



Enter and View Report Springfield Lodge Care Home

Monday 19th August 2019
(2pm-4pm)



Authorised Representatives: Mervyn Hockin and Andrea Lambell

Volunteer Support Officer: Claire Cowell

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Acknowledgements, disclaimer and context

Healthwatch County Durham would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows 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 but, 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.

Enter and View are not intended to specifically identify safeguarding issues. However, if they arise they are reported in accordance with Healthwatch safeguarding policies. If an Authorised Representative observes anything they feel uncomfortable about, they need to inform their lead who will inform the service manager, ending the visit.



Purpose of the visit

We ran a successful pilot with GP surgeries in 2017 and 2018, where we used ‘appreciative questions’ to explore what was working well in surgeries as well as areas for improvement. Key themes that were important to patients were shared with all practices and Enter and View visits were identified by the Clinical Commissioning Groups as a positive way to gather independent patient feedback.

‘Your visit has certainly helped us focus our minds not only on what we are doing well, but also on areas where we knew we needed to improve, in addition it has also highlighted further areas where we need to develop and improve our service to patients.

The whole experience, from the initial approach by Marianne through to our involvement with Claire and then the volunteers on the day has been extremely pleasurable and informative; the staff here on the day have all been extremely complimentary of your approach and methods.

In our opinion the Enter and View visits are a great way to break down barriers, give practices an independent view on the success of their service and help them highlight areas for improvement. We would recommend an Enter and View visit to any practice.’

Brian Woodhouse, Practice Manager

We recognise that Care Home providers are an important area to include in the programme of ‘Positive Enter & View’ activity so we wanted to offer the same opportunity to those who would like our support in gathering the views of service users and family members. This is supported by Durham County Council who asked HWCD to make the programme available to care homes in a work plan request to the HWCD board, which was welcomed and approved. Care Home providers may have already attended a provider forum where this idea was presented and all were sent a letter inviting them to take part in this activity from Healthwatch, via Durham County Council in April 2018.

Springfield Lodge Care Home approached us to discuss the programme further, they agreed to host a visit as they were keen to listen to their residents, families and carers and learn from their feedback.

Planning and preparation

Authorised Representatives who had taken part in the pilot were keen to be involved, as were new volunteers. The survey was carefully put together beforehand to reflect the 'positive approach' to be taken. This was circulated to staff, Authorised Representatives and the home manager for comment.

However, we also recognised that service users may struggle to answer questions via a verbal survey and would potentially respond more effectively via observations and involvement in social activity, therefore a specific observation sheet was used to record what we heard and saw, on the day.

We realised that there might be people who would like to make a comment about the services who were not going to be around on the day of the visit so extra surveys were left one week before the visit in the waiting area, on a HWCD display table, with a box for completed surveys to be left in.

Claire Cowell (Volunteer Support) met with Helen Reeve (Manager) (Appendix A), to gain some further background information about the home, including issues such as capacity, communal and other space/layout, potential for residents to have conversations, age ranges, access to family, friends and visitors, staff and resources, type of care offered, and the programme for the visit.

We advertised the visit in advance (Appendix C) and Helen Reeve (Home Manager) briefed the staff, before the day.

We carried out a preparation visit one week before the Enter and View to do a risk assessment which considered areas such as layout, introductions, venue space and safety procedures, the process for taking photographs and we agreed use of a private space for conversations if needed.

Information and data

At this Care Home we used two authorised representatives and spoke to 15 individual residents, carers, family members and staff, using a set of appreciative questions to prompt people to describe good practice they had experienced or seen. 2 observation sheets were completed by authorised reps during the visit.

0 surveys were completed prior to the visit.

Representatives observed activity and spoke to people during our two hour visit, to collect their own independent impressions of the home and its services, which they recorded during and after the visit.

A private space was available if residents felt the need to talk in confidence to us.

