



**Follow-up Enter and
view report
Wickwar Care Home
9 November 2016**

Authorised representatives

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1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	Sodbury Road Wickwar Wotton-under-Edge GL12 8NR
Service Provider	Wickwar Care Home
Date and Time	Wednesday 9 November 2pm-4pm
Authorised Representatives	Kay Hobday Jenny Harris Michael Garrett
Contact details	01454 543 402 info@healthwatchsouthglos.co.uk www.healthwatchsouthglos.co.uk

1.2 Acknowledgements

Healthwatch South Gloucestershire authorised enter and view representatives wish to express their gratitude to the residents of Wickwar Care Home and their families, friends and carers who generously participated in conversations with Healthwatch.

Healthwatch South Gloucestershire would also like to thank Wickwar Care Home management and all the staff who were willing and able to engage and answer our queries. The members of staff were welcoming and helpful.

1.3 Purpose of the visit

Healthwatch South Gloucestershire are currently undertaking a series of follow-up visits to Care Homes. When Enter & View Representatives from Healthwatch South



Gloucestershire visited Wickwar Care Home in March/April 2016 a number of recommendations for improvements were made. Since then no response had been received from the management about these suggestions. Therefore the revisit in November was aimed at discovering whether Wickwar Care Home had taken note of the observations and suggestions for improvements.

1.4 How this links with Healthwatch South Gloucestershire strategy

A key priority laid out in the Healthwatch South Gloucestershire work plan for 2015/16 is to engage with older people and people with dementia and to enter and view care homes across the county. Enter and view provides an ideal tool to hear the views of this group of people.

Full details of the work plan for Healthwatch South Gloucestershire are available on the website: www.healthwatchsouthglos.co.uk

2 Methodology

2.1 Planning

A monthly planning meeting is held by authorised enter and view volunteers. These are used to agree which observations to focus on and prompt questions to use. Observation templates and prompt questions have been continually amended and revised as authorised representative's learning develops.

2.2 How was practice observed?

On 9 November 2016, three authorised enter and view representatives visited Wickwar Care Home. Information was gathered from the authorised representatives' observations and their notes of conversations with residents and/or their relatives, and members of staff. Observations were gathered by all the authorised representatives. Conversations with staff and visitors were semi-structured and underpinned by the use of a template and a list of prompt questions. Observations and conversations were recorded during the enter and view visit.

2.3 How were findings recorded?

Conversations are recorded anonymously. One enter and view representative then compiled the report based on the records from the team's conversations and



observations, and shared the report in draft form for all who participated in the visit to contribute and agree.

2.4 About the service

Wickwar Care Home is owned by Larchwood Care and is operated by a management company called Healthcare Management Solutions. Wickwar Care Home delivers care to frail and elderly people with a wide range of nursing needs.

Wickwar Care Home is a nursing home that supports the needs of a maximum of 43 residents. Almost all residents are in single rooms. There are two larger bedrooms which could be used as double rooms. Wickwar Care Home offers day care and respite, as well as full nursing care.

The latest CQC report about Wickwar Care Home in April 2015 rated the home as 'requires improvement'.

3 Findings

Executive summary

3.1 First Impressions

- It was noted that some redecorations have taken place with new flooring in some corridors and brighter paintwork in places. Some lighting in corridors has also been improved and rooms were gradually being re-carpeted as necessary.
- The front exterior windows have been replaced and there is an improved front door. The front lobby area is no longer used as a dining room and is being turned back into an entrance hall - with seating and reception area. However the door at the back of the building is still used as a principle point of entry with a visitor's book and sanitising hand gel.
- There is a rolling programme to complete all of the corridors and lounge areas with new paintworks, lighting and flooring [carpets or wood style flooring]
- Residents rooms are also being refreshed gradually with new carpets and walls painted [to resident's specification]. The manager explained that all renovations are being carried out with "baby steps, a bit at a time" to avoid



total disruption to each resident. All changes are "resident led, it is their home after all".

- Although Wickwar Care Home has capacity for 43 residents, only 27 are currently in residence. It would appear this is a deliberate policy by the management while the building is being refurbished.
- It was noted by the Enter and View representatives that the call bell ring tone had been subdued and was not ringing so persistently. (This may be due to the reduction in the number of residents).

3.2 Environment

- Representatives were pleased to see that there were more photos of residents in framed pictures on corridor walls. One of the dining areas looked more attractive now that it was arranged as separate tables complete with tablecloths, mats and glasses for water.
- The bathrooms were clean and presentable, but still rather clinical in appearance with no homely décor. The manager assured us that such changes were going to happen but stressed that changes were being implemented very gradually indeed and in consultation with and at the request of the residents.
- Three vacant bedrooms were labelled as 'show rooms' and these had been freshly decorated, contained new furniture and were perfectly presentable if somewhat basic. Homely touches would be added by residents.
- Most rooms had the names of residents on the doors.
- Along one of the corridors a cleaners was on her hands and knees cleaning the edges and corners of the skirting board and architraves with a toothbrush. She explained that this was a normal activity to help keep the house clean.
- Signage was still untidy and inconsistent.
- The principle notice board, by the rear entrance door, had many bits of paper in a muddled fashion. Some were about future events such as a Christmas lunch for families, others were thank you notes.
- The notice board for activities was also rather untidy and contained some details of the activities schedule, but it was not easy to read or follow as it used a combination of hand written notes, and picture signs.



