

# ‘Enter and View’ Report

Telford Lodge Care Limited

*Telford Road, Southall UB1 3JQ*



Healthwatch Ealing

30<sup>th</sup> November 2017

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# Introduction

## Details of Visit

Details of Visit:	
Service Visited	Telford Lodge Care Limited
Service Address	Telford Road, Southall UB1 3JQ
Service Provider	Telford Lodge Care Limited
Care Home Manager	Mary Kanyuchi
CQC Rating	Good
Date of CQC Report	12 April 2017
Status of Enter & View Visit	Announced
Date and Time	Thursday 30 <sup>th</sup> November 2017, 10am to 2pm
Authorised Representatives	Oyinkan Adesiyan, Yu Chen Chang
Lead Authorised Representative	Oyinkan Adesiyan
Contact Details	Healthwatch Ealing, Martin House, 1 Swift Road, Southall, UB2 4RP Tel: 0203 8860 830 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 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. Telford 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 & View Authorised Representatives approached a member of management at Telford 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.

Authorised representatives conducted short interviews with one resident, three members of staff, and the care home manager. 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
8. Be an open environment where feedback is actively sought and used

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

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 and service receivers 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 the home was operating to a good standard of care. The tour of the home, and the interviews with staff, residents and a relative showed us that Telford Lodge demonstrated Healthwatch England's indicators of a good care home.

### Background

We were informed that Telford Lodge has accommodation for 44 residents and they have 33 residents at present. The home is completely residential and specialises in dementia care for people aged 80+. We were informed by the manager that staffing consists of:

- Morning: 5 care staff and 1 team leader
- Evening and Night: 4 care staff and 1 team leader

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*

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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.

*service at all times*".<sup>3</sup> There is no specific ratio highlighted in the guidelines. In this case, there is 1 care worker for every 6-8 residents, and 1 team leader for 33 residents. We were told that there are 46-47 members of staff in total at Telford Lodge.

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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

The reception area was clean, tidy and secure. There was a reception desk, and to access the home, one had to ring a doorbell. The outside door was opened remotely by the receptionist, and we were let in to the home. We were asked for identification by the receptionist and were asked to sign the sign-in book. We were met at the reception area by the manager and our credentials were checked again. We were then let into the home through a coded door.

