



Enter and View Visit Report

Monday 11 October 2010

Joan Taylor, Pauline Crathorne, John Hudson

Service Visited

Maria Mallaband Care Group Limited
Willowdene Care Home
Lizard Lane
Sedgefield
Stockton on Tees
TS21 3ET

Date of Visit: Thursday 7 October 2010



Contents

	Page(s)
Purpose of Visit	3
Limitations of Visit	3
Method	4 - 5
Data Collection	4
Sample	4
Collation and Report Development	5
Findings	6 - 9
User Questionnaires	6
Observations made by Enter and View Representatives	8
Staff Questionnaires	9
Conclusion	10
Recommendations	10
Acknowledgements	11
Appendices	12 -
Appendix 1 – Service User Questions	13
Appendix 2 – Staff Questions	17
Appendix 3 – Enter and View Observational Check List	20
Appendix 4 – Customer Satisfaction Survey	22
Appendix 5 – CQC Inspection Report	25

Willowdene Care Home, Lizard Lane, Sedgefield

1. Purpose of Visit

- 1.1 To find out what residents and staff feel about Willowdene Residential Care Home.
- 1.2 Willowdene provides private residential care services for up to 36 persons in the category of OP (older persons) and for up to 12 persons in the category of DE (dementia elderly) residing in the Maple Suite. The home is registered to provide nursing care and also provides short term respite care.

The home is a modern two storey building with a lift between the floors. It is situated on the B1278, halfway between Sedgefield and Fishburn and lies within its own grounds.

- 1.3 A Care Quality Commission (CQC) Key Inspection report was carried out on the 26 January 2010 (see Appendix 5). The quality rating for this Care Home was two star good service.

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)
- Pre visit pack relating to the home. This included:
 - Maria Mallaband Brochure entitled 'A better quality of life'
 - Willowdene Care Home Brochure
 - Willowdene's Service User Guide
 - Willowdene'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 January 2010 Inspection report and guidance notes on how inspections are carried out.
- On our arrival at the home we were given a very informative brief and tour of Willowdene by Lynne Smith the Registered Manager.
- Appendix 4 a satisfaction survey was left to be circulated to all service users, although this report does not include the findings of the survey.

4. Sample

- 4.1 The Willowdene Care Home has up to 48 residents, 12 of whom reside in the Maple Suite and who are in the DE (Dementia Elderly) category.

The report collected the views of 9 residents, 4 relatives and/or friends and 2 members of staff.

4.2 The information in the report represents the views of those who contributed, all of whom but 1 were in receipt of nursing care within the home. We did however feel that their views were representative of the whole home, since all residents experienced similar services.

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 two representatives. Finally the Service provider was asked for comments relating to accuracy.

Findings

6.0 Residents questionnaires (incorporating relatives opinions)

- 6.1 All services users interviewed felt that they were treated with dignity and respect. For instance, if they needed their food cutting up due to problems swallowing, they were given the option of sitting separately or having this done out of sight.
- 6.2 All residents interviewed were satisfied or very satisfied with the service provided and felt that it met their expectations. They described their relationship with staff as good.
- 6.3 Residents were happy with the amount of information / input they have regarding their care. One thought a second opinion would be very useful.
- 6.4 They felt that their privacy was adequately protected and were very happy with the visiting arrangements.

Family could come at any time and even have meals together at Christmas and on other special occasions which meant the residents could have family get-together like they would if they were still in their own homes.

- 6.5 Residents were unanimous that the quality of care they received was excellent.
- 6.6 The home has an activities organiser. Entertainment includes Bingo, Skittles, Mobile Library, Sing-a-longs, Life Story books as well as “Cinema” evenings with popcorn and a drink, books and TV. Comments ranged from: “I like crosswords. Entertainment

comes in. I don't bother very often but it's there if I want it" to "Plenty to do and the days just fly by".

- 6.7 Other facilities available were hairdressing with a hairdressing salon onsite, visiting the chiropodist and opticians.

Dementia therapies included animated cats and dogs, doll therapy – appreciated by both sexes and lavender, oat and wheat filled soft toys. These were all to promote a calm atmosphere.

The Staff were actively involved playing dominoes during our visit.

There was also a safely fenced off area outside, with a garden and seating area which residents use whenever they want.

- 6.8 Residents told us that the catering was very good. It was varied and they had plenty of choice. Staff helped and encouraged them and they helped each other.

