

Enter and View Report

Downhurst Residential Care Home

76 Castlebar Road, Ealing, W5 2DD.



Healthwatch Ealing

23rd February 2018

Contents

Introduction.....	2
What is Enter and View?.....	3
Purpose of Visit.....	4
Strategic Drivers	4
Methodology	4
Summary of Results.....	5
Detailed Results	6
General Observations	6
Reception Area	6
Information displayed.....	6
Odour and Environment	6
Staff	7
Relationship of staff members with residents.....	7
Food.....	7
Activities.....	8
Medication and Health.....	8
Interviews	8
Residents	9
Managerial Staff	11
Staff members	13
Conclusions and Recommendations	15
Appendix.....	16

Introduction

Details of Visit

Service Visited	Downhurst Residential Care Home
Service Address	76 Castlebar Road, Ealing W5 2DD
Service Provider	Ealing Eventide Homes Limited
Care Home Manager	Dorota Kowalczyk
CQC Rating	Good
Date of CQC Report	15 August 2017
Status of Enter & View Visit	Announced
Date and Time	Friday 23 rd February 2018, 10am to 2pm
Authorised Representatives	Oyinkan Adesiyan, Eunice Park and Shabina Jeganathan
Lead Authorised Representative	Oyinkan Adesiyan
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. Downhurst Residential 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 Downhurst Residential home 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 six members of staff and four residents 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
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.

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

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 Authorised Representatives concluded that the home was operating to a good standard of care. The tour of the home, and the interviews with staff and residents showed us that Downhurst Residential Home demonstrated all Healthwatch England's indicators of a good care home. We saw 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 Downhurst residential home has accommodation for 26 residents and they have 24 residents at the moment. The home is completely residential, and we were informed by the deputy manager that staffing consists of:

- Day: 4 care assistants and 1 senior care staff.
- Night: 1 care assistant and 1 senior care staff.

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 1 care worker for every 6 residents, and 1 senior care worker for 24 residents.

The home specialises in elderly care with dementia. We were told that approximately 75% of residents have diagnosed dementia. The average age of residents is 80, and there are mainly women at the home.

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.

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

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

The reception area was clean, tidy and secure. There was no reception desk, however to access the home, one had to ring a doorbell. There was a coded door after the locked front door which again required staff access to allow entry. A staff member responded, and we were let in to the home. We met immediately with the manager who checked our identification and led us through the home to her office.

Information displayed

The CQC certificate of registration, last rated CQC inspection and Downhurst Residential home's complaints procedure were displayed clearly on the wall in the reception area. We saw notices around the home such as the fire procedure, the weekly menu, and the various activities and visits to the home. First aid kits, hand wash, fire extinguisher and fire exits were displayed on walls around the home. We observed various notices on display in a sitting area on the ground floor. This area was brightly lit and was, in the opinion of the Authorised Representatives, the most appropriate place to display notices as it is a high-traffic area. We saw many residents walking through and some sitting there with visitors.

Odour and Environment

The home was bright and warm. There were large windows in the corridor which allowed the light in. The home was very clean. There was no discernible odour. It was large and bright, and the walls were decorated with pictures of residents participating alongside families and staff in previous activities provided by The Challenge Network.⁴

The living room was currently undergoing renovation and was being painted. There is also another smaller living room located at the back of the home, which we observed residents taking part in activities in. The room was bright and clutter free. The dining lounge was large and bright. On the ground floor, we observed the laundry room and bathrooms. We were told that there are plans to convert the bathroom at the back of the home on the ground floor into a

⁴ We were told that The Challenge Network is a charity that links young volunteers to older adults in residential care. The volunteers organise and take part in activities such as the 'Olympic Day' with residents.

walk-in shower room to make it more accessible for residents. We were told that none of the bedrooms at the home are ensuite, but all contain sinks. There are six communal bathrooms and shower rooms in the home. We observed the bathrooms, shower rooms and communal toilets. They were all clean and odour-free.

There is a lift at the front and one at the back of the building. On the first floor, we observed there is a medication room which was locked, three shower rooms, a toilet and a bath. We were shown that all bedroom doors are fire doors. On bedroom doors, we observed resident's names and pictures. We were told that resident's rooms are decorated to their taste, and that all beds are hospital beds. The kitchen is in the front of the home on the ground floor. We did not enter the kitchen due to the home's health and safety procedures.

Staff

Staff were easily recognisable with distinct uniforms. The deputy manager, manager and activity coordinator did not wear a uniform. We were told that they are approximately 20 staff in total and there are 5 staff members on each shift. All staff are DBS checked before commencing their roles. Agency staff are used only when necessary and we were informed that only agency staff who are familiar with the home provide sick cover for staff.