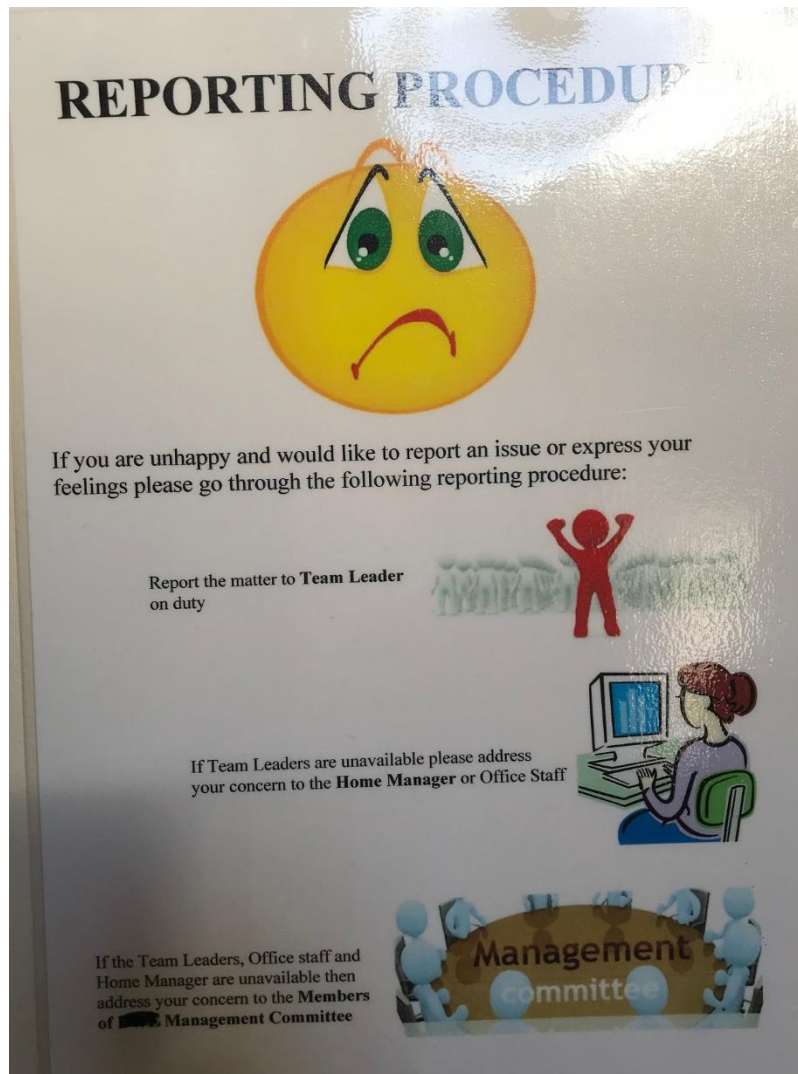
#### Information displayed

The CQC certificate of registration and the home's last rated CQC inspection were displayed clearly on the wall in the reception area. The Healthwatch Ealing Enter and View poster sent ahead of the visit was also displayed in the reception area. The area was decorated for Christmas. The complaints procedure was displayed in the dining area in an accessible format.

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





Reporting Procedure at Telford Lodge

## Environment

The environment was clean and clutter free. We observed a member of staff cleaning up a spill in the hallway area. The wet area was clearly marked with a yellow wet floor sign and the manager helped to steer a resident away from the area as they walked through the hallway. We met with the activity coordinator in the hallway who conducted our tour. We were led into the dining area which was large and clean. We observed a fish tank in the dining area which was quite dirty. There was a urine odour present in the dining area. We observed posters and decorations on the walls and we were told by the activity coordinator that these were from their latest Caribbean-themed party.



We were told that the home is divided into Zones 1-6. Zone 1 is the dining area. Zones 2-6 are bedroom and living areas. Zones 1, 3 and 5 are on the ground floor, and Zones 2, 4 and 6 are on the first floor. Zones 2, 3 and 4 are for residential residents and Zones 5 and 6 are for residents with dementia. We were shown around all of the zones. There are four staircases in the homes and we saw that in Zones 5 and 6 (dementia residents), the doors to the staircases were kept locked. In each zone, we saw locked sluice rooms. We observed residents' names on their bedroom doors. We were told that none of the bedrooms are ensuite and residents use communal bathrooms and toilets. We were shown the toilets, bathrooms and shower rooms. We saw that they were clean. We were shown three lounges in the home - one in Zone 3, 5 and 6. We were told that residents from Zones 2 and 4 use the Zone 6 lounge. We saw that the lounges were clean and warm. There was no odour present in any of the lounges.

