



Enter and View Visit



Place of Visit:	Mayflower Court
Service Provided:	Residential Elderly/Dementia
Number of residents:	79
Service Address:	93 The Meadows, Ladysmock Way, Norwich, NR5 9BA
Service Provider:	Norse Care
Date and time:	8 June, 2018 2 - 4 p.m.
Authorised Representatives:	Dilly Turton & Sonia Miller
Report Published on:	21 June 2018



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About Us

We are the independent champion for people who use health and social care services. We exist to ensure that people are at the heart of care. We listen to what people like about services, and what could be improved and we share their views with those with the power to make change happen. We also help people find the information they need about services in their area.

We have the power to ensure that people's voices are heard by the government and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.

Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.

This report relates to the visit on **8th June 2018**.

The visit also takes into consideration the fact that some of the residents spoken to may have a long-term illness or disability, including dementia, which will have an impact on the information that is provided.



What is Enter and View?

Part of Healthwatch Norfolk's work programme is to carry out Enter and View visits to health and social care services, to see and hear how people experience care. The visits are carried out by our authorised representatives. We can make recommendations or suggest ideas where we see areas for improvement.

The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.

Enter and View visits can happen if people tell us there is a problem with a service. Equally they can occur when services have a good reputation, so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch safeguarding policies.

Acknowledgement

Healthwatch Norfolk would like to thank the staff at **Mayflower Court** who spent time talking to us. Thank you also to the Manager of the home for helping us to arrange the visit.

We recognise that providers are often able to respond to us about any issues raised and we include their responses in the final report.



Summary of findings

This is what we found as a result of speaking with the staff at **Mayflower Court**

- There was a very calm and welcoming atmosphere
- The building is pleasantly decorated, bright, clean and well laid out
- Music was playing in several areas
- Residents appeared clean and tidy in appearance
- A wide variety of activities is offered to residents
- A choice of food is available



Purpose of the visit

We are carrying out a number of visits to care homes over the coming months to look at how the wellbeing of the residents is being catered for.

We will be looking at the environment and surroundings in the care home, the relationship between residents and staff and how residents are involved in decision-making about their activities and food choices.

We will speak to staff and residents about the meals they are served, the care they receive from the staff and the activities which are arranged for them both in the home and within the community.

We will also talk to family members and visitors if they are at the home when we visit.

What we did

These visits are being carried out using our power to Enter and View. This is Healthwatch's legal right to visit places that provide publicly funded health or adult social care services, to see and hear how people experience those services. Each visit is carried out by a team of trained volunteer and staff Authorised Representatives.

Our focus is on the wellbeing of residents and to obtain an overview of the care they are receiving.

We selected the care homes to visit in liaison with the Care Quality Commission and Norfolk County Council and notified them of the visits.



Observations

Due to extensive construction work taking place in the area signs for the home were obscured which made the home difficult to find.

We entered through the main entrance to the building at the Bowthorpe Care Village and were directed to the reception area of Mayflower Court. We signed in and entered through a controlled access door.

We were greeted by the Manager who made us very welcome and were shown round the home by one of the Deputy Managers.

There were no relatives visiting at the time of our visit therefore we were unable to gain views of their experiences about the care of their family.

Physical Environment

The Bowthorpe Care Village is 2 years old and houses The Meadows, an assisted living unit, The Mayflower unit for dementia care and “The Hub” a communal area which is used by both homes.

Mayflower Court is an 80 bed dementia unit situated over 2 floors. Each floor is divided into 2 units each housing 20 residents, which operate independently, although residents come together for some activities.

Each floor has 2 dining rooms, 2 smaller lounges and 2 larger ones, one of which has large windows with a panoramic view over gardens. We did not enter residents’ rooms, but were able to see that rooms were spacious and all have en-suite facilities.



The “Hub” houses a hairdresser, library, lounge bar, café, a shop and a further terrace and garden area for all residents and their friends and families to use. This avoids anxiety for residents and relatives when taking them “out for the day” or a visit to an unfamiliar environment.



Terrace & Garden at “The Hub”



Library



Lounge Bar

Staff greeted us on passing and had their ID badges with their name and status clearly visible. Staff seemed calm, unrushed and attentive to residents with smiles on their faces. There was a caring and friendly atmosphere.



Each room has a memory box built into the wall to the side of the door where sentimental and meaningful items are displayed.



Gardens

There is an enclosed courtyard garden where residents can safely enjoy a walk. The Deputy Manager told us that the gardens are newly planted and are continuing to develop. There are seating areas and also troughs where residents can enjoy gardening activities.



There is also a large garden situated outside the central “Hub” which can be used by residents and families as well as residents of The Meadows.



Meals & Nutrition

Meals are cooked with fresh ingredients in a central kitchen and taken to each of the dining rooms in heated trolleys and served to residents by staff. The Deputy Manager told us that residents are shown the choice of food available for their meal as they serve them, to help them make their choice.



