices such as water, juice and other drinks - tea, coffee - are offered throughout the day. We were told that the residents who require help are offered drinks more regularly. Residents who choose to stay in their bedrooms and residents with poor fluid intake are checked on hourly and offered drinks as well. The staff also ensure</p>

	hydration, nutrition and skin care which is assessed on daily basis.
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Staff Members

Healthwatch Ealing Enter and View Authorised Representatives Oyinkan Adesiyon and Leanne Alexander spoke to two staff members of the care home.

Positive Aspects of the role	Both the staff members were happy with their roles and enjoy working at Acton Care Centre. Staff told us that the convenience and support from the management and working with the residents and other members of the staff team were positive aspects of their role. Staff told us that there were enough staff members to complete all duties to an adequate standard.
Induction process	All the staff members stated that they received training and shadowed other staff as part of their induction which they considered to be good, straightforward and supportive. We were told that the induction process takes place over 3 days. The new recruits shadow staff members for first three shifts. We were told that staff had to complete their mandatory training and update their training regularly. Staff told us they had completed manual handling, health and safety, safeguarding, fire and infection control training.
Safeguarding Procedure	All the staff we spoke to stated they were aware of the safeguarding procedure. Safeguarding incident forms were filled by the staff and submitted to the management which then will be submitted to the CQC

	and the safeguarding team. The staff also informed us that they have done safeguarding procedure trainings, and this is regularly updated.
Supervision, appraisal and staff meetings	Staff told us that the supervision takes place monthly or every 8 weeks and is conducted by the senior nurse. We were also informed that the staff meetings took place regularly, and that all the staff on duty are asked to attend and off duty staff are also informed about the meeting. They told us the meetings were good because they get a platform to raise any issues or concerns within the staff and it also motivates them in a better way. The events of the meetings are printed out and kept in folders for further inquiry.
GP Access/Physiotherapy/Hairdressers etc.	We were told the residents are registered with the local GP practice who visits the residents twice a week. The nursing home also has regular visits from palliative care nurses, tissue viability nurses and physiotherapists and podiatrists. We were also informed that hair dresser visits every two weeks.
Staffing Levels	Staff reported that there are 5 to 6 carers and a nurse in each unit and all double up for personal care. There were no concerns raised by staff about staffing levels and staff told us that they don't have a shortage of staff.
Support from Management	The staff reported that they were happy with the support and help the management provided them. They also told they didn't feel reluctant to contact any staff in regard with any issues or concerns they face as the management was very considerate about the staffs' physical and mental wellbeing.

Conclusions and Recommendations

Positive feedback was received from the residents and staff members at Acton Care Centre. Residents told us they enjoy living at this nursing home because they feel the staff are friendly and respectful towards them. Staff enjoyed working at Acton Care Centre as they received adequate support and help from the management which gave them confidence and encouragement throughout their work. A good rapport was maintained between the management, staff and the residents.

Based on our visit, we would conclude that Acton Care Centre meets Healthwatch England's quality indicators of a good care home (see methodology). However, Enter and View Representatives also had some concerns following the visit, these are reflected in the recommendations below.

This report highlights good practice;

- Residents told us they have good relationships with staff members and that staff are prompt to respond when needed.
- The home appears dedicated to the training and development of staff, which impressed the Healthwatch Ealing Enter and View Authorised Representatives. We felt that continuous learning is key to maintaining the safety and care of residents to a high standard and were happy to see that this is a priority at the home.

This report also provides recommendations for Acton Care Centre;

- Develop methods for residents to input more effectively into the home. While we were informed that resident feedback is gathered regularly, we were not told of methods through which residents could input into their care at the home. We would recommend that resident meetings are not solely focused on feedback around what is currently going on at the home, but also allow residents to give ideas and be a part of the development process.
- Explain information more clearly to residents during the move-in process. Residents felt that they had not received enough information about the home or

that the information had not been made clear enough to them prior to moving in. A clearer information process would make it easier for residents to settle in to the home and reduce any issues residents may face.

Response from provider

In relation to the recommendations above:

To involve the residents to input their views into their care the Activities Coordinator has been asked to do individual feedback forms called “This is what I like and suggest”. Five residents, one from each unit, will be asked to complete the feedback forms on a weekly basis. The feedback will then be analysed and discussed at the residents’ monthly coffee morning, staff meetings and relatives’ meetings. The notice board with the suggestions will be updated on a regular basis.

Prior to residents admission to Acton we are offering the introduction visit where the clients or their relatives are explained the admissions process and information about the services offered at Acton. All the potential clients are given Acton’s brochure and contact details of the Patient Affairs Manager, if the visit is not conducted by that person. The Patient Affairs Manager can help with further enquiries that the clients and their relatives may have, eg. About funding, length of stay, medical cover etc. Following the admission, the admission letter welcoming the resident, and the handbook, is available in the individuals bedroom.

The provider sent Healthwacth Ealing with a copy of the new feedback from, the letter and handbook for information.

Report

The report will be published on the Healthwatch Ealing website - www.healthwatchealing.org.uk and will be disseminated to the provider, commissioners and the public.

The Healthwatch Ealing Enter and View Team would like to thank the staff and residents at Acton Care Centre for their courtesy, patience and openness during our visit.

Appendix One - Observation Guide

Observations about home in general

Name of Home:	Acton Care Centre
Date and time of visit:	9th March 2018 (10am – 2pm)

1. Reception Area

Observations:

2. Information Displayed

Observations:

3. Dining Area

Observations:

4. Odour and Environment

Observations:

5. Choice of food and refreshments

Observations:

6. Dignity and Appearance of Residents

Observations:

7. Relationship of staff members with residents

Observations:

8. Appropriateness of activities

Observations:

9. Other Observations