



## **Enter and View Visit Report**

**Wednesday 20 October 2010**

**Mike Hemingway, Syd Duggan**

### **Service Visited**

Maria Mallaband Care Group Limited  
Appletree Care Home  
Frederick Street  
Meadowfield  
Durham  
DH7 8RT



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## **Appletree Care Home, Frederick Street, Durham**

### **1. Purpose of Visit**

To find out what residents and staff feel about Appletree Residential Care Home.

### **2. Limitations of Visit**

The representatives used questionnaires with closed and open ended questions. The responses of the residents and staff were recorded in a written format as they spoke to us.

## Method

### 3. Data Collection

The information contained in this report was collected by:

- Semi structured interviews with residents and staff using questionnaires with open and closed questions (Appendix 1 and 2)
- Observational Check List (Appendix 3)
- A satisfaction survey was left to be circulated to all service users. (Appendix 4)
- Pre visit pack relating to the home. This included:
  - Maria Mallaband Brochure entitled 'A better quality of life'
  - Appletree's Care Home Brochure
  - Appletree's Service User Guide
  - Appletree's Statement of Purpose
  - A copy the Homes Terms and Conditions of Employment
  - A list of the Homes Policies and Procedures
  - A copy of the Homes complaints procedure
  - Care Qualities Commissions July / August 2008 Inspection report and guidance notes on how inspections are carried out.
- On arrival at the home we were given a brief informal tour of Appletree.
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### 4. Sample

- 4.1 The Appletree Care Home is currently home to 27 residents. The report collected the views of 3 residents, 7 residents/relatives and 4 members of staff.
- 4.2 The information in the report represents the views of those who contributed.

## **5. Collation and Report development**

The completed questionnaires and handwritten general observations were handed to one Enter and View representative for collation and development of the first draft report. It has then been refined with the contribution of the other representatives. Finally the Service provider was asked for comments relating to accuracy.

## **Findings**

### **6. Summary**

Appletree is a well run Care Home. The Manager leads and encourages a good team who are clearly focussed on the prime aims of the home.

There is ample evidence of an excellent level of good physical care in this well knit community. Staff are united in providing social and mental stimuli for the residents, and take pride in the impact of their efforts on the residents wellbeing.

The schedule of the Enter and View visit, did not allow the team to take advantage of the offers from the staff to sample the days lunch. We would recommend that on future visits to homes, sufficient time was allotted in order that this could be included.

Staff and residents were happy and contented with all aspects of the home and when pressed to suggest improvements could only suggest that the decoration in some areas be updated.

The Enter and View team would like to express their thanks and appreciation to the Staff and Residents for their openness and enthusiasm in helping with this survey.

## **7. Buildings**

Appletree Residential Care Home is located off the A690 Durham to Crook road in the village of Meadowfield some 3 miles from Durham City. The large modern 2 storey building is situated to the rear of the main street in a quiet residential area. There are two passenger lifts and all bedrooms are single accommodation and include en suite facilities.

There is a well kept enclosed garden space for the use of the residents and visitors.

The building is well maintained and the interior was bright and clean. The kitchen was viewed at 10.45am and the staff were justifiably proud of its appearance and cleanliness. The menu book appeared to operate on a rolling four week schedule and we were assured that residents had an input into the menu planning.

The main dining room was extended through the two floors giving a light and airy appearance and residents were also able to eat in several other rooms and in their bedrooms if they wished.

Furniture and carpets were in good condition and residents were able to furnish their own room to their own taste, subject to quality and health and safety requirements.

Staff had succeeded in improving the appearance of the long corridors, by decorating the walls to give a seasonal appearance (presently Halloween). Small boxes (12 x 9 x 2 inches) referred to as Memory Boxes had been attached to the wall at intervals and residents were encouraged to display personal items such as photos, cards and small memento's in them. This had the effect of personalising sections of the corridors and enabling, particularly the dementia patients, to improve their awareness and location skills.

## **6. Staff**

The Manager (Christine Martin) and her assistant met the Enter and View Team and after a short discussion, we were taken on a conducted tour of the site. The team interviewed 4 members of staff including the manager and were impressed by the enthusiasm of all the staff that we saw. They had a clear perception of the purpose of the home, with three guiding principles.

1. To promote the independence of the residents
2. To improve the care of the residents
3. To achieve these aims by creating a “home from home” for the residents.

Staff are encouraged to develop their careers through training and were supported by the manager and area management in this aim.

Since the last visit by the Care Quality Commission (CQC) in July / August 2008, all members of staff are required to read, understand and sign a total of 86 policy and procedure documents including Fire Safety.

The openness and co-operative attitude of the staff was a tribute to the management.

The home is a care home and not a nursing home and therefore does not have trained nurses on its payroll.

