

healthwatch
Bedford Borough

Enter & View

Training Report

Salvete Care Home

25th May and 6th June 2018



Enter and View (E&V) report - Salvete Care Home

Name and address of Care Home	Salvete Care Home - 15-17 Rothsay Place, Bedford MK40 3PX
Description of care /service provided	Residential care home
Names of Authorised Representatives	Linda Hiscott, Soniya Dhariwal, Naomi Masih, Ashok Khandelwal, Jennifer Foley
Date of visit	25 th May and 6 th June 2018

Background

As part of Healthwatch Bedford Borough's strategic planning, an Enter and View visit to Salvete Care Home was undertaken. We conducted two training visits on 25th May 2018 and 6th June 2018, and we are very appreciative of the staff and residents for allowing this to happen as a training opportunity. The team were provided with some background information prior to the visit. The team met with the staff and looked around the home and spoke with some residents who were using the service.

Welcoming

On arrival of the first visit on 25th May 2018, we were welcomed by the Deputy Manager, Louise Binding, and on 6th June 2018, we were welcomed by the Homeowners, Keyur Bhatt and Dr Bhatt. We were escorted to a meeting room for a pre-visit meeting, and then accompanied to an office to speak with James Feeny, the Registered Manager. Having explained that this was a training visit for new Enter and View visitors, the team were able to ask questions and clarifications on the Statement of Purpose that the team had been provided with. We also got an insight into how the home is run, the management team and ask any questions such as, how residents' needs are met.

Upon entering the home, we noticed a well-planned, pictorial activities board, along with a board with photos and names of the care home staff. We were informed that the board would be updated with some new staff.

The overall atmosphere in Salvete Care Home was calm and relaxed. The team observed that patients were treated with respect and dignity.

The home has 36 rooms, with a capacity for up to 40 residents, and currently has 32 residents, including one couple. 80% of the residents are female, whilst the remaining 20% are male.

Safe

The home is made up of a mix of 46 full-time, part-time and weekend staff. There is one Manager and two Deputy Managers. All staff, with the exception of the management team, wear coloured uniforms to differentiate the different roles, for example, care staff wear light blue, senior staff wear dark blue, maintenance wear green etc. All staff wear name badges, and agency staff must present valid identification which is double checked with a pro-forma already obtained from the agency.

There is a procedure for signing in and out of the building which is adhered to by all staff, residents, carers, family, and visitors alike. There is also a video-call buzzer to be allowed into the building once the management staff have verified the identity of the visitors. The external doors are locked for the safety of the residents who live at Salvete; however, the team were assured that DOLs assessments were in place and reviewed regularly.

We were informed during the meeting with James, and as stated in the Statement of Purpose, that all staff receive training, but must have at least a NVQ Level 2 in Health and Social Care. All staff also undertake Moving & Handling, and SOVA training, and dignity. During their induction week, staff are trained on fire safety, and the home partake in fire practices every 6 months. There are also weekly checks on doors and alarms.

All doors are fire doors, and have locks. Residents can ask for a key for their room but must be signed for. Other doors are left unlocked for easy accessibility. Residents can also have personal cameras set up in their rooms without consent from home management/staff; however, there are CCTV cameras in the communal areas, halls and outside. To ensure additional safety for the residents, in case of falls, there are stair gates in place which are closed and properly locked after use. In case of emergencies, each resident's bedroom has a buzzer, including an emergency buzzer which is more accessible for those more prone to falls.

We witnessed a stringent medicines management with medications locked away at all times. Medication is kept in a locked cabinet in the medication room which is accessible by a key kept in the Manager's office. There are currently no residents that choose to self-medicate, but the option is available where they must sign a disclaimer. There are 4 members of staff who do four medication rounds throughout the day - 2 members of staff in the morning, 1 during lunch and afternoon, and 1 at night. Due to risk assessment for resident's safety, there are some hand sanitizing gels available but not left in visible areas.

Residents are encouraged to keep their own GP if they had lived in Bedford prior to the move to Salvete. The home reports that they have no issues with accessing GPs and they are happy to visit the home. They have a good relationship with the District Nursing team.

