

# ‘Enter and View’ Report

## Sycamore Lodge Care Home

*1 Edgecote Close, Acton, London W3 8PH*



*30<sup>th</sup> January 2018*

Healthwatch Ealing

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# Introduction

## Details of Visit

| Details of Visit:              |  |
|--------------------------------|--|
| Service Visited                | Sycamore Lodge Care Home   |
| Service Address                | 1 Edgecote Close, Acton W3 8PH   |
| Service Provider               | Optivo Group   |
| Care Home Manager              | Nelson Bandason  |
| CQC Rating                     | Requires Improvement   |
| Date of CQC Report             | 26 <sup>th</sup> October 2017  |
| Status of Enter & View Visit   | Announced  |
| Date and Time                  | 30 <sup>th</sup> January 2018, 10am to 2pm   |
| Authorised Representatives     | Oyinkan Adesiyon, Eunice Park  |
| Lead Authorised Representative | Oyinkan Adesiyon   |
| Contact Details                | Healthwatch Ealing, Martin House, 1 Swift Road, Southall, UB2 4RP<br>Tel: 0203 8860 830<br>Email: <a href="mailto:info@healthwatchealing.org.uk">info@healthwatchealing.org.uk</a> |

## Acknowledgments

Healthwatch Ealing would like to thank the service provider, service users, visitor 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.*

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# What is Enter and View?

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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. Sycamore Lodge 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 Sycamore Lodge 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 three residents, one staff member and the manager at the home. The interviews centred around Healthwatch England's indicators of a good care home<sup>1</sup>;

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

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<sup>1</sup> 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 report<sup>2</sup> 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).

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# Summary of Results

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## 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 Sycamore Lodge 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 Sycamore Lodge has accommodation for 77 residents and 72 residents at present. There are five units with fifteen beds in each unit. There is one general residential unit, one general nursing unit, one dementia nursing unit, and two residential nursing units.

We were informed that staffing consists of

- Day: 4 care assistants and 1 nurse.

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<sup>2</sup> 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.

- Night: 2 care assistants and 1 nurse.

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*”.<sup>3</sup> There is no specific ratio highlighted in the guidelines. In this case, there is 1 carer for every 4-5 resident. We were told that there are approximately 80 staff members at Sycamore Lodge exclusive of the kitchen staff who are sub-contracted from a different company.

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## Detailed Results

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### General Observations

The visit commenced with a tour of the care home. This section details the direct observations made by the HWE authorised representatives.

#### Reception Area

We were let into the care home through a coded door and were asked to sign in the log book kept in the reception. The reception area was bright, odour free and the sitting area had windows overlooking the garden on half the wall area. The seating and carpets appeared to be clean and tidy and there was also a clean fish tank near the entrance.