What people told us

People shared their experience and opinions of the care home, all are noted in Appendix E. Some are unique to individuals but there were several trends that we heard numerous times, which include:

Effectiveness of the physical space, service and layout

“I like the fact that my room is my own space”

“It’s very clean”

“The Care Home is a big part of this village”

Service and Positive social interaction

“Care here is second to none”

“Best thing is the professional staff, just the right number to know everyone”

“They know what we like, individually”

Activities/Refreshments

“Good food and good chef-varied menu”

“The outings are interesting and well organised”

“The best thing is being able to bring in the dog”4444

What we observed

The residents we observed in Springfield Lodge Care Home appeared to be very happy with the services overall

Observations considered the physical space and how it was managed, as well as communication with staff and users

Key areas of observation were:

Effectiveness of the physical space and layout

The home feels clean and fresh. The layout might be a little confusing to some, but the notices on each person's room help to minimise this and the communal areas, are obvious.

Good access with a ramp and intercom entry. Visitor sign in sheet.

There are areas where blank space is being turned into feature areas with a theme (e.g. 'Indoor Garden') and there are exciting plans for further development (e.g. 'Shop'). Some thought has gone into making the conservatory seem like a lounge area, with focal fire place and simulated bookcase wallpaper.

Installation of air con unit on wall, has gone some way in making this area more comfortable.

Decoration is in good order and homely, comfortable and different areas to sit in, various seating available.

Decoratively, toilet near office seemed a little 'tired'.

Service and Positive social interaction

The atmosphere is very friendly and there is a sense that people can move around as they wish (people were moving around us at their own free will, during the visit).

The staff come across as very warm, caring and friendly. They go out of their way to engage and motivate residents, catering to individual needs. People call each other by first names.

We witnessed staff asking people to join in, activity worker asking residents to join in or if they would like to "play another type of game"?

Residents interacted with other residents well and mingled where they were able and mobile. Residents at points, even took care of other residents whether that be alerting workers or fetching refreshments for each other.

Lots of family members/visitors coming and going.

Activities/Refreshments

Tea/coffee/juice, biscuits and scones served (we were asked if we'd like some) as were other visitors. Appropriate cups seemed to be being used.

Lots going on-two activity workers are employed by the home, one in today. There were several games happening when we were at the home, visitors were joining in and supporting family members or others, to join in.

There are beauty services and ladies having their hair styled.

There are pets in the home (Budgerigars' and fish in the outdoor area). One son brings his dog in to see Gran. The Koi Carp pond is a good balance of risk V benefit which offers unique stimulation in an appropriate way.

A Polish lady was helped to complete a survey by her key worker using Google translate and encouraging her involvement. This was done with great humour and mutual love and respect.

Issues that arose

A woman who was shouting out was dealt with by a worker talking to her who gave her a light cuddle, for reassurance.

Other residents calling out were not left alone/unattended. Some residents took care of other residents.

Communication problems were dealt with promptly, and actually became a light-hearted and meaningful social interaction, which increased an already-present bond.



Recommendations for Springfield Lodge Care Home

We have listed the recommendations below based on what we were told and what we saw and heard, during the visit.

1. One of the most conveyed messages from the people we spoke to on the day, was how good the balance and quality of care is. They clearly very much appreciated the good relationships and service they either received themselves, or acknowledge happens, at the home. People feeling that “staff are very friendly and flexible too”. People told us that staff are kind, caring and always looking out for them. Staff would often go the extra mile. Residents clearly have confidence in the staff who they believe get the balance correct between offering the required individual care but also enough social interaction too. This way of working, staff behaviours and culture is to be celebrated and retained here for the future.
2. People felt that there is a positive environment in the home and this is created partly by the emphasis on the social aspect, which encourages visitors, carers and others to visit the home. People told us that the home is “an integral part of the village”. Activities are both brought into the home, as well as residents being taken to activities in, and beyond, the village. This clearly demonstrated an emphasis on understanding and engaging residents, according to individual interest. Residents and their families recognise and value this effort, and so it should be maintained as a priority.
3. Within the home, residents told us that they really enjoyed the external services brought in for their benefit (i.e. Hair dresser, nail care and other related services). Several people suggested that the school children visits were particularly special to them. Having pets and other animals on site made some residents happy and made them feel at home, and especially appreciated where dogs were allowed to visit. Linked to the previous recommendation-this is adding to the importance of residents having what they like, and are used to, around them in their own space which cannot be underestimated in creating a happy and familiar atmosphere.
4. Many people we spoke to suggested that there had been an improvement in the food and refreshments served at the home. People told us there was a good chef and a variety, meals were always on time. This should be monitored so that this high standard can be maintained, especially so this reflects when there are new residents to cater for.
5. People told us they valued having their own room, with their own personal belongings. Having a ‘personal space’ was raised as very important by