### **Staff**

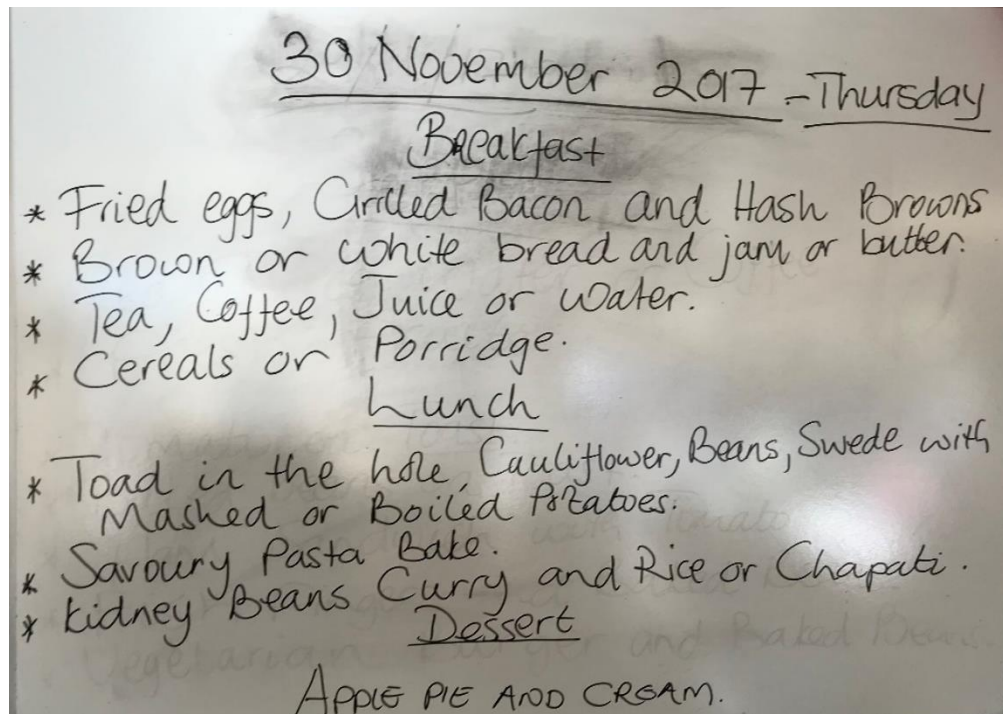
Staff were recognisable with distinct uniforms. The manager, receptionist and activity coordinator did not wear uniforms. We were told that there is no agency staff at Telford Lodge. The manager informed us that all staff are DBS checked, and two references are required prior to commencing work at Telford Lodge. We were told that staff levels depend on the occupancy levels, and should occupancy increase, staff levels will also increase.

### **Relationship of staff members with residents**

Upon observation by the Healthwatch Ealing Enter and View Authorised Representatives, the relationship between the staff members and residents appeared positive. We saw staff members helping residents with their food. Staff appeared to communicate well with residents. We observed staff members having general conversation and joking with residents. In the morning, we observed at least one staff member in each lounge with the residents. However, in the afternoon, we observed some staff members preparing to accompany residents to the GP practice. During our visit, Healthwatch Ealing Enter and View Authorised Representatives were left alone in the Quiet Room which was being used for interviews and were unable to locate a member of staff for a several minutes.

## Food

We were informed that hot food is prepared daily in the kitchen on the ground floor and served to residents by the staff. We saw the daily menu clearly displayed on a white board in the dining lounge. We were told that the menu is planned one month in advance and that residents' dietary requirements are considered. The menu consisted of 3 options for breakfast and 3 for lunch. While the menu contained a variety of options, there was no specific reference made to dietary requirements; vegetarian, vegan, halal, kosher. We spoke with the cook who showed us the weekly menus. We were told that residents could also choose off-menu items if they were not happy with the choice available to them. We were shown the residents' choices for lunch for the day and saw that two residents had chosen to have off-menu items.