#### Information displayed

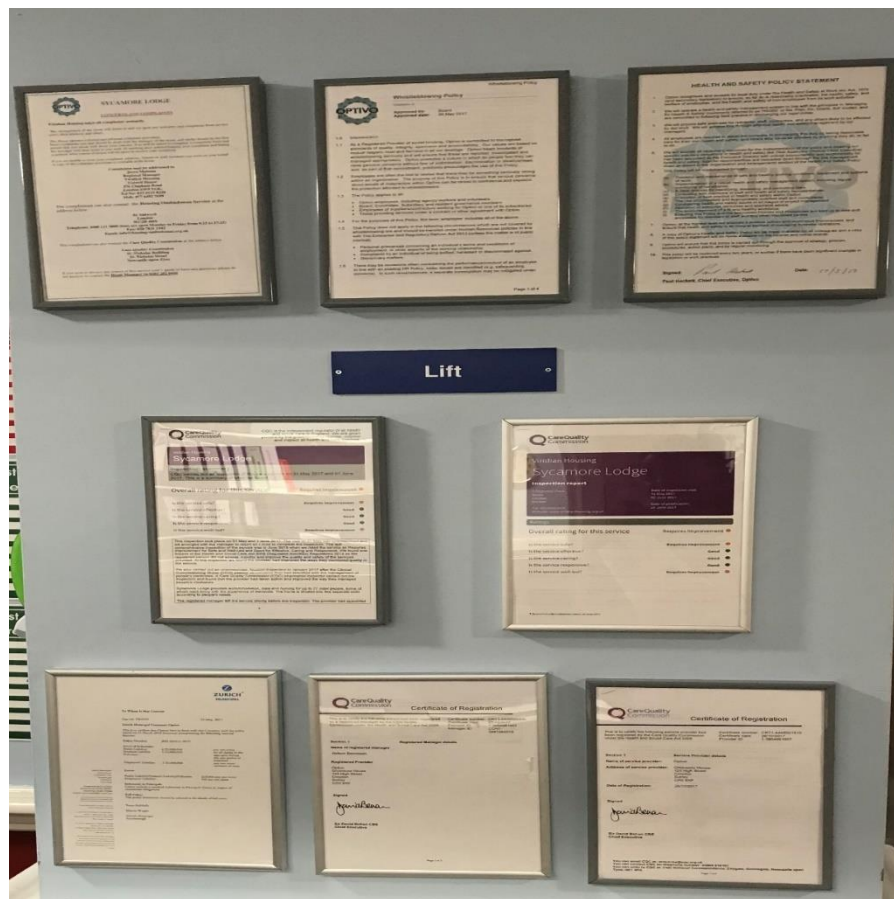
Healthwatch Enter and View representatives observed many notices were displayed including the rota of Health and Safety, CQC Certificate of Registration, Safeguarding and Whistleblowing policy, insurance for the building, information about Residents and Staff meetings and the Complaints Procedure. There was also a display of the Health and Safety committee members list with their names which included the manager and other staff members. In each unit, we observed on-duty staff lists, the fire evacuation plan, and health and safety policies.

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<sup>3</sup>CQC (2017) [CQC Regulation 18: Staffing](#)

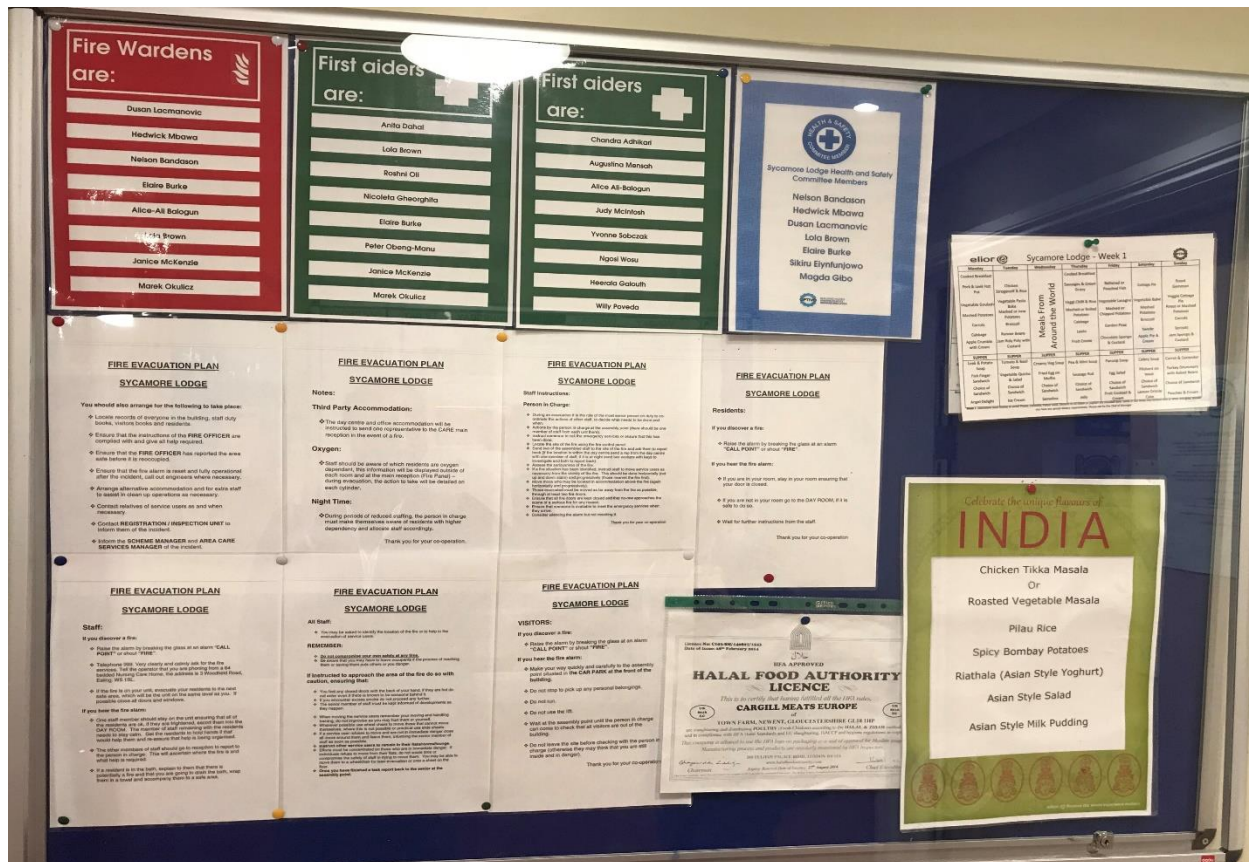
| Meeting                     | Membership          | Frequency        | Chair  |
|-----------------------------|---------------------|------------------|--|
| Health and Safety Committee | Committee Members   | Every x 2 months | Manager  |
| Residents Relatives Meeting | Residents Relatives | Quarterly        | Manager  |
| General Staff Meeting       | All Staff           | Every x 2 months | Manager  |
| Domestic Staff Meeting      | All Domestic Staff  | Quarterly        | Manager, Domestic Supervisor                           |
| Unit Meetings               | All Unit Staff      | Monthly          | Head of Care/nursing Manager will attend by invitation |
| Food Committee              | Committee Members   | Monthly          | Manager, Chef Manager                                  |