Relationship of staff members with residents

We observed staff behaving kindly and respectfully towards residents at Downhurst. Staff checked up on residents regularly, helped them to take part in activities and monitored them to ensure they were okay. We observed that residents seemed comfortable with the staff and knew them by name. From the observations of the Enter and View Authorised Representatives, staff members had good relationships with the residents. They were respectful of their independence but made sure to ensure they were safe at all times. In the case of particular residents with moderate to advanced dementia, staff ensured that residents were comfortable, and were able to calm them when they were upset.

Food

We were told that there is a rolling fortnightly food menu. We observed the menu on display on a display board in a sitting area on the ground floor. There was a choice of three main dishes on offer. We were told that additional meals can be made available if a resident doesn't like what is on offer. We observed a chart showing dietary needs and those of residents who are monitored by the dietician. We were told by the manager and deputy manager that there is a residents meeting in which residents can feed into the development of the menu, offer

feedback and make recommendations. We were informed that there are two cooks present to cook meals every day. They also cater to vegetarians and gluten free residents. There are no barriers for residents with food preferences e.g. religious, dietary or allergies, although currently, there are no residents that have any cultural or religious needs regarding food. We were informed that residents are offered drinks throughout the day and those in bed are checked on to ensure they're hydrated.

Activities

There is a full-time activity coordinator for the home. We were told by the manager and deputy manager that the activities co-ordinator plans the activities for the residents which can either be group activities or one-to-one activities. We observed a displayed schedule of the activities. There are varied activities on offer such as music therapy on Fridays, animal therapy, visits from mothers and young children, outings, drawing, reading to the residents and other games and activities. We observed residents taking part in the music therapy activity in the sitting room. In addition to this, a few residents are Catholic, and a priest comes from church every Friday. In the summer, activities are done in the garden such as the 'Olympics Day' and barbecues.

Medication and Health

We were told that medicine is stocked checked every week. We were also told that the district nurse and GP visit regularly. The GP'S visit as required or every 14 days when there is a resident on palliative care. The chiropodist visits every 6 weeks. Opticians do regular checks and the list is updated when residents were last seen. The dentist visits when required.

Interviews

Healthwatch Ealing's Enter and View Authorised Representatives Oyinkan Adesiyan, Eunice Park and Shabina Jeganathan interviewed 6 members of staff and 4 residents. We spoke with one relative at the home briefly but did not complete a full interview. We received positive feedback from the relative, particularly around being kept up to date on their family member regularly. We were also told that they appreciated the staff at the home, and the relationship they had built with their family member.

Residents

Healthwatch Ealing Authorised Representatives Oyinkan Adesiyan and Shabina Jeganathan interviewed 4 residents.

<p>General Questions</p>	<p>All 4 residents reported that they were comfortable, and that they enjoyed living at the home. One resident stated that the information that was given when they came into Downhurst was plainly explained. Another resident stated that it was a culture shock as it was their first time in a care home but once they got to know people it helped. Another resident told us that they had wanted more information when they first arrived, but they asked staff members questions and were given answers. One resident told us that they have had some “minor concerns” during their time at the home but all of these were dealt with by staff “very quickly”.</p>
<p>Food and Mealtimes</p>	<p>Overall, most residents were happy with the food. Residents informed us that they felt there was enough choice as they had 2-3 choices each day. Another resident told us that the food was good, but they would like some off-menu items sometimes. A resident informed us that their dietary preferences were respected as they cater for vegetarians. All residents agreed that they were given the right amount of food and all stated that the food was hot enough, with one resident adding that they felt they could complain if it is not. One resident told us that they were able to receive drinks and snacks outside of mealtimes and get water quite often and another resident was not aware of this as they had never needed any but was certain that they would be able to. Residents told us that they are given support with eating and drinking, if needed. Residents told us that they are offered drinks multiple times</p>

	throughout the day.
Personal Care	Residents gave positive feedback regarding personal care. They told us that their privacy was respected and were able to have visitors in their own rooms. They told us that they can request GP visits when needed.
Activities and Interests	We were told by residents that there are various activities at the home. One resident told us that they partake in walking and exercise. Another resident told us that they are not interested in activities at the home and prefer to be by themselves. We were informed that staff are aware of their preferences and respect this. Another resident told us that a music activity happened in the morning and also mentioned other activities such as bingo and scrabble which they take part in. The resident also told us that they have seen pictures of summer outings which they are looking forward to (this resident had only been at the home in the last few months and so had not had the opportunity to take part in the summer activities).
Staff Behaviour and Attitudes	All residents were very positive about the staff. We were told that staff were friendly, respectful, brilliant and felt comfortable with them. One resident told us that staff were like good friends and got things done for them as best as they could. Another resident told us that staff check on them when needed, and they see how they are doing.

Managerial Staff

The manager and deputy manager were present at the home during the visit. HWE Enter and View Authorised Representatives Oyinkan Adesiyon, Eunice Park and Shabina Jeganathan spoke with the manager and the deputy manager.