Daily Menu - Breakfast and Lunch - Telford Lodge

**Telford Lodge Food MENU WEEK 1 BREAKFAST AND LUNCH**

	BREAKFAST		LUNCH OPTION A	LUNCH OPTION B	LUNCH OPTION C	DESSERT
MONDAY	Fried Eggs Grilled Bacon's and Hash Browns Porridge or Cereals	A choice from	Steak Pie Green Beans, Carrots, Boiled Or Mashed Potatoes	Vegetarian Fried Rice	Vegetable Curry With Rice Or Chapatti	Fruit Yogurt
TUESDAY	Omelette Sausages and Baked Beans Porridge Or cereals	Fruit Juice	Roast chicken Creamed Spinach Cabbage Sweet Corn, Roast Or Mashed Potatoes	Cheese sauce Fish Or Caribbean Food	Dhal And Rice Or Chapatti	Apple Pie and Cream
WEDNESDAY	Scrambled Eggs Tomatoes & Baked Beans Porridge Or Cereals	Brown and White Bread & Butter	Lancashire Hotpot Lamb Vegetables Boiled Or Mashed Potatoes	Lamb Curry And Rice	Chana Masala With Rice or Chapatti	Fruit Cocktail & Ice Cream
THURSDAY	Fried Eggs Grilled Bacon's and Hash Browns Porridge or Cereals	Tea & Coffee	Turkey Steak In Gravy Cabbage, Brussels Sprouts, Boiled Or Mashed Potatoes	Pasta Baked & Mashed	Cauliflower Curry With Rice Or Chapatti	Apple & Rhubarb Crumble
FRIDAY	Scrambled Eggs Tomatoes & Baked Beans Porridge Or Cereals	Tea & Coffee	Butter Fried Fish Peas, Cauliflower Sweet Corn Chips	Cheese Sauce Fish & Mashed	Vegetarian Burger And chips	Gateaux
SATURDAY	Omelette Sausages and Baked Beans Porridge Or cereals	Toast And Jam	Lamb Casserole Mixed Vegetables Brussels Sprouts Boiled Or Mashed Potatoes	Lamb Curry & Rice	Kidney Beans Curry With Rice Or Chapatti	Bread & Butter Pudding
SUNDAY	Scrambled Eggs Tomatoes & Baked Beans Porridge Or Cereals	Marmalade	Roast Beef Carrots, Cauliflower Peas Roast Or Mashed potatoes	Roast Chicken Or Caribbean Food	Chana Masala with Rice Or Chapatti	Rice Pudding

### Weekly Breakfast and Lunch Menu

**Telford Lodge Supper MENU WEEK 1**

DAYS	TEA TIME	SUPPER OPTION A	SUPPER OPTION B	SUPPER OPTION C	VEGETARAIN SUPPER OPTION D	FRESH FRUITS
MONDAY		Cheese On Toast	Cold Meats & Tomato Sandwiches	Fresh Tomato Soup With Potatoes & Bread	Khichri Or Cheese On Toast	Mixed Fresh Fruits
TUESDAY	Tea & Coffee	Savoury Pasta Bake	Cheese & Pickle Sandwiches	Fresh Lentil Soup With Onion & Bread	Saag With Chapatti	Mixed Fresh Fruits
WEDNESDAY		Chicken Nuggets & Bake Beans	Tuna Mayonnaise Sandwiches	Fresh Leek & Potatoes Soup With Bread	Vegetarian Burger & Bake Beans And Sevy with Milk	
THURSDAY	Biscuits	Jumbo Sausage Rolls & Spaghetti Rings	Fresh Chicken Mayonnaise Sandwiches	Fresh Pumpkin Soup With Bread	Dhal & Chapatti	Brown/White Bread Butter /Jam
FRIDAY	Cakes	Hot Pizza	Ham & Tomatoes Sandwiches	Fresh Tomato Soup With Bread	Chana Masala With Chapatti	
SATURDAY		Fish Cake & Spaghetti Rings	Cheese & Pickle Sandwiches	Mixed Fresh Vegetable Soup With Bread	Pizza & Sevy with Milk	
SUNDAY		Quiche & Baked Beans	Fresh Turkey Mayonnaise	Fresh Leek Soup With Bread	Vegetable Burger Bake Beans & Halva	

**Plus Also Available Each Evening, Chocolate, Horlicks, Ovaltine, Biscuits, Sandwiches, Cheese & Crackers.**

### Weekly Supper Menu

## Medication and Health

We were told that all residents are registered with the local surgery. The Ealing Community Transport service takes residents who require appointments and staff to the GP every Thursday afternoon. Residents who require a GP appointment are taken to the GP practice, which we observed during our visit. We were informed that the podiatry department have a list of residents who require podiatry care and visit on a monthly basis, treating whoever needs care at that time. We were told that there are also regular visits by social workers. Nurses visit the home three times a day, every day to administer insulin to residents with diabetes. There are also visits by a hairdresser twice a month and a domiciliary dentist every eight weeks.