residents. Nearly everyone we spoke to suggested that the home generally was very clean (one resident said that on an odd occasion towels were not replaced in time, in her room) but that overall, the home was well maintained/kept. The emphasis on having a personal approach was very evident within resident's personal space, in the way that items were displayed, used or adapted at the request of the individual. Clearly the home manages the balance between required medical and care needs with individual personal preference, very well. Retaining the systems and resources that allow this balanced and high standard, seems very important, and is clearly recognised as one of the most effective aspects when it comes to confidence in the care home.

Service provider response

I am absolutely delighted with the report from Health Watch and all our residents and staff enjoyed showing the representatives around as we are very proud of our home. Since joining the team as Registered Manager just over a year ago I feel we are demonstrating the good quality care and support we give. I believe that not only we promote a person centred approach for each resident but we work to the ethos of having an excellent relationship with families and friends who can visit the care home as if they were visiting their loved one in their own home.

The report has highlighted our friendly approach and how our care and empathy shines through. The staff are dedicated to making our residents lives have a quality and meaningful experience each day and we strive to always look to go the extra mile finding out what would enhance this and how we can create unique and individual activities for either a specific person or as a group.

We have developed a fantastic community relationship and enjoy regular visits from groups and particular our local primary school putting on joint shows and sharing entertainment for everyone around us to enjoy. We believe children and animals are a great stimulant and source for the older generation to relive their youth and seeing their smiles and hearing the laughter is what we love to hear. We welcome feedback at any time and offer an open door policy taking on board any advice or improvements anyone feels we can make.

Since your visit we are developing a grass area with colour flowers and plants where residents can not only sit out on a sunny day but can see out the conservatory window and as this is going to be created artificially we will have the benefit all year round brightening up those dull weather days.

We always welcome everyone into our home and we are looking forward to a future of lots more community events, fun and happy times!

Appendices

Appendix A: Letter



Date 19.7.19

Helen Reeve
Springfield Lodge Care Home
North Street
West Rainton
Houghton le spring
DH4 6NU

Dear Helen

Positive Enter and View Visit -Springfield Lodge

Healthwatch County Durham is the statutory, independent consumer champion for health and social care. It makes sure the views of patients and service users are heard by those who run, plan and regulate health and social care services.

Healthwatch County Durham may, under certain circumstances, enter and view premises where publicly funded health and social care services are provided. As we discussed at our recent meeting, the purpose of this visit is to observe good practice and hear the patient stories and views about services.

Healthwatch County Durham's Enter & View Authorised Representatives, as agreed, will visit on Monday 19th August between 2pm and 4pm. There will be two authorised Representatives (Andrea Lambell and Mervyn Hockin) attending along with myself -Claire Cowell (Volunteer Support Lead)-we will all have ID badges.

During the visit we would like to speak to residents, carers, family and staff, using a standard set of questions as prompts (although we realise that we will have to sometimes rely on observation and interaction, where we may struggle to hold conversations with people.

We will provide a display stand and information prior to, and during the visit. We are happy to provide brief verbal feedback to you on the day if you are available. We will then write a report that will include examples of good practice that we have observed and heard about. You will receive this report 20 days before it is published on our website and shared with CCGs.

I would be grateful if you could display the enclosed poster and promote the visit to staff and patients.