Meeting Schedule displayed at Sycamore Lodge



Information displayed in Reception Area





Information displayed in each unit

## Environment

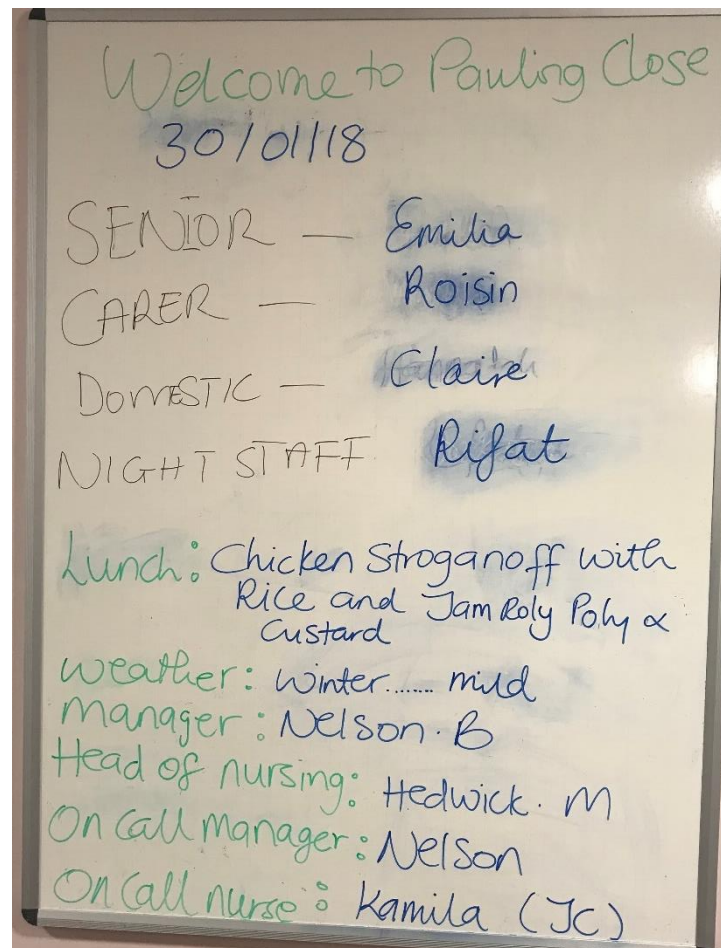
The home was warm, bright and airy. There was no odour present. The environment was clean and clutter free throughout the home. We observed large lounges and activity rooms in each unit. Each lounge contained a kitchenette. We were told that the kitchenettes had snacks and drinks for residents. The lounges had armchairs, televisions and dining tables and chairs.