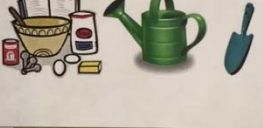

## Activities

There is a full-time employed activity coordinator for the home. The manager informed us that the home is hoping to employ a part-time activity coordinator in addition as occupancy levels increase. We were told that the activity coordinator began working at Telford Lodge as a domestic staff member in 2008. She became the activity coordinator in 2015. She told us that she completed the National Activity Providers Association Level 2 Award in Supporting Activity Provision in Social Care in December 2016<sup>4</sup>. This award is kept up to date by an annual training programme which she told us she would be attending in December 2017. Her role involves planning and organising daily activities and events, liaising with outside entertainers and planning outings for residents. The activity coordinator informed us that she is trained in medication management, as on outings, she is the team lead and needs to administer medications to the residents, if required. There are daily activities available at the home, which we saw displayed in the dining lounge. The daily activity schedule was not displayed prominently and was easy to overlook. Healthwatch Ealing Enter and View Authorised Representatives felt that a more accessible version of the activity schedule could be on display around the home, and not just in the dining lounge.

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<sup>4</sup> This is a formal QCF qualification accredited by OCN London



Daily Activities Schedule	
<p><b>Monday</b> Sound games and word games, card games Musical bingo and sensory activities</p>	
<p><b>Tuesday</b> Art and crafts including knitting, sewing, jewellery making etc Reminiscence therapy, puzzles, quizzes and current affairs Poetry reading, magazines and books</p>	
<p><b>Wednesday</b> Visiting musician (alternative weeks), sing song with and after Film Club (alternative weeks)</p>	
<p><b>Thursday</b> Baking – baking cakes and biscuits from scratch and enjoying the results at tea time Gardening – planting flowers and vegetable seeds and growing in the garden. Craft and painting pots (for the bazaar)</p>	
<p><b>Friday</b> Physical activities - including ball games, target aiming games, floor games (such as skittles) Games (Scrabble, Bingo, Lexicon and other games)</p>	

Group activities will take place in the afternoon, with 1:1 sessions in the morning tailored to residents. Most sessions will take place in the dining room and garden (during good weather) or in the lounge at suitable times.

Activities are set up according to the needs of the service users in a variety of rooms, ensuring a varied selection of varied activities available throughout the week.

Special trips are also arranged, as well as special celebrations for birthdays, Christmas and feast days.

Daily Activities Schedule

## Interviews

Healthwatch Ealing’s Enter and View Authorised Representatives Oyinkan Adesiyan and Yu Chen Chang interviewed 1 resident and 4 staff members. Interviews with the resident and staff were carried out in the home’s ‘Quiet Room’ on the ground floor while the manager’s interview took place in her office. Authorised Representatives aimed to speak with more residents, however, residents were taken to attend the GP practice during our visit. We were declined an interview by one resident as she had spoken with CQC inspectors earlier in the week and did not want to answer any more questions. We attempted to begin an interview with a second resident, but it was evident from the onset that the resident did not have the capacity to speak with us. We asked staff at the home to direct us to other residents we could speak to, but they explained to us that the residents at the home at the time did not have the capacity to speak with us.

## Residents

Healthwatch Ealing Authorised Representatives Oyinkan Adesiyan and Yu Chen Chang spoke with one resident.

<p>General Questions</p>	<p>Resident reported enjoying living at the home. We were told that the home is always kept clean, and the resident found the garden to be beautiful and relaxing. The resident told us that if they had any concerns, they felt comfortable telling any member of staff about it and they would be able to find someone who would talk with them.</p>
<p>Food and Mealtimes</p>	<p>We were told that the resident enjoyed the food on offer at Telford Lodge. They felt they received the right amount of food, and can choose foods that they like. They told us that they can have their food in the dining area, in the lounge, or in their bedroom if they want. They told us that they don't need help with their food, but they saw that staff helped other residents who needed help with eating. We were told that drinks and snacks are always available between mealtimes. Positive feedback regarding drinks was received. We were told that there are a range of drinks on offer and residents are offered drinks regularly.</p>
<p>Personal Care</p>	<p>We were given positive feedback regarding personal care. We were told that the resident had initially been worried about the availability of baths and showers as they are communal but was told that there was always an available bath/shower for them to use. The resident told us that staff are always on hand to help, should they require any assistance. We were</p>