- The 'menu of the day' blackboards were out of date by two days, and almost illegible, being written in red chalk in small handwriting on a black board. We were informed that this would be changed in due course.
- Several light bulbs missing from various pendant lights in both dining areas.
- A back door was left wide open, which we told was for ventilation, but Enter and View Representatives and the nurse on duty agreed, that there was a risk that residents could wander out unattended, potentially to a road. This was also observed on the earlier visit in March.

3.3 Activities for Residents

- At the time of the previous visit this was an area for concern as barely 11 hours of activities had been on offer earlier in the year. A new activities officer is now in post who provides 33 hours a week. Unfortunately this person was absent due to illness on the day of the revisit. It was noted that baking and gardening had been added to the list of activities. Activities are offered on Saturdays as well as most weekdays and a separate person comes in to provide hair dressing and manicures.
- The manager assured us that they have made good links with local community groups including the local pub who have done some fundraising, and other local people who come into the home as befrienders. The local golf course offers rounds of golf to those able to do so. Local shops offer help in the way of goods or raising funds for the residents.
- It was observed that during our visit each of the lounges had a TV on with residents sitting round the edge of the room, dozing or watching intermittently. TVs in both lounges have subtitles on them now.
- Once a week armchair exercises are held for those who want it.
- The staff stressed that activities are very much decided by the requests of the residents and there are more one-to-one activities taking place e.g. a resident may wish to go for to the local coffee shop, or they may be taken on the bus to Yate shopping centre and some are being helped to do internet shopping.

3.4 Nutrition and Hydration

- We were not able to view a meal service and the kitchen was closed with no staff in evidence. However it was observed that some residents were having covered plated meal delivered to their rooms as late as 2.30pm.



- As mentioned above, the menu board was out of date and hard to read. We were told that each resident is asked what they want for dinner during the morning.
- We observed bowls of fresh fruit in the lounges, and a small drinks trolley in the front entrance hall with sherry and other drinks.

4 Conclusion

As this was a revisit the Enter and View representatives particularly wanted to observe what changes had been made since the earlier visits as it was evident back in March that new management was in place and there were plans to make changes.

It was pleasing to see that the resident about whom concerns had been raised during our last visit [agitated and in pain from toothache] was sitting in the lounge area chatting and watching TV.

It was clear that a programme of refurbishment was taking place, albeit very gradually.

Some efforts have been made to increase activities for residents and, with a smaller number of residents, these are more easily managed on a one to one basis.

Wickwar Care Home is certainly making improvements and these are to be commended.

By emphasising that all changes, whether to décor or regarding activities, are 'baby steps' and decided by or requested by residents, the management is allowing the rate of change to be slower than it could be. E&V representatives would like to see Wickwar Care Home press ahead with the refurbishment process without delays and that residents should be encouraged to understand that all changes made are for their benefit. The progress need not be slowed down to manage any perceived sensitivities.



5 Review of recommendations

List of recommendations from the Report in April 2016	Observations from the November 2016 visit
Urgent attention should be given to recruiting more than one activities officer.	A new Activities Officer has been recruited
Urgent attention should be given to implementing a programme of varied and meaningful activities that promote interaction and enjoyment. These should be available from 9 am to 5 pm, 5 days a week. The activity programme should include gentle physical exercise to promote wellbeing for those who are able to participate and introduce gardening as per residents' opinions.	33 hours of activities are offered across the week including Saturdays including gardening and armchair exercise
Bathroom décor should be made more homely to make residents feel that Wickwar is a proper home rather than a hospital.	No change
Call bell tones to be muted so the ringing is less intrusive.	Fewer call bells ringing, but maybe due to reduced number of residents
Introduce personalised photograph montages on residents' bedroom doors to encourage reminiscence.	Some rooms have names and photos. None had reminiscence boards.
Ensure all doors are shut to ensure safety and security.	Back door still wide open leading to road access



Introduce easy read information with symbols, pictures and large print to inform residents of their options for meal times and to advertise activities and residents' meetings.	No change to notice boards and information signs
Introduce subtitles and a hearing loop (if not already in place) to aid accessibility and independence for residents	Subtitles are used on TVs
Improve interior décor and make the interior more stimulating for residents.	Redecoration is underway

Disclaimer

- This report relates only to a specific visit (a point in time.)
- This report is not representative of all service users, staff and visitors (only those who contributed within the restricted time available.)