Audits and Checks	<p>We were told that there are monthly internal medication audits. We were told that care plans are audited monthly by the manager. If any issues occur, these are documented by the manager, an action plan will be put in place and the person in charge will be made aware of the action plan. We were told that there are hardcopy and soft-copy care plans that staff can update. Quality assurance audits are done annually.</p>
Feedback	<p>We observed that there was a suggestion box placed at the front of the reception. We were told by the manager and deputy manager that people are invited for feedback through their newsletter. We were informed that there is an open-door policy in Downhurst residential. We were informed that findings from the residents and relatives survey are fed back through the bi-monthly resident meetings which are minuted. We were also told that any changes to the home are shared with residents at the meetings.</p> <p>We were told that there is a copy of the complaints procedure on display in every bedroom. Complaints are made to the senior staff and management. Complaints are logged and action plans to rectify the issues are developed. We were told that informal and formal complaints were recorded and documented.</p>
Staff	<p>The manager and deputy manager stated that they</p>

had a good relationship and “good rapport” with staff, relatives and residents. We were told that they have established this through being, “Approachable with everyone”, as well as the manager and deputy manager having an “open door policy” and being here from 8am to 4pm. We were also told that staff know about the handover each morning and that there is good communication with booklets for everyone and action is taken when necessary. Regarding the recruitment process, we were told that applicants apply on the ‘carehome.co.uk’ website attached with their CV, education and experience, which are looked at. We were told that interviews are mainly carried out by the manager and after reviewing, the second interview takes place in which the DBS and references are requested, after everything is ok with this, new staff can sign their employment and confidentiality contract. It is preferred that carers have a QCF level 2, but if they do not have this qualification they can do it at Downhurst residential. We were told that induction on the first day is carried out by the manager and deputy. New recruits shadow staff for 5 - 6 shifts and must be trained in staff care, infection control, moving and handling, safeguarding, equality and diversity, health and safety, equality, fire, dementia and the mental capacity act. External training is provided to assess staff training and award certificates. We were told that every staff member has a training file, in which the training matrix - keeps training up to date. We were told that not much agency staff are recruited, only those family with the home and to provide cover for sick staff.

Staff Members

HWE Enter and View Authorised Representative Eunice Park spoke with 3 staff members and Enter and View Authorised Representative spoke with 1 staff member.

Positive Aspects of the role	Most staff members told us that they enjoyed working at Downhurst Residential. One staff member told us that they enjoyed everything about working at the home. Another staff member told us that they “love residents and staff”.
Induction process	All staff stated that they received training and shadowed other staff for 2 weeks. One of the staff members stated that after the training they were assigned to a supervisor for 4 days. A staff member mentioned training in health and safety, first aid and fire safety. All staff members stated that they felt comfortable during the induction process and that they received theory and practical training during this.
Safeguarding Procedure	All staff members we spoke to stated that they were aware of safeguarding procedures. Staff informed HWE that they have regular annual safeguarding training and the last safeguarding training was done in 2017.
Supervision and appraisal	One staff member stated that supervision occurs twice a month and appraisals are done by the manager and deputy manager. This staff member stated that they were “okay with it” regarding the supervision and appraisals. Another staff member told us that supervision is conducted by their NVQ tutor and appraisals are done by the manager once a year.
Staff meetings	Staff said that meetings happen monthly as well as when needed.
Handover Procedure	Staff told us that handover occurs in morning shift

	at 8 am and night shift at 8 pm.
GP Access/Physiotherapy/ Hairdressers etc.	<p>A registered GP visits when required and every 14 days for patients on palliative care.</p> <p>All staff said that residents have access to various services;</p> <ul style="list-style-type: none"> ● Hairdresser- Once a week ● Chiropodist- every 6 weeks ● Dentist -when required ● GP- as required or every 14 days for residents on palliative care
Staffing Levels	<p>Staff told us that they are 5 members on each shift. One staff member stated Downhurst residential was, “reluctant to use agency staff”.</p>
Support from Management	<p>Staff reported that they felt supported by management. One staff member stated that they felt they can “discuss anything with the manager who maintains an open-door policy”. Another staff member described the manager as “approachable”.</p>

Conclusions and Recommendations

Overall, positive feedback was received from the residents and staff at Downhurst residential home. Staff commented that they enjoyed working in Downhurst residential and received adequate support room management, and residents had a good rapport with staff members. Based on our visit, we would conclude that Downhurst Residential meets Healthwatch England's quality indicators of a good care home (see methodology). This report highlights good practice and provides a few recommendations for Downhurst Residential.