We saw that the residents' names and pictures were displayed on each bedroom door. All entrances to the units and stairwells were coded for entry. We were told that all bedrooms are ensuite and had profile beds which are fully adjustable to allow residents to position themselves and be positioned in the most comfortable way. We also observed assisted bathrooms and toilets in each unit which were clean and tidy.

We observed a 'daily board' in each unit which displayed the members of staff on-duty, the lunch option and weather for the day. We were told that in the Nobel Square unit,

one of the residents wrote the board items each morning and added a daily quote as this was an activity the resident enjoyed.

We were told that there is a guest bedroom at Sycamore Lodge for relatives who may wish to stay the night. Use of the guest bedroom is free, however the home accepted donations which were put into the resident activities fund.



'Daily Board' in Pauling Close Unit

## Staff

Staff were recognisable with distinct uniforms. The manager and deputy manager did not wear uniforms but wore lanyards displaying their information. We were told that there is no agency staff at Sycamore Lodge and all staffs are DBS checked prior to commencing work at Sycamore Lodge. We were informed that dependency levels are assessed routinely but were not given a specific time for these assessments.

### Relationship of staff members with residents

The Healthwatch Ealing Enter and view Authorised Representatives observed that the relationship between the staff members and residents appeared positive and friendly. As we walked through the home, residents spoke with the manager in what appeared to be a comfortable, informal way. We observed residents in each lounge watching television or talking with staff members. 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 were informed that all food items delivered were Halal as the management considers the religious and cultural needs and preferences of the residents. There is a list of the likes and dislikes of all residents which is displayed in the kitchen. We were informed that a diverse menu is followed to reflect the mix of residents. We were informed that there is a four-weekly rolling menu at the home. The menu is developed to meet the nutritional requirements of the residents. We were informed that staff ask residents of their food choices the day before and send the choices to the kitchen. The meals are prepared in the kitchen and we saw the meals being transferred to the units on hot trolleys. We observed staff checking the temperature of the food before serving to the residents. We were shown the menu which includes three or four options for lunch and a choice between soup or a sandwich for dinner. We were informed that residents are able to choose off-menu items as well if they are not happy with the options given.

**elior** Sycamore Lodge - Week 1

| Monday                   | Tuesday                    | Wednesday                          | Thursday                  | Friday                     | Saturday                   | Sunday                           |                      |
|--------------------------|----------------------------|------------------------------------|---------------------------|----------------------------|----------------------------|----------------------------------|----------------------|
| Cooked Breakfast         |                            |                                    | Cooked Breakfast          |                            |                            |                                  |                      |
| Pork & Leek Hot Pot      | Chicken Stroganoff & Rice  | <b>Meals From Around the World</b> | Sausages & Onion Gravy    | Battered or Poached Fish   | Cottage Pie                | Roast Gammon                     |                      |
| Vegetable Goulash        | Vegetable Pasta Bake       |                                    | Veggi Chilli & Rice       | Vegetable Lasagne          | Vegetable Bake             | Veggie Cottage Pie               |                      |
| Mashed Potatoes          | Mashed or new Potatoes     |                                    | Mashed or Boiled Potatoes | Mashed or Chipped Potatoes | Mashed Potatoes            | Roast or Mashed Potatoes         |                      |
| Carrots                  | Broccoli                   |                                    | Cabbage                   | Cabbage                    | Broccoli                   | Carrots                          |                      |
| Cabbage                  | Runner Beans               |                                    | Leeks                     | Leeks                      | Garden Peas                | Sprouts                          |                      |
| Apple Crumble with Cream | Jam Roly Poly with Custard |                                    | Fruit Conde               | Fruit Conde                | Chocolate Sponge & Custard | Apple Pie & Cream                | Jam Sponge & Custard |
|                          |                            |                                    |                           |                            |                            |                                  |                      |
| <b>SUPPER</b>            | <b>SUPPER</b>              | <b>SUPPER</b>                      | <b>SUPPER</b>             | <b>SUPPER</b>              | <b>SUPPER</b>              | <b>SUPPER</b>                    |                      |
| Leek & Potato Soup       | Tomato & Basil Soup        | Creamy Veg Soup                    | Pea & Mint Soup           | Parsnip Soup               | Celery Soup                | Carrot & Coriander               |                      |
| Fish Finger Sandwich     | Vegetable Quiche & Salad   | Fried Egg on Muffin                | Sausage Roll              | Egg Salad                  | Pilchard on toast          | Turkey Drummers with Baked Beans |                      |
| Choice of Sandwich       | Choice of Sandwich         | Choice of Sandwich                 | Choice of Sandwich        | Choice of Sandwich         | Choice of Sandwich         | Choice of Sandwich               |                      |
| Angel Delight            | Ice Cream                  | Semolina                           | Jelly                     | Fruit Cocktail & Cream     | Lemon Drizzle Cake         | Peaches & Cream                  |                      |