	<p>told that staff respected their privacy and they were able to choose whether a man or a woman carried out their personal care. We were informed that the resident can request GP appointments if they need them and are supported to attend other healthcare appointments - podiatry, ophthalmology.</p>
<p>Activities and Interests</p>	<p>We were told that the resident enjoyed the activities on offer, particularly the library service (Ealing library delivers books to the home on a six-weekly basis). The resident informed us that the outings and events (birthday parties, theme nights) were enjoyable. They felt that staff were interested in how they felt about the activities and knew their likes and dislikes. We were told that staff members would let the resident know when new book deliveries came to the home. The resident told us they can give feedback about activities directly to any staff member.</p>
<p>Staff Behaviour and Attitudes</p>	<p>The resident was very positive about the staff. They felt very supported by staff, who they said were always around to help them and look after them and other residents well. They told us that staff members are always asking after them to make sure they're okay. We were told that staff members are very responsive, and come quickly when the resident calls them using the bell on the wall in their bedroom. The resident was not aware of having a key worker.</p>



## Managerial Staff

HWE Enter and View Authorised Representatives Oyinkan Adesiyon and Yu Chen Chang spoke with the manager. She has been the manager at Telford Lodge for over a year, joining on the 1<sup>st</sup> of August 2016.

Audits and Checks	We were told that the audits at Telford Lodge were previously sporadic. The current plan for audits and checks includes daily, weekly and monthly medication, daily log and care plan checks by the manager and team leads. Checks also take place at random. Other audits include health and safety, infection control, DoLS, general environment and equipment audits. We were told that there is a menu review every three months to review all feedback received from residents about the food from the monthly resident meetings.
Feedback and Complaints	The manager told us that resident feedback was gathered through monthly resident meetings, annual family meetings and an annual satisfaction survey completed by residents and (in most instances) relatives. We were informed that all residents have key workers with whom they have regular meetings if they wish. They can give feedback and complaints to the key workers. We were told that the home tries to make residents and relatives aware of the complaints and feedback procedures. We were informed that all complaints - verbal and written - are investigated by management (or an external agency, depending on the complaint received), following the complaints policy. Feedback is given to the individual, and an action plan is developed to deal with the complaint.

	<p>We asked for an example of how resident feedback has been implemented in the home. We were told that in previous years, the outing to visit the Christmas lights included a meal at a restaurant before going to see the lights. However, based on feedback from the residents that they would prefer to view the lights then return to the home and have a dinner, the plan for 2017 was amended.</p>
<p>Activities</p>	<p>We were told that when residents move into the home, they and their family members complete a 'This is Me' form to inform management and staff of the resident's likes/dislikes and personal history. This lets staff know what activities residents may enjoy. The manager told us that all staff are made aware of the 'This is Me' form so they can engage residents in conversation and get to know them even better. We were told that residents are encouraged to take part in activities by targeting their interests and in certain cases, giving them space until they are ready to engage.</p>
<p>Staff</p>	<p>The manager explained that each new member of staff must complete three weeks of induction which includes shadowing for a minimum of five days. New starts must complete all mandatory training - in-house, external and online - within twelve weeks of their start date. We were told that all staff receive free fire training from Ealing council and there is an annual fire training event at the home. We were informed that medication training is carried out by Boots Pharmacy trainers.</p>

Fluid Intake	We were told that there is a drinks menu available for residents with pictures and that the home has a protected drinks time from 2:45-3:30pm where all residents are offered a range of drinks and encouraged to drink more. The manager told us that the home is in the process of developing personalised drinks menus for each resident based on their likes and dislikes. The home will also be purchasing larger cups and mugs to encourage residents to drink more.
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### Staff Members

HWE Enter and View Authorised Representatives Oyinkan Adesiyon and Yu Chen Chang spoke with three staff members.