One lady had arrived weighing 6st 3lb and had been built up to 8st 2lb over the 7 months she had been there. The manager told us that the food is fresh and mostly locally sourced from Bolams Foods in Sedgefield.

Residents have a considerable choice over the amount and type of food served. The Staff make every effort to met residents personal requirements.

- 6.9 Everyone likes their rooms. They were all en suite upstairs with staff assisted baths and showers. One lady remarked "when I came here I couldn't believe I had my own toilet". Many rooms were south facing and sunny and all rooms were very clean. Hand wash was available. Fire exits were clearly marked and Fire practice is every Thursday morning. Maple wings toilets had

special reflective signs and all the access doors were in primary colours.

6.10 The Staff are readily available if residents required their assistance and were found to be friendly and helpful.

6.11 All residents interviewed were happy with the environment they were living in. Comments included “couldn’t find any other place to compare to Willowdene” and “I’m going into a flat but I’ll come back here if I’m not happy”

We observed that Willowdene provided a very safe and clean environment. Personal toiletries were locked away when not in use in Maple wing. Residents could look at their Care Plan and all seemed very content and well looked after.

7. Enter and View Representatives Observations of Premises/environment for Willowdene Residential Care Home

7.1 Condition and decoration of the building were excellent

7.2 Cleanliness was excellent

7.3 Comfort and warmth were good as were lighting and noise levels. The home is set in mature parkland well back from the road. On the day we visited the main entrance was a suntrap with residents sitting outside enjoying the sunshine.

7.4 Privacy and accessibility were good

7.5 Transport to and around the site was good.

7.6 Signage was good outside and excellent inside with specially adapted signs and colour scheme for Maple Wing residents.

8. Staff questionnaire

8.1 Staff were aware of the purpose of the home “to care for those who can’t care for themselves”

8.2 They felt that they were adequately trained for their work and did training on the job all the time as well as going to the sister home Appletree.

NVQ, fire training and dementia training were all mentioned.

8.3 All staff interviewed had a current personal development plan.

8.4 They had all been issued with a staff handbook and felt they were equipped with the correct equipment and support to carry out their roles.

8.5 They rated their job satisfaction as excellent, especially as compare to other homes they had worked in.

8.6 When asked “what makes you job difficult?” Answers were “everything is usually fine, just odd days when we have problems”, “just little niggles perhaps when some staff are off”

8.7 “More staff” would make their jobs easier

8.8 The staff “sometimes” or “at times” felt valued by the organisation. At staff meeting they were able to have an input into suggesting how things were run.

9. Conclusion

- 9.1 Willowdene is a well established Care Home with high standards which are carried through in practice, not just on paper.
- 9.2 The home has a highly committed, hands on manager who is always accessible to the residents.
- 9.3 We found the ethos of the home to be caring and comfortable – “a home from home” as one resident put it.
- 9.4 Overall we thought that it was a very good Residential Care Home.

10. Recommendations

- 10.1 We would like to recommend that many of the practices in Willowdene be circulated to other Care Homes as examples of “best practice” particularly those of the Maple wing for Dementia patients.
- 10.2 We thought that the home could forge greater links with the local community, using volunteers to visit and entertain residents, and take residents out for day trips.

11. Acknowledgements

11.1 The Enter and View representatives wish to thank all those involved in setting up and participating in this visit. The culture of being open to scrutiny and working together with other benefits us all.

Appendices

	Page(s)
Appendix 1 – Service User Questions	13
Appendix 2 – Staff Questions	17
Appendix 3 – Enter and View Observational Check List	20
Appendix 4 – Customer Satisfaction Survey	22
Appendix 5 – CQC Inspection Report	25

**Enter and View Visit to:
Willowdene Residential Care Home, Sedgefield
Thursday 7 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:
Willowdene Residential Care Home, Sedgefield
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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 Willowdene 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

Accessibility:

Excellent Good Adequate Poor Very Poor

Transport to site:

Excellent Good Adequate Poor Very Poor

Transport around site:

Excellent Good Adequate Poor Very Poor

Signage outside the buildings:

Excellent Good Adequate Poor Very Poor

Signage inside the buildings:

Excellent Good Adequate Poor Very Poor

(Headed Paper)

Thursday 7 October 2010

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

This patient 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

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

Relationship with the staff:

Excellent Good Adequate Poor Very Poor

Catering:

Excellent Good Adequate Poor Very Poor

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