Week 1 Alternative meal choices of Jacket Potato, Omelette, Plated Salad, Desserts of ice cream or yoghurt are available daily. Some of our foods may contain nuts or other allergens. Should you have any special dietary requirements. Please ask for the Chef of Manager

### Menu at Sycamore Lodge

#### Activities

We were informed that the home has a full time Activity Coordinator, who organises and conducts all activities, plans trips, and gathers feedback from the residents. We were told that the home provides a holistic approach to all activities as all staff members take part in activities with the residents. There are daily activities available at the home, which we saw on the activity board which was displayed in all the units. We were told that residents are very involved in the development of the activity plan as they feed back on activities they do or don't enjoy at the residents meetings. We were informed that residents also offer suggestions for new activities at these meetings. We were informed that different activities included sewing, board games, bingo, music and chair exercises.

## Regular Activities

### Dates And Times

#### Health & Wellness



Chair Exercise Every  
Tuesday Of The  
Month @ 2PM



Music For Health  
Every Two Weeks On  
A Thursday @ 2PM

#### Hairdressing & Barber

Hairdresser Every  
Tuesday @ 9 AM



Barber Every Third

#### Religious Services



Roman Catholic  
Church Service Every  
First Wednesday Of  
The Month @ 3PM

Church Of England  
Service On Every 2<sup>ND</sup>  
Tuesday Of The  
Month @ 10.30 AM

