

Enter and View Report

Kingsley House

115 Kingsley Avenue, Ealing W13 0EH



Healthwatch Ealing

22nd February 2019

Service visited:	Kingsley House Care Home
Address:	115 Kingsley Avenue, London W13 0EA
Care Home Manager:	Margaret Lane
Date and time of visit:	Friday 22nd February 1:30pm
Status of visit:	Unannounced
Enter and View Authorised Representatives:	Francis Ogbe and India Hotopf
Lead Authorised Representative:	India Hotopf
Healthwatch Ealing contact details:	Healthwatch Ealing, 45 St Mary's Road, W5 5RG Tel: 020 3886 0830 Email: info@healthwatchealing.org.uk
CQC rating:	Good
Date of CQC report:	17 th August 2018
Date of last Enter & View visit:	30 th October 2018

Healthwatch Ealing has the power to Enter and View services in the borough of Ealing. Enter and View visits are conducted by teams of trained Enter and View Authorised Representatives.

Background to the visit

The Health and Social Care Act allows Healthwatch Ealing (HWE) Enter and View Authorised Representatives to observe service delivery and speak to patients, residents, staff, relatives, friends and carers. The visit can happen if people tell us there are concerns, but equally, the visits can take place when services have a good reputation. We can therefore learn from shared examples of what they are doing well from the perspective of the people who experience the service first hand.

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 the HWE Safeguarding Policy. If at any time an Authorised Representative observes a potential safeguarding concern, they will inform their lead. The lead Authorised Representative will then end the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to the Care Quality Commission (CQC) and Ealing Council's Safeguarding Team.

On this occasion, two Enter and View Authorised Representatives attended the visit. The Authorised Representatives spoke to staff. Suggestions have been made on how to improve the service and good practice has been highlighted.

HWE liaises with the CQC, Clinical Commissioning Group (CCG) and the Local Authority (LA) to create an Enter and View Programme, as well as the information that it collects about the experiences of local people. A number of health and social care providers are selected to be visited to provide a sample of different services. Healthwatch Ealing chose to visit this home in order to spot check issues identified in a previous visit.

Acknowledgements

We would like to thank John David Lubowa (staff member) for facilitating our visit and taking the time out of his day to answer our questions. We would also like to thank Healthwatch Ealing Enter and View Authorised Representative Francis Ogbe for his contribution.

Methodology

This was an unannounced Enter and View visit. Healthwatch Ealing did not approach the manager prior to the visit and the home was not aware that Healthwatch Ealing would be conducting a visit that day.

The Enter and View Team used a checklist to collect their observations of the home, which was based on Healthwatch England's eight 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

¹ 'What's it like to live in a Care Home' Healthwatch England (2017)

Background

During the last Enter & View visit, one Authorised Representative detected a urine odour outside one of the bedrooms.

The purpose of this unannounced visit was to spot check the urine odour, and to conduct interviews with staff and management in order to assess the impact of our previous recommendations and gain an insight into incontinence management and care alarm responses at care homes.

Observations about Kingsley House Care Home

During the previous Enter & View visit, one of the Authorised Representatives detected a slight urine odour in the home.

On the day of this unannounced visit, Authorised Representatives did not detect any urine odours and found the home to be a pleasant well maintained environment.

Additional information and feedback

How is the home addressing Healthwatch Ealing's recommendations?

On Healthwatch Ealing's last visit, just one recommendation was made, which was to amend the spelling and grammatical errors in the activity board and menu.

The staff member informed Authorised Representatives that Kingsley House has since amended the errors, and that there was an appraisal.

Care alarm responses

Authorised Representatives asked the care supervisor some general questions on the home's care alarm response times and monitoring procedures, as there is a potential link between this and urine odours.

The staff member explained that Kingsley House does not depend much on care alarms, as there are just three residents who have severe dementia. He stated that whilst each room is equipped with a care alarm, the current residents do not have the capacity to use them and they are always under the supervision of a carer, as there are only 3 residents at the home.

Authorised Representatives were informed that the home's average response time is under one minute, as residents are always in the presence of a carer.

Incontinence management

Authorised Representatives asked the care supervisor some general questions to gain a deeper understanding of how the care home manages incontinent residents and urine odours.

The staff member informed Authorised Representatives that there is "occasional" incontinence in residents.

He explained that all residents wear pads, with the exception of one who refuses to wear them and throws them away when they are fitted. He added that excrement is always cleaned in a timely manner, as residents are so closely supervised.

Authorised Representatives were informed that staff ensure that residents are able to get to the toilet in a timely manner, through getting to know their routines and by being with them "all the time", as the home only has three residents.

Conclusion

The visit to Kingsley House was very positive. The member of staff on duty was very friendly and accommodating, and appeared to have good rapport with residents. There were no urine odours detected, and Authorised Representatives found that the home was a pleasant, well maintained environment. See below for areas of good practice.

Good practice

- 1) On the last visit, Healthwatch Ealing made a recommendation for the home to amend the spelling/grammatical errors on the activity board and menu. The staff member informed Authorised Representatives that there has since been an appraisal and the errors have been amended.
- 2) On the day of this visit, no urine odours were detected and Authorised Representatives found that the home was clean and well maintained
- 3) Authorised Representatives found the home to be a particularly pleasant environment, which had lots of natural light and was decorated in a dementia friendly way

Formal provider response

In the Background of the report, I would like to correct that in the last visit, one of the representative of Healthwatch Enter & View opened the door of room one that was just been cleaned (room one's door was closed after cleaning). No one else noticed the odour including the other Healthwatch Enter & View inspector. The urine odour was not observed throughout the Home. (amendments were made accordingly)