

Visit Final Report

Name of Service Provider: Four Seasons Healthcare Ltd

Premises visited: Park Farm Lodge, Park Farm Road, Kettlebrook, Tamworth, B77 1DX

Date of Visit: Friday 14th March 2014

Time of visit: 10am

Home Manager: Leanne Hickman

Authorised Representatives: Cyril Burton & Mike Allen

Observers: Harold finch & Derek Hickman

Summary of findings

The new manager, who has been in post for 3 months, is re-building the service, including taking on new staff, restoring morale, reviewing & updating records, procedures & training, including training matrix.

Regular meets with the staff & residents/ relatives are minuted and actions followed up. Following a recent period of fragmented and uncertain local management, there is feeling of confidence in the new manager displayed by residents, relatives & staff alike. The manager is supported in her improvement programme by the company.

The residents appeared content and cared for, suitably dressed and clean. There were no permanent bad aromas and the premises were clean with several examples of redecoration and where necessary refurbishing, including the final commissioning of a new call system throughout the home. Staff appeared focused and positive.

Food is freshly prepared in the home and there is a varied and nutritional menu on offer daily. Medicine management regime appeared robust and safe.

Recommendations

Please use bullet points for the recommendations and if needed any reasoning behind the recommendations.

- **Manager should be allowed to achieve her aims to update the service/ premises and receive the support to complete the exercise.**
- **Review the cleaning regime to ensure that the cleaning programme each day is not rushed.**

1. Report Overview

Provide a short summary of the visit, including a brief description of the service visited (please include the name of the person who conducted the visit if different to the home manager):

This unannounced visit began with the manager checking the validity of the visiting team/ purpose of the visit. The service provided is twofold, the ground floor- care of frail elderly and the first floor (restricted entry) EMI.

The manager sought to answer all questions openly and fully, sharing with the visiting team examples of procedures and records. The manager personally conducted an internal visit around the premises. Thereafter the team had free access to all areas.

Conversations with relatives, residents & staff confirmed that following a period of poor service, the service was definitely improved. There were many examples of improvements both completed and in progress.
There were no examples observed of residents at risk.

Several times, the manager used the expression “this is their home”, when talking about the residents.

2. Purpose of Visit

Put in a small paragraph about why the visit was undertaken

Physical Enviroment: Check on cleanliness and possible link to infections

Staff: Check on staffing levels, training and support.

Check on supported eating and current planning of care.

3. Approach Used

The approach used e.g. direct observation; talking to Staff; talking to Patients/Residents; talking to Relatives/Carers/Visitors; evidencing written procedures etc.

Following an open and frank session with the manager evidencing recently new procedures, records and staffing records, including training matrix, the team split to spend time with each of the two service levels. Each team spoke with residents and where possible with relatives and staff. The teams had unrestricted opportunities to observe the delivery of care and spent time observing meal times and the assistance and support provided to each resident by members of staff.

By observation, the dispensing of medicines, including the security and storage of drugs etc. were witnessed. Areas of relaxation, individual rooms and toileting facilities were visited and areas of improvement were observed including the final commissioning of a totally new modern call system.

Only 65 of the 80 brooms were in use. Ground floor was for elderly frail residents and on the first floor was an EMI secure unit.

4. Observations/Findings

These should be summarised under the following headings:

Section 1 - Physical Environment

Undergoing an improvement programme including refurbishment, redecoration and update. Most areas were clean and an absence of any permanent unpleasant odours. No examples observed of where residents might be unsafe.

Section 2 - Staff

New staff are being taken on. Bank staff are used in preference to agency staff. Staff spoken to were positive and focused and spoke well of the manager. **“When she says she will do something, she does it”.**

Section 3 - Service User Experience, Dignity and Respect

No examples of lack of dignity and respect were observed. The commissioning of a totally new call system. Led to one possible cause of confusion between systems.

Section 4 - Service User / Relative or Carer story

Relatives consulted were positive about the homes improvement in service delivery of late:

“They have been down, but they are definitely on the up now.”

Generally the improvements in the service are acknowledged and welcome.

Section 5 - Staff Feedback

Staff are generally very positive about the improvements to the service delivery, working conditions and especially their interaction with the new manager.

Section 6 - Overall Lasting Impressions

Although the improvement programme has some way to go, there was an impression that this provider is working hard to improve the service delivery in most areas.

5. Feedback from Patients/Residents/Relatives/Carers/Staff

Please ensure anonymity at all times

a) Patients/Residents

Bearing in mind residents were either frail elderly or EMI, most feedback was by observation rather than verbal. Residents appeared content and well cared for, with some good staff/ resident interaction. The residents spoken to appeared to be appreciation of the staff and the food.

b) Relatives/Carers

Relatives were appreciative of the service provision as it now is acknowledging the improvements to service delivery in all aspects.

“they have been down but they are definitely on the up now”

Several spoke highly of the staff and particularly the new manager.

c) Staff/Other professionals

Staff at all levels were positive about the new manager and her efforts to improve the service:

“When she says she will do something, she does it”.

“You can always speak to her and she listens”

Staff were appreciative of the improvements to date and appeared committed to providing good and quality care to all residents. Staff spoken to felt supported.

6. Follow Up Visit : YES

Authorised representatives to state whether they feel a follow up visit should take place, the purpose of visit, and an approximate timescale for this.

It would be good to return to see the progress against the plans of improvement in 6months