#### Cinema & Bingo



Cinema Every  
Friday @ 2 PM






Bingo Once A  
Month

Regular Activities at Sycamore Lodge

**Sycamore Lodge Residents Calendar of Activities**

**January 2018**

| Sun   | Mon   | Tue  | Wed  | Thu   | Fri   | Sat  |
|---|---|--|--|---|---|--|
|   | <b>1</b><br><br><b>HAPPY NEW YEAR 2018</b> | <b>2 New Year Sing Along with Chirag 11am JC</b><br><br>Chair Exercise 2pm Pauling | <b>3 Pamper day! Hand massage and Manicure 11am Davis</b><br><br>Roman Catholic Church Service 3pm JC  | <b>4 Morning Tea with Activity 11am Garden room</b><br><br>Music for Health with Fiona 2pm JC | <b>5 Skittles Games 11am Pauling</b><br><br>Cinema 2pm    | <b>6 One to One Activities with The carers</b>           |
| <b>7 Sunday TV Church Service</b>   | <b>8 Origami group 11am Pauling</b><br><br>Afternoon Tea with Activity 2pm Garden room                                      | <b>9 Church of England Service 11am Bragg</b><br><br>Chair Exercise 2pm Pauling    | <b>10 One to One Activity 11am JC</b><br><br>Chitchat group 2pm Nobel  | <b>11 Morning Tea with Activity 11am Davis</b><br><br>Strenght and Balance Exercise 2pm JC    | <b>12 Fish and Chips lunch out 11am</b><br><br>Cinema 2pm | <b>13 Music Serenades with Mark Allain</b>               |
| <b>14 Chair Aerobics with Sumir 2pm JC</b>  | <b>15 Table games 11am Davis</b><br><br>Afternoon Tea with Activity 2pm Nobel   | <b>16 Colouring and Drawing 11am Garden room</b><br><br>Chair Exercise 2pm JC      | <b>17 Pamper day! Hand massage and Manicure 11am JC</b><br><br>Tea Party 2pm Davis   | <b>18 Trip to Morrisons and Shopping</b><br><br>Music for Health with Fiona 2pm JC            |   | <b>20 Active chat with the carers Family and friends</b> |
| <b>21 Lazy Morning</b><br><br> | <b>22 Morning Tea with Activity 11am JC</b><br><br>Music quiz 11am Nobel  | <b>23 Board Games 11am Davis</b><br><br>Chair Exercise 2pm Pauling                 | <b>24 One to One Activity 11am Bragg</b><br><br>Afternoon Tea with Activity 2pm Nobel  | <b>25 Reminiscing Quiz 11am Davis</b><br><br>Strenght and Balance Exercise 2pm Pauling        | <b>26 Fish and Chips lunch out 11am</b><br><br>Cinema 2pm | <b>27 Music Serenades with Mark Allain</b>               |
| <b>28 Chair Aerobics with Sumir 2pm Pauling</b>   | <b>29 Balloon Games 11am Davis</b><br><br>Afternoon Tea in The garden room 2pm  | <b>30 Morning Tea with Activity 11am Nobel</b><br><br>Karaoke 2pm Pauling          | <b>31 Trip to café at Morrisons 11am</b><br><br><br><b>BINGO 2pm JC</b> |   |   |  |

Activity Calendar on display at Sycamore Lodge

### Medication and Health

We were told that all residents are registered with the local surgery. We were told that the GP visits the home twice a week. When residents require appointments, they are put on the GP list and are attended to at the next GP visit. There are also podiatry visits once a month and visits from the hairdresser weekly. There are also visits by domiciliary dentists, physiotherapists and opticians when required by residents.

## Interviews

Healthwatch Ealing Enter and View Authorised Representatives Oyinkan Adesiyan and Eunice Park interviewed three residents and two staff members. 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 Authorised Representatives Oyinkan Adesiyan and Eunice Park spoke with three residents at the home.

|                    |  |
|--------------------|--|
| General Questions  | We received positive feedback about the home from the residents. We were told that the home was “very good” and the “best place” for them to live. All residents reported being happy with the care they receive at Sycamore Lodge. They enjoyed when residents from other units are brought around for activities in the lounges. We were told that they liked this opportunity to mingle with others. Residents informed us that they had received enough information about the home before moving in and had no difficulties. |
| Food and Mealtimes | The residents were happy with the food provided by Sycamore Lodge. One resident mentioned “a straightforward” set menu was put up for them. Good feedback was received about the portion sizes, warmth of food, and offers of drinks. All the residents are invited for a pre-announced meeting to discuss about the food at home which gives the residents a platform to put forth their opinions and changes and they are happy the management makes it a point to offer different food items every week. We were told         |

|                               |   |
|-------------------------------|---|
|                               | <p>by residents that while they were aware of the food meetings, they felt that the meetings were only for certain residents and not for all and did not attend. One resident informed us that the food wasn't particularly to their taste as it wasn't food they had eaten before moving into the home. They told us that they were used to the food now but would have preferred if they could cook for themselves.</p> |
| Personal Care                 | <p>Residents informed us they were happy that the carers provided them good personal care. They felt that the staff were responsive and respected their privacy, and that the staff get their permission before helping them to do anything. The residents are also happy with the healthcare provided by Sycamore Lodge as the GP visits them and gives necessary treatment.</p>   |
| Activities and Interests      | <p>Residents told us that they enjoyed all the activities held by Sycamore Lodge. They also told us that the staff are aware of the likes, dislikes and abilities of each residents and won't compel them to do anything they are not interested in. Two residents told us that they enjoy spending time in the garden and chatting with others whilst the other told us they enjoyed the visits by musicians.</p>        |
| Staff Behaviour and Attitudes | <p>All the residents responded with "excellent" when asked about staff behaviour and attitude towards them. Residents reminded us that even though the staff are busy with work they respond quickly when needed. They also told us that the staff members talk</p>   |



|  |  |
|--|--|
|  | to them about their lives, get to know them and remember details about them. |
|--|--|