This report highlights good practice at the home;

- Healthwatch Ealing Enter and View Authorised Representatives received good feedback from a relative particularly around the information they receive from the home. We were informed that the home keeps them up-to-date on all changes with their relative.
- Residents have told us that they had good relationships with staff members and felt comfortable around staff members. Residents told us that the staff were polite and respectful at all times.
- Staff feel comfortable with management and can approach them with any issues.

Healthwatch Ealing developed some recommendations for the home;

- Residents should be made more aware of their choices around food and their ability to request food outside of set mealtimes when necessary.
- Review the information given to residents during the move-in period. Residents will find it easier to settle in to the home and become comfortable if they are given adequate information prior to moving in.

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 Downhurst residential for their courtesy, patience and openness during our visit.

Appendix - Observation Guide

Observations about home in general

Name of Home:	Downhurst residential
Date and time of visit:	23rd February 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:

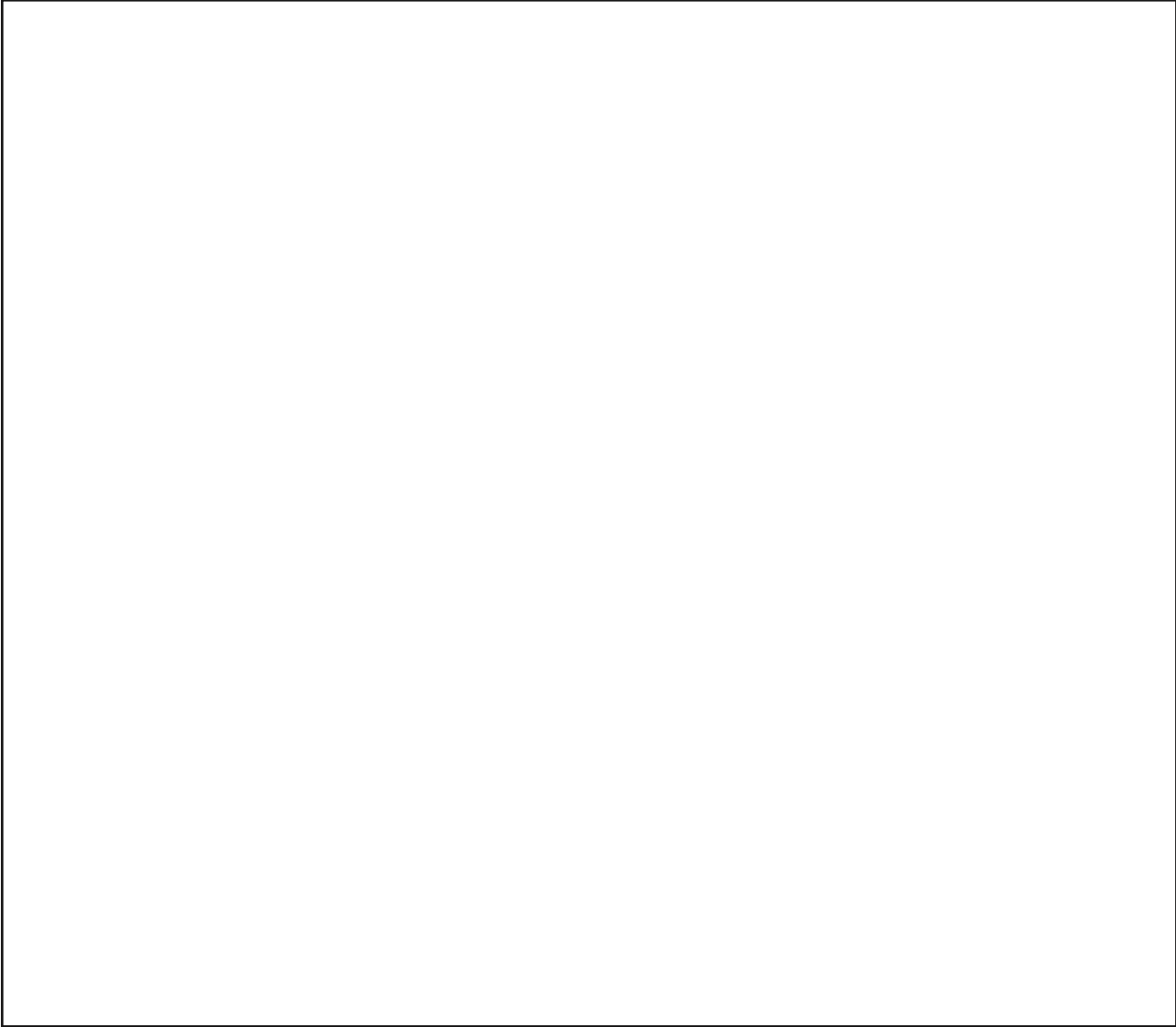
7. Relationship of staff members with residents

Observations:

8. Appropriateness of activities

Observations:

9. Other Observations

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