## 7. Staff Details

Description	Numbers
Manager	1
Seniors	3
Team Leaders	3
Carer Workers	13
Domestics	2
Laundry	1
Handyman	1
Kitchen: Cooks	2
Assistant	1
Total	27

## 8. Staff Reponses

	<b>Response 1</b>	<b>Response 2</b>	<b>Response 3 &amp; 4</b>
<b>Purpose of home</b>	Promote independence Home from home	Promote independence Help the residents	Care of residents Increase patients independence
<b>Do you feel trained</b>	Yes – completed NVQ level 2	Yes	Yes
<b>Training Opportunities</b>	Hoping to start NVQ level 3 – Manager is helping	Starting NVQ level 2 on Moving & Handling	NVQ Training rooms
<b>Current Personal Development Plan</b>	Yes	Yes	Yes
<b>Issued with Staff handbook</b>	Yes	Yes (have to sign all updates)	Yes
<b>Correct equipment</b>	Yes	Yes	Yes
<b>Job Satisfaction</b>	Excellent	Good	Excellent
<b>What makes your job difficult</b>	Not enough time	Accidents (but home handling is good)	Nothing, finance is ok, agency cover is provided
<b>What would make you job easier</b>	Less paperwork (but understands why it is needed)	More staff when under pressure. Update paintwork to bright colours	More residents. Marketing is frustrating
<b>Do you feel valued -Company</b>	Yes	Yes	Yes
<b>Personal input into the running of home</b>	Yes	Yes -Team building and Area Manager visits	Yes
<b>Suggestions for improvements</b>	Decoration is beginning to need updating	No	Stop move to increase treatment and care in private homes

## **9. Residents**

The home has 57 residential places available including places for 26 Dementia patients and 15 for people with physical difficulties.

Currently there are 27 residents, it may be that the effect of closing 7 Council run Care Homes and the anticipated increase in the demography of the general public, will increase the demand for places that Appletree is well placed to provide.

The residents who were interviewed and those who completed the questionnaires and returned them by post all rated the Staff, the Home and the Service provided as either excellent or good.

They felt that they were valued and that the Home provided a high level of care. They were aware of and named many of the activities that were provided.

Visitors were welcomed and overnight facilities are provided when needed. Residents are encouraged to join in the various activities and local community bodies such as Friday clubs and Lunch Clubs are welcomed. Local people are invited to participate in the entertainment and programmes that the home provides.

The medical care available includes Doctors on call, Dental Care and Chiropody among others. Medication / Drugs are kept in locked containers and stored in a locked room.

## 10. Residents Responses

	<b>Response 1</b>	<b>Response 2</b>	<b>Response 3</b>
<b>Treated with Dignity and Respect</b>	Yes	Yes	Yes
<b>Complaints who</b>	Yes	N/A	Manager
<b>Complaints (feel able)</b>	Yes	N/A	Yes
<b>Service provided meets expectations</b>	Yes	Yes	Yes
<b>Relations with staff</b>	Excellent	Good	Good
<b>Happy with medical information</b>	Yes	Yes	Ok
<b>Privacy protected</b>	Yes	Yes	Yes
<b>Happy with visiting arrangements</b>	Yes	Yes	Yes
<b>Quality of care</b>	Good	Good	Excellent
<b>Entertainment / happy</b>	Yes – Bingo	Yes – Creative work and Bingo	Happy
<b>Transport from home</b>	Don't know not used	Yes	Yes
<b>What other facilities</b>	Hairdressing	Doctor on call, Chiropodist, Hairdressing	N/A
<b>Catering</b>	Sufficient/varied	Adequate could be more varied	Happy
<b>Accommodation</b>	Ok	Comfortable	Good
<b>Toilet and wash facilities</b>	Ok	Good	Good
<b>Staff available/ready to assist</b>	Yes	Yes	Yes
<b>Happy with the environment</b>	Yes	Yes	Yes

## 11. Questionnaire Responses

Questions	Answers in Number				
	Excellent	Good	Adequate	Poor	Very Poor
Condition and decoration	4	3			
Cleanliness	5	2			
Comfort	5	2			
Warmth	5	2			
Lighting Levels	5	2			
Noise Levels	5	2			
Privacy	5	2			
Relationship with Staff	5	2			
Catering	5	2			
Visiting Arrangements	5	2			
Entertainment	5	2			
Facilities	5	2			

## **12. Additional Comments from the Residents/Relatives**

I love being at Appletree, it is friendly and the staff are marvellous.

My mother has been at Appletree for 5 years, I feel I could not have chosen a Care Home for her, not only does she do activities, she listens to singers every month, goes out to the shops, visits theatres and goes to the over 60's. The Staff are absolutely amazing, very kind and caring and the manager is lovely, easy to talk to and they are special, all of them, they deserve so much credit for the job they do.