### Managerial Staff

Healthwatch Ealing Enter and View Authorised Representatives Oyinkan Adesiyan and Eunice Park spoke with the manager.

|                      |  |
|----------------------|--|
| Audits and Checks    | We were informed by the manager that there are various audits at the home. There are monthly medication, maintenance, accident and incident, and health and safety audits. We were informed that there are fire alarm checks weekly and routine fire drills. The manager informed us that the Optivo group provides a matrix for audits which automatically flags any outstanding audits or any issues identified through the auditing process. We were told that issues identified through the auditing process are shared with senior staff at the daily meetings and are then disseminated to junior staff by the senior staff. |
| Feedback & Complaint | The manager told us that resident feedback is collected through questionnaires twice a year and the quarterly residents and relatives meeting. A separate food committee is in run to obtain feedback on the food provided and to discuss if there are any changes or improvements the residents would like. The manager informed us that there is a suggestion box at the reception which is checked weekly. The minutes from the meetings are circulated to all residents and relatives. The agenda of these meetings  |

|           |   |
|-----------|---|
|           | <p>are to consider the complaints and concerns, changes within home and how the issues are addressed.</p> <p>We saw the complaints policy and procedure on display in the reception. The manager told us that people are encouraged to address issues to nurse in charge or manager. In case of any complaints, the contact details of CQC, safeguarding and social services are displayed throughout the home. The manager also informed us that most of the issues are addressed informally and not as a written complaint.</p>   |
| Staff     | <p>We were informed that shadowing takes three days at the home. We were shown the shadowing checklist which covered various areas such as explanations about the different policies at the home, introductions to residents training on the Principles of Care and Safeguarding. We were told that all staff members had to complete their mandatory training - health and safety, manual handling, and more - before commencing work. All staff members are DBS-checked and require 2 references.</p> <p>We were told that staff have regular training which is managed through the Optivo staff training matrix. Staff are informed when they are due for training and training is arranged.</p> |
| Hydration | <p>We were informed that drinks were offered regularly throughout the day. As there is no designated drinks time, a drinks trolley with tea, coffee, juices and other drinks is left around the home and independent residents can help themselves at any time.</p>   |

|  |   |
|--|---|
|  | Fluid intake is entered into ‘NOURISH’. <sup>4</sup> If residents are not taking in as much fluid as they should, offers of fluids are increased. |
|--|---|

## Staff Members

Healthwatch Ealing Enter and View Authorised Representatives Oyinkan Adesiyan and Eunice Park spoke to one staff member at the care home.

|   |   |
|---|---|
| Positive Aspects of the role            | The staff member we interviewed was very happy and satisfied working at Sycamore Lodge. We were told that the “teamwork” provides a positive atmosphere and makes them happy about the home.  |
| Induction process                       | We were told that the staff member received training and shadowed other staff during their induction which took 4 days. The induction procedure helped the staff to get to know more about providing care for residents and everything else. The staff also mentioned about attending fire training, group training and manual handling which was held at Chestnut Lodge. |
| Safeguarding Procedure                  | The staff member stated that she was aware of safeguarding procedures through the training provided by home which included primary focus on how to ensure that vulnerable adults are kept safe. The safeguarding procedure followed at Sycamore Lodge was to initially raise any issues to the nurse–in-charge who would pass them to the manager.                        |
| Supervision, Appraisal & Staff meetings | We were informed by the staff member that the appraisal, which the manager undertook every three months was “necessary”. The management and care  |

