

Enter and View Report

Torkington House Care Home

Creswick Road, Acton W3 9HF



Healthwatch Ealing

22nd February 2019

Service visited:	Torkington House Care Home
Address:	Creswick Road, Acton W3 9HF
Care Home Manager:	Margaret Siriwardena
Date and time of visit:	Friday 22nd February 3pm
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:	15 th August 2017
Date of last Enter & View visit:	13 th October 2017

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 residents and 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 the management, staff and residents at Torkington House for making us welcome, facilitating our visit and for taking the time to talk to us on the day. 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, Authorised Representatives detected some urine odours throughout the home, which worsened on the upper floors. Authorised Representatives also found that the staffing board was not up to date, making it difficult for residents and visitors to ascertain which staff were on shift. The food menu also lacked indicators of dietary suitability.

The purpose of this unannounced visit was to spot check the above issues, 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 Torkington House Care Home

During the last Enter & View visit, Authorised Representatives detected odours of urine, particularly on the second floor.

On the day of this unannounced visit, Authorised Representatives did not detect any urine odours and found that the home was clean and well maintained, with a pleasant odour throughout.

Additional information and feedback

How is the home addressing Healthwatch Ealing's recommendations from our visit one year and 5 months ago?

- 1) Menu options should be clearly outlined for those with dietary requirements e.g. vegetarian foods should be marked distinctly so vegetarian residents are made aware of what their food options are.***

During the visit, Authorised Representatives noted that the home has not added indicators of dietary suitability to the menu. The care supervisor explained that most residents have dementia and do not use the menu to order food.

Instead, staff take residents orders, informing them which choices are suitable for their dietary needs, based on their knowledge of residents. They also have a menu with pictures of each meal which they show residents.

2) Drinks should be offered more consistently throughout the day, to ensure residents are kept well hydrated. A 'protected drinks time' where all residents are offered a varied menu of hot and cold drinks should be implemented.

The care supervisor informed Authorised Representatives that the home has introduced protected drinks times which are scheduled between meals. She stated that residents also have jugs of juice/squash in their rooms which are refilled throughout the day, with close attention paid to bed bound residents. During the visit, Authorised Representatives witnessed hot drinks being given to residents as they sat in the sun lounge.

3) Staffing levels should remain consistent, as some staff members did not appear aware of how many staff members are on-site in the mornings. While there are pictures in reception of on-site staff members, we saw that these are not changed immediately, and so are not an accurate method of displaying who is on-site to staff, residents or guests.

There was a staff board in the reception area, which displayed the name of each staff member on shift, with pictures. Authorised Representatives noted that the care supervisor who gave us the tour was on the board as the 'person in charge' for that day.

The care supervisor explained that the board had not been updated on Healthwatch Ealing's previous visit. She stated that since the issue was raised, there has been an appraisal to ensure that staff recognise the importance of updating the board.

4) Feedback should be shared with residents, as well as relatives and staff members. A regular residents' meeting could be implemented as this would be an appropriate medium of sharing feedback, and any proposed changes within Torkington House.

During this visit, Authorised Representatives noted that there was a feedback box in the home's reception. The care supervisor stated that the home provides the residents and relatives with feedback forms every month and that the daily notes record any complaints or feedback made by residents. She added that some of the residents are keen emailers and will send feedback electronically.

She informed Authorised Representatives that the home has introduced quarterly resident meetings, and that there is also a monthly meeting between the activities coordinator and residents, which also provides an opportunity to give feedback.

Residents interviewed stated that they were able to provide feedback where appropriate.

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.

Authorised Representatives were informed that there are care alarms in every bedroom, bathroom and communal area and residents are closely monitored by staff. She added that some of the residents also have care alarm pendants.

The care supervisor informed us that there is a system which monitors the homes care alarms and provides information on the response time. She stated that staff share information on care alarm incidents in the shift handover.

She explained that the home's aim response time is "as soon as possible". The care supervisor added that before staff respond, they must consider whether the resident they are currently with are in a position to be left alone whilst they tend to the alarm. The care supervisor stated that the home's average response time is under one minute.

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 care supervisor informed Authorised Representatives that incontinence is an ongoing issue, but that the home manages. She stated that when urine odours do arise, they are generally due to residents having just used the toilet.

She explained that the home manages their incontinent residents through providing them with incontinence pads and regularly encouraging residents to use the toilet, especially after drinks times. The care supervisor added that information on incontinence is included in residents care plans and those at risk are checked every 2-3

hours. Authorised Representatives were also informed that all residents are closely monitored and that it is company policy for staff to make themselves familiar with residents, so that they can recognise when residents act out of character or is uncomfortable, perhaps indicating that they might require a change of pads.

In terms of odour management, the care supervisor stated that the home employs three cleaners who work shifts from 10am - 3pm and there is a handyman throughout the rest of the day. She added that all carers have been trained in infection control and cleaning.

Conclusion

Both Authorised Representatives were impressed by Torkington House. Authorised Representatives did not detect any urine odours and found the home to be a well maintained pleasant environment, where residents were treated with dignity and respect. Staff and management were welcoming and the care supervisor provided clear examples of steps that the home has taken to address each recommendation, with the exception of one. Please see below for examples of good practice and a recommendation for improvement.

Good practice

- 1) Authorised Representatives did not detect any urine odours on the day of the visit, and found the home to be a pleasant well-maintained environment
- 2) The care supervisor informed stated that the home has introduced protected drinks times in response to our last report and Authorised Representatives witnessed this during the visit
- 3) Authorised Representatives were informed there was an appraisal following Healthwatch Ealing's recommendation about keeping the staff board up to date. On the day of the visit, Authorised Representatives saw that the staff board was up to date.
- 4) During the visit, Authorised Representatives were informed that Torkington House now holds quarterly residents' meetings to ensure that residents have an opportunity to provide feedback. There is also monthly meeting with the activities coordinator and residents and relatives are given feedback forms on a monthly basis.

- 5) During the visit, staff were seen treating residents with dignity and respect, and all residents appeared well tended to

Recommendation

- 1) On our last visit, Healthwatch Ealing recommended that the home amend their menus to include indicators of dietary suitability. Whilst the care supervisor explained that staff explain the choices to residents when they take their orders, we feel that it would be good practice to amend the menus. This would ensure suitable systems were in place should future residents needs be different.

Recommendation: amend the menus to include indicators of dietary suitability

Formal provider response

At Torkington House, menus are provided in a format that is understandable and readable, pictorial versions are available. Residents are offered nutritional information alongside the menus to help them make informed choice about their food and diet daily.

Following the last visit to Torkington House on the 22nd February 2019, we've had a meeting with kitchen / care team to discuss your recommendation and have already amended our daily menu. The overall feedback from residents was very positive.