Positive Aspects of the role	Staff members said that they enjoyed their roles and felt that they had developed positive relationships with the residents. Staff reported that they felt residents could speak with them about anything and felt comfortable with them.
Induction process	Staff reported completing a three-week induction. We were told that training included manual handling, management of challenging behaviour, safeguarding, food and hygiene management, fire training, first aid and record keeping. We were told that team leaders and the activity coordinator are trained in medication management by the Boots Pharmacy trainers. The activity coordinator is trained as on external outings, she is the team leader and may need to administer medication to residents.
Safeguarding Procedure	All staff members we spoke to stated they were aware of safeguarding procedures. Staff informed us that there was a safeguarding incident in the past

	<p>which resulted in the dismissal of an employee. We were told that the safeguarding incident was witnessed by another member of staff who followed the procedure - informed team leader and manager and documented the incident by filling in the incident book.</p>
Supervision and appraisal	<p>Staff members stated staff supervision occurs every 3 months, and appraisal takes place every six months.</p>
Staff meetings	<p>Staff said that meetings happen monthly and can also happen as necessary. Staff told us that they find the staff meetings helpful.</p>
Involvement of family members	<p>Staff said that families and carers are very involved. We were told that some relatives visit daily and are very aware of the feedback procedures at Telford Lodge.</p>
GP Access/Physiotherapy/Hairdressers etc.	<p>We were told that the GP visits take place weekly, as residents who require a GP visit are taken to the local GP practice.</p> <p>All staff said that residents have access to various services;</p> <ul style="list-style-type: none"> <li>• Hairdresser - twice a month</li> <li>• Chiropodist - every two months</li> <li>• Nurses - three times a day to administer insulin</li> </ul>
Staffing Levels	<p>All staff agreed that the staffing levels are reasonable. No concerns were raised by staff. Staff felt that the current staff levels are good and feel that they have adequate time to complete all tasks and attend to all residents.</p>
Support from Management	<p>All staff reported that they felt very supported by management. Staff told HWE that management is</p>

	approachable and accessible. They felt that if they had any problems, they would be able to talk to the manager, and received any necessary help.
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## Conclusions and Recommendations

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Overall, positive feedback was received from the resident and staff members at Telford Lodge. Staff commented that they receive adequate support from management, and residents felt that staff are friendly and pleasant. Based on our visit, we would conclude that Telford Lodge meets Healthwatch England’s quality indicators of a good care home (see methodology). This report highlights good practice observed at Telford Lodge:

- We were made aware that staff members are prompt to respond when needed by residents.
- The home appears dedicated to ensuring adequate fluid intake levels for their residents. The implementation of a ‘protected drinks time’ where all residents are offered a varied menu of hot and cold drinks, the development of personalised drinks menus and the purchase of larger mugs demonstrate the home’s willingness to ensuring fluid intake levels are kept to a high standard. The iHydrate report<sup>5</sup> showed that the introduction of a protected drinks time, drinks menus and larger cups all 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.

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<sup>5</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.

This report also provides a few recommendations for Telford Lodge.

- Healthwatch Ealing Enter and View Authorised Representatives were left alone in the quiet room and had to walk around the first floor looking for a staff member for several minutes. Visitors should not be left to wander around the home looking for staff members. **No response received.**
- 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. The current menu makes it difficult to determine what the options are and residents who have dietary requirements may not feel sufficiently catered for. **No response received.**
- Printed activity schedule should be displayed more prominently and in a more accessible format to make residents aware of daily activities.
- Ensure residents are involved in the planning of activities as well as feeding back their experiences. **No response received.**
- Healthwatch Ealing Enter and View Authorised Representatives were impressed by the idea of having key workers for each resident. However, we felt that residents needed to be made more aware of who their key workers are, and what the key workers are there for. **No response received.**

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## Telford Lodge Response

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Healthwatch Ealing sent a draft of the report to Telford Lodge to check for factual accuracy. The following responses to the report were received from the manager;

- The majority of our client group are incontinent of urine. Some of them are able to mobile and can use the toilet independently. At times when they are having meals in the dining room, they may get up to go and use the toilets in Zone 3 area. They may not always get the timing right and may have drips while going to the toilet. However, we have a dedicated housekeeping team who ensure all spills are attended to promptly.

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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 Telford 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>Telford Lodge Care Home</b>
<b>Date and time of visit:</b>	<b>30<sup>th</sup> November 2017 (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