In relation to continence provision, some issues were raised in regard to the number of pads each resident can have. The staff reported that residents' needs

are regularly assessed for their continence products. However, due to the nature of the current products which have a greater absorbency, this can result in pads which have been used having to be replaced - staff find this difficult. Nevertheless, the Deputy Manager assured the team that residents were never denied extra pads if they were needed.

The laundry room is usually locked, but whilst being shown around on the first visit, a key was left in the door when looking around. However, this was immediately rectified by the Deputy Manager. For additional measure, room numbers are labelled onto clothing. In relation to housekeeping, there is regular spot checking and general cleaning/tidying up of the home throughout the day.

Caring and Involving

Care Plan reviews involve the service users and are reviewed monthly by the Manager and Deputy Managers. Residents have regular 1-2-1 time with a care staff member where they discuss how they are doing. The Manager demonstrated clear knowledge of DoLs and MCA best interest.

Having not received any complaints to date, all service users are made of the Complaints and Protection procedure. This is evidenced in their Statement of Purpose.

During this visit, we found that staff treated residents with respect, offering support for activities, but not taking over, allowing time for people to do things for themselves. We were pleased to see that they have an activities coordinator who is a whole time equivalent (WTE).

We found the Manager to be polite, open and helpful. He displayed a good understanding of the 6 core principles of care; care, compassion, competence, communication, courage, and commitment. His commitment to these principles appeared to put residents at ease, and he demonstrated strong communication and compassion, as vital component of the 6C's, meant that residents felt safe and well cared for.

To widen their ethos around good communication, we noted that there is provision for residents and, indeed, family meetings quarterly.

To support residents' faith and spiritual beliefs, Salvete displayed a clear offer for residents to be able to attend or access different faith interventions. Whilst there is no specific cultural dietary requirements, the Manager displayed a clear awareness of residents' individual needs in this area and offered us reassurance that he would be able to access cultural foods, specific to the resident in question. It was noted that food choices were offered in both, pictorial and written format, encouraging daily meals choices which were available. Snacks and drinks were available at all times, and there was stringent guidance with photographic evidence of individual information relating to individual residents around allergy awareness which were kept in the kitchen. These were placed on trays at each

meal to ensure all staff on shift were aware of reported allergies. We were also made aware that refreshments (drinks and snacks) are available anytime. They have a “hydration system” which encourages hydration. They specifically have blue cups which help identify them as drinking cups.

Guests are able to visit residents at any time. Visitors are made aware of meal times, but are nonetheless still encouraged to visit as the Manager believed that this assisted some residents who needed encouragement to eat.

Any hobbies and/or interests residents had prior to moving into the home are encouraged to continue to do so, if possible. Books and newspapers are offered to encourage reading.

Well Organised and Calm

Residents all have individual care plans which are initiated upon arrival. There is a person-centred approach. This includes some easy read information. This would be particularly pertinent in the local area for those who do not have English as a first language. Different ethnic communities are warmly welcomed, and we were advised that they receive support from outside to meet the needs of potential residents.

The home had a number of notice boards that were displaying information about a range of activities and services available. There were pictures of activities that had taken place. We were informed that activities are held in free space around the home - there are three communal rooms, and sometimes, the dining area/mini lounge which is used more so for residents with higher needs or limited mobility are where they can be supported at a much greater extent throughout the day. During the first visit, on 25th May 2018, it was encouraging to see support from the local Mayor who had visited the home to celebrate the eldest resident’s birthday. Upon our arrival, photos of the auspicious occasion had been printed and displayed around the home.

There was essential information about residents clearly visible on bedroom doors which included their names and some included a photo of the resident at the resident’s consent.

There was clear signage throughout the home, for example, the toilets and shower rooms. There are also arrow signage as guidance to residents’ bedrooms and general easy navigation around the home.