There are two dining rooms on each floor each with a kitchenette area, small tables with attractive table cloths and flowers in the centre.

Daily menus are laminated and displayed on the tables as a visual aid for residents



Dignity and Privacy

Residents are free to move around the home and those who we met were well presented and appeared happy. The Deputy Manager told us that care at the home is very person centered.



Some residents are receiving end of life care and we were told that items such as lights and candles for scent, have been placed in their rooms as a source of comfort for them.

We observed staff respectfully redirecting residents who were wandering, to some activities to engage their attention. Staff interacted effectively with patients.

Activities

There is one Activity Co-ordinator for the whole building and 2 co-ordinators in Mayflower who co-ordinate a range of activities for individuals and small and larger groups within the unit. Residents are also invited to take part in activities arranged in “The Hub”.

Social Engagement Planner June 4th to June 8th Mayflower Court

TIME	Monday June 4th	Tuesday June 5th	Wednesday June 6th	Thursday June 7th	Friday June 8th	Saturday June 9th	Sunday June 10th
10am-12noon Mayflower	Butterflies	Butterflies	Butterflies	Butterflies	Butterflies	Butterflies	Butterflies
	Sensory in the Activity Room Mayflower Court	Dymph in the Grid floor and First floor lounges	Trip out Mayflower Court	Comedy	Fit and Fun with Charlotte and Tommy Grid floor dining room	Movie your choice Grid and First Floor lounges	Reminiscence in Grid and First Floor lounges
2pm-4pm Mayflower And	Golden Tickets	Golden Tickets	Golden Tickets	Golden Tickets	Golden Tickets	Golden Tickets	Golden Tickets
	Refreshments in the garden	Sweetie Bingo £1.00 and raffle in the bar lounge	Trip out Mayflower Court	Art and craft with Marie paint a pot	What's on memories Grid and First Floor lounges	Cooking in the Grid Floor Dining room	What's in the box Grid Floor and First floor
6pm-7.30pm Mayflower	Card games in the Hub Bar lounge	Movies sing a long Grid and First Floor lounges	Musical Memories Grid and First Floor lounges	Marie one to one	Come and join the choir Bar lounge	On this day with Sparkle Grid and First Floor lounges	Games Galore Marie Grid and First Floor lounges

Session may change dependant on tenant choice

Weekly activities board

Activities include, choir, art & craft, musical memories, card games and fitness & fun.

A mini bus is used to transport residents to events within the community.



In one of the lounges we saw residents engaging with staff using a omiVista Mobii Interactive Projection System which displays images, music, games, quizzes and much more. The system works by projecting dynamic images on to a clear, clean surface and is designed to stimulate, engage and encourage active participation by those who use it.

Residents can paint, play bubble games and watch fish on a coral reef etc.

It is also portable and height adjustable so it can be used in lots of different areas of the home, e.g. resident's rooms.

All the TVs in the home connect to the internet so residents are able to choose old films and programmes they wish to watch.

Residents and family members are able to place a wish into a wishing well and staff fulfil as many of these wishes as possible by putting on activities within the home, e.g. recently one resident wanted to renew their wedding vows and this was arranged with the local vicar



Wishing well

Alexa units are placed in several areas around the home and music can be requested by residents and played instantly.

Bands come into the home and play old time music and have sing-a-longs. Residents also engage in fitness dance to help promote mobility and mental wellness.



Staff/Resourcing

There are 8 staff on each floor with one team leader in the morning and 7 in the afternoon. There are 2 staff and one team leader on each floor at night.

There is also a Senior Nurse Practitioner working at the home. A GP visits regularly and residents can use the other health services offered by the home, or if they prefer they can have their own GP/podiatrist etc. to visit.

The home currently uses agency staff as they are currently not fully resourced. Many of these staff are used regularly for shifts and this offers consistency for the residents.

The home has two Deputy Managers, one of whom is always “on the floor” whilst the other works in the office.

Medicines are administered by one member of staff to enable consistency for residents and ensure all records are kept up-to-date. We were told that this enables other care staff to focus on the daily care needs of residents.

The Manager told us that following recruitment, staff serve a probationary period and regular updates with senior staff and training is also given as appropriate.



Ideas to take forward

- Continue to recruit staff to meet full complement
- Complete refurbishment of small lounge (in the unit we visited)
- Develop “mens” section of the hairdressing salon

Response from Mayflower Court

It was our pleasure to welcome Healthwatch Norfolk to Mayflower Court on the 8th June 2018 for their Enter and View visit. We are pleased that the atmosphere was noted as calm and welcoming, and how well the staff interacted with the residents. The recent changes to the layout of the home have resulted in a calm and settled environment for everyone. Activities at Mayflower Court and in the wider hub area of the Bowthorpe Care Village are a key part of our care and support for everyone who lives there and we will continue to provide varied and interesting things for people to do.

Karma Wensley, Manager, Mayflower Court



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