<sup>4</sup> NOURISH is a care management software for electronic records. <http://nourishcare.co.uk/>

|   |   |
|---|---|
|   | <p>staff meetings held once or twice every month, provided a platform to talk and minutes were shown to the staff afterwards. The staff member informed us that the meetings were very helpful to understand lot of things.</p>   |
| Handover Procedure                        | <p>We were informed that the care assistants kept a log book throughout the day of all they did for the residents and documented any changes. The staff member informed there was also a handover meeting at the end of each shift to care and nursing staff coming on duty.</p>  |
| Involvement of family members             | <p>Staff informed us that there is a great involvement and communication between the families and staff. The “Quarterly Relatives Meeting” held gives an opportunity for the families to put forth and share their concerns and issues with the management and staffs of Sycamore Lodge.</p>  |
| GP Access/Physiotherapy/Hairdressers etc. | <p>We were told that residents are registered with the local GP who visits the home twice a week.. The staff also said that the residents have access to various services;</p> <ul style="list-style-type: none"> <li>• Hairdresser - once in a week</li> <li>• Physiotherapy - As required</li> <li>• Chiropodist/ Podiatry - once in a month</li> </ul> |
| Staffing Levels                           | <p>Staff reported that there are 5 care staff and a nurse on each shift. There were no concerns raised by staff about staffing levels and staff told us that they don’t have a shortage of staff.</p>   |
| Support from Management                   | <p>The staff informed us that there was great support from the management. She described the</p>  |

|  |  |
|--|--|
|  | management as “brilliant”. We were also informed that there was a good and positive relationship between the management and staff which enabled them to talk to the management about any concerns they had in an accessible and supportive manner. |
|--|--|

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## Conclusions and Recommendations

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A positive feedback was received from the residents and staff members at Sycamore Lodge. The residents were happy and enjoyed staying at the home and appreciated the care they received from the home. The relationship between the residents and staffs was clearly visible from the attention and respect they received from the staff. Staff enjoyed working at Sycamore Lodge as they received adequate support and help from the management which gave them confidence and encouragement throughout their work.

Based on our visit, we would conclude that Sycamore Lodge 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:

- The manager was visible and accessible and had efficient systems in place.
- Residents told us the staff are prompt to respond when needed.
- Residents have told us that they had good relationships with staff members and felt comfortable.
- Residents were happy with the existing method of providing meals according to the preferences and likes of the residents. Healthwatch Ealing Enter and View Authorised Representatives were particularly impressed
- The feedback from residents reflected a good input from the care home in maintaining a good relationship with staff and residents in an effective manner.

This report also provides a few recommendations for Sycamore Lodge.

- A ‘protected drinks time’ where all residents are offered a varied menu of hot and cold drinks should be implemented. The iHydrate report showed that the introduction of a protected drinks time increased the amount of drinks per resident, the percentage of residents getting drinks and the amount of fluid consumed per resident. This would reduce residents’ risk of dehydration which is linked to urinary tract infections, falls, and unnecessary hospital admissions.

PROVIDER RESPONSE: The nourish Care Management System in use records the daily fluid intake of each resident and raises an alarm if this falls below 1000mls per day. The home also has a protected” smoothies” time which not only enhances fluid intake but also that of vitamin C and other vital elements.

- There was a discrepancy between what we were told by staff and management about the induction process. We recommend that all discrepancies regarding training and induction are clarified by management to keep all staff up to date.

PROVIDER RESPONSE: All new staff undergo a prescribed 3 day induction process which includes the mandatory Fire Safety, Moving and Handling and COSHH training among other things. Staff sign to confirm that they have received this. There is a programme for carers who then proceed through the Care Certificate modules and a separate one for nurses. This process is audited by Human Resources

- Make all residents aware of the food meetings and that they are all welcome to attend and give feedback and input into the menu development.

PROVIDER RESPONSE: The dates for these meetings are posted well in advance on all units and residents encouraged to attend. The minutes from these meetings are also circulated and posted on all units. Staff actively assist service users to attend.

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# Report

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The report will be published on the Healthwatch Ealing website - [www.healthwatchealing.org.uk](http://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 Sycamore Lodge for their courtesy, patience and openness during our visit.

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# Appendix One - Observation Guide

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## Observations about home in general

|                                |  |
|--------------------------------|--|
| <b>Name of Home:</b>           | <b>Sycamore Lodge</b>                            |
| <b>Date and time of visit:</b> | <b>30<sup>th</sup> January 2018 (10am – 2pm)</b> |

### 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