Summary

Overall the team felt that the home offered a high standard of care to residents and valued and supported the staff teams. It is a homely environment whilst delivering a professional caring service. We noticed a couple of issues, such as a

slight smell of urine upon entering the home which we established was from a resident's bedroom. The incident of urine had very recently occurred, the individual uses their en-suite independently and the smell was eradicated immediately upon detection. Salvete have already replaced the flooring in this particular room, to a specialist vinyl material, to minimise unpleasant odours whilst supporting this individual to be as independent as possible. An incident of where a key was left in the laundry room door was also immediately rectified. It was felt by the E&V team that there were some small repairs of the care home that needed looking into. We were extremely pleased and gratified with the overall condition of the home.

The care planning system is thorough and person-centered. The care staff were friendly and it was evidenced that staff treated service users with dignity and respect. All areas appeared clean, although, the carpet in some of the bedrooms and dining area could be refurbished to which was something the management team were already working towards. The residents who spoke with us were positive about the home and the care they received.

The following recommendations were made:

- The Manager continues to pursue the replacement of the carpets in bedrooms and the dining area.
- Due to the nature of the building and its limitations, there is a lack of appropriate large dedicated activity area which would be ideal and beneficial to the residents for enough good physical and mental recreation. We spoke with the Manager about a new activities centre being built in the garden area, but Salvete are currently seeking planning permission, for an activities centre big enough to cater to a variety of residents, including ample wheelchair space and access and toilet and washroom facilities.
- Salvete Care Home should continue the work they are already doing in partnership with Bedford Hospital to develop and support a positive discharge experience from hospital care.
- In the old part of building, at one point the ramp slope is a bit high and is potentially liable to difficulties to manage; therefore, we suggest a small grab rail which might help residents. Please note, we have been informed by the Home, prior to publication of this report, that a grab rail is now in place and has been painted to stand out for those with sight impairment/dementia.
- HBB would raise the issue of continence products with the CCG in order to highlight the issues that the current process may be impacting on residents' dignity in terms of used pads having to be replaced.
- The management team will support the Senior Carers to complete their supervisory training to allow some 1-2-1 supervision of staff to pass to them. However, HBB would wish to ensure that once this system is in place, meetings between individual staff and senior manager continue to an ADHOC basis as it is clear that this has helped with sharing and developing the caring ethos within the home.

About Healthwatch Bedford Borough (HBB)

HBB is the independent consumer champion for the local community, influencing all local health and social care services.

HBB seeks to ensure that the views of the public and people who use health and social care services are taken into account.

Our vision is that

Healthwatch Bedford Borough will be:

- *a critical friend in challenging service providers to ensure that their services are person-centred and responsive to local community needs.*
- *seeking to empower all patients with confidence to make an informed choice about their health and social care needs.*

Our Mission is that

Healthwatch Bedford Borough will consult, engage and empower the wider community in a fair, transparent and realistic way. It will:

- *provide positive influence and encourage improvements in local health and social care services, acting as a critical friend to service providers and establishing valid outcomes against which changes can be measured.*
- *act as the voice of the public, providing a bridge between the commissioners and providers of Statutory Health and Social Care.*

HBB is for everyone in the community - adults, young people and children. It is vital that HBB actively seeks the views from all sections of the community, particularly those who seldom have their voices heard to ensure that information gathered is representative of the local community that it serves.

HBB Board

This is the body responsible for overseeing the work of the organisation.

Board members are:

- Anne Bustin (Chair).
- Linda Hiscott (Strategic Director)
- Laurie Hurn (Finance Director)
- Ashok Khandelwal
- Richard Winter

The Board meets on a regular monthly basis.

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HBB Staff

Soniya Dhariwal - Service Development Officer.
Emma Freda - Communications and Public Engagement Officer.
Laurie Hurn - Administrator and Company Secretary.
Jennifer Foley - Signposting and Information Management Officer.
Naomi Masih - Modern Apprentice/Administration.

Important Note

HBB is a Community Interest Company (CIC). It is registered with Companies House as Company No 8385413.

The four Directors (Board) have an important position of trust and general company law imposes on them a range of duties and in ensuring that the CIC meets its statutory and other obligations.

The HBB strapline is as follows:

“A strong voice for local people”