## Appendices

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**Enter and View Visit to:  
Appletree Residential Care Home, Sedgefield  
Wednesday 20 October 2010**

**Service Users Questions**

**Do you feel you are treated with dignity and respect?**

Yes

No

Don't Know

**If you have a problem with the service provided, do you know who to complain to?**

Yes

No

Don't Know

**If you have a problem with the service provided would you feel able to make a complaint? If not why?**

**Does the service you are provided with meet your expectations? If not how should it be improved?**

**How would you describe your relationship with the staff?**

Excellent      Good      Adequate      Poor      Very Poor

**Are you happy with the amount of information/input you have regarding the/your (care/medication/service) that you receive?**

**If not how can do you think be improved?**

**Do you feel that your privacy is adequately protected?**

Know      Yes      No      Don't

**Are you happy with the visiting arrangements? If not what do you think they should be?**

**What do you think about the quality of care you received?**

Excellent      Good      Adequate      Poor      Very Poor

**What entertainment is available to you? Are you happy with what is provided?**

**Is transport provided if you need to leave the home?**

Yes

No

Don't Know

**What other facilities are available to you? e.g. therapies?**

**How do you find the catering? Is the amount of food sufficient/varied/etc?**

**What do you think about your room and the lounge? How do you feel about this toilet and wash facilities etc**

**Are the staff readily available if you require their assistance?**

Yes

No

Don't Know

**Are you happy with the environment you are living in?**

Yes

No

Don't Know

**Enter and View Visit to:  
Appletree Residential Care Home, Sedgefield  
Wednesday 20 October 2010**

**Staff Questions**

**What in your opinion is the purpose of this home?**

**Do you feel you are adequately trained for your position?  
What training opportunities are available to you?**

**Do you have a current personal development plan?**

Yes                      No                      Don't  
Know

**Were you issued with a staff handbook?**

Yes                      No                      Don't Know

**Do you feel you are provided with the correct equipment and support to carry out your role?**

Yes

No

Don't Know

**How would you rate your role for job satisfaction?**

Excellent

Good

Adequate

Poor

Very Poor

**What makes your job difficult?**

**What would make your job easier?**

**Do you feel valued by the organisation?**

Yes

No

Don't Know

**Are you able to have an input into how things are run?**

Yes

No

Don't Know

**Have you any suggestions on how things can be improved?**

Enter and View Representatives Observations of Premises /  
Environment for Appletree Residential Care Home, Sedgefield

**Please circle the answer that best describes:**

---

**Condition and decoration:**

Excellent      Good      Adequate      Poor      Very Poor

---

**Cleanliness:**

Excellent      Good      Adequate      Poor      Very Poor

---

**Comfort:**

Excellent      Good      Adequate      Poor      Very Poor

---

**Warmth:**

Excellent      Good      Adequate      Poor      Very Poor

---

**Lighting levels:**

Excellent      Good      Adequate      Poor      Very Poor

---

**Noise levels:**

Excellent      Good      Adequate      Poor      Very Poor

---

**Privacy:**

Excellent      Good      Adequate      Poor      Very Poor

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**Accessibility:**

Excellent      Good      Adequate      Poor      Very Poor

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**(Headed Paper)**

Wednesday 20 October 2010

**Patient Observations of Premises / Environment  
Appletree Residential Care Home, Sedgefield**

This Client survey is being conducted by County Durham Local Involvement Network (LINK).

County Durham LINK is an independent network of local people and groups that aim to give communities in the county a stronger voice in how their health and social care services are delivered.

There is no personal information gathered in this questionnaire therefore you will remain anonymous. Any information gathered will be shared with Maria Mallaband Care Group, who operate this facility.

A pre paid envelope has been provided to enable you to return this form.

If you have any questions regarding this survey please contact:

County Durham LINK  
Pioneering Care Centre  
Carers Way  
Newton Aycliffe  
DL5 4SF

01325 327431  
[host@pcp.uk.net](mailto:host@pcp.uk.net)

**Please circle the answer that best describes:**

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**Condition and decoration:**

Excellent      Good      Adequate      Poor      Very Poor

---

**Cleanliness:**

Excellent      Good      Adequate      Poor      Very Poor

---

**Comfort:**

Excellent      Good      Adequate      Poor      Very Poor

---

**Warmth:**

Excellent      Good      Adequate      Poor      Very Poor

---

**Lighting levels:**

Excellent      Good      Adequate      Poor      Very Poor

---

**Noise levels:**

Excellent      Good      Adequate      Poor      Very Poor

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**Privacy:**

Excellent      Good      Adequate      Poor      Very Poor

---

**Relationship with the staff:**

Excellent      Good Adequate      Poor      Very Poor

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**Catering:**

Excellent      Good      Adequate      Poor      Very Poor

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**Visiting Arrangements:**

Excellent      Good      Adequate      Poor      Very Poor

---

**Entertainment:**

Excellent      Good      Adequate      Poor      Very Poor

---

**Facilities:**

Excellent      Good      Adequate      Poor      Very Poor

**Any other comments**