Thank you for agreeing to be part of this pilot. We look forward to working with you.

Yours sincerely

Claire Cowell
(Volunteer Support Lead)

Healthwatch County Durham, Whitfield House, St. John's Road,
Meadowfield Industrial estate, Durham, DH7 8XL



Appendix B: Questions

Enter and View Questions for Care Homes in County Durham thank you for your time today. Healthwatch are here to speak to people about the service and to hear the stories behind your views. We will share that learning with other service providers, make recommendations about how others could achieve better results.

Please can you tell me about a good experience that you have had at this care home
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What is the best thing about this care home?
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If you could make sure this care home kept one thing, what would it be?

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If this care home could do one thing to make it even better, what would that be?
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Appendix C: Programme

19.8.19

Springfield Lodge Care Home

Enter and View Programme

1.45pm	Photographs/Brief/Programme (at PCP)
2.00-2.55pm	Observation/Survey where possible (Claire/Mervyn/Andrea/Emily)
2.55-3.05pm	Break/thoughts
3.05-4.00pm	Observation/Survey where possible (Claire/Mervyn/Andrea/Emily)
4.00pm	Debrief



Tell us about Springfield Lodge!

Monday 19th August 2019

2pm - 4pm

Springfield Lodge Care Home

Healthwatch County Durham is your local, independent health and social care champion. We are visiting Springfield lodge to find out what you think about the services it offers and would like to hear from residents, visitors and staff about your experiences.

Come and tell us what you think is so good about Springfield Lodge Care Home

www.healthwatchcountydurham.co.uk

Tel: 0191 3787695, Text: 07756 654218
Healthwatch County Durham, Whitfield House
Meadowfield Industrial estate, Durham, DH7 8XL

Appendix E: Notes

Enter and View Notes (Springfield Lodge Care home) - 19.8.19

Preparation/before the day

- Survey used was carefully put together beforehand to reflect the ‘positive approach’ to be taken. This was circulated to staff, volunteer reps and care home manager for comment.
- Surveys were left one week before the visit in the waiting area with a box for completed surveys to be deposited in. We realised that there might be people who would like to make a comment about the services who were not going to be around on the day of the visit.
- Posters were displayed in the Care home two weeks before the visit
- The manager (Helen Reeve) briefed the staff before the day
- Volunteer Support Lead (Claire Cowell) visited the home one week before, to consider areas such as layout, Introductions, venue space and safety procedures (CC carried out Risk Assessment), procedures for taking photographs and agreed use of a private space.

Information gathering

- How we collected information, comments and observed!
- All three jointly collected surveys and observed on the day

Numbers/Data

- 15 written Surveys were completed on the day
- 1 Individual came specifically on the day to give their views
- 0 written surveys were completed prior to us arriving
- Observation notes were taken by all reps.
- Photographs were taken where consent was given in writing (GDPR)

On the day

Volunteers were briefed on:

- The physical/available space
- How to introduce what we were doing
- How the programme would work
- Refreshments and toilets
- The use of photographs
- Introduced to staff
- Sensitivity on when and when not to approach a person/user

Results/what people said/what we saw

Survey

Good Experience:

- Care is second to none-very good
- Dad has been in here for respite-he settled in very quickly
- Food has improved
- Staff are very helpful and are flexible too
- Always feel welcome here-my 3 year old comes in, I am always offered a cup of tea or coffee
- My family just drop in-family all work so it's important that they can do this
- Very Good-gran tried various homes
- When they take trips out-all are given the opportunity to go
- Feel that the staff are wonderful as they care for us (our needs) but also spend time chatting to us socially
- Very good here-they know what they're doing
- They are flexible with my routine but still care for us all
- I like it here
- Staff are good-'They have to be when I'm around'!
- I like doing what I want to do here
- The pork casserole is lovely
- The children's visits from the school, are very special
- If I want a lie-in, I can have a lie-in! I've got nothing to grumble about, everyone is very kind.
- The staff make a big effort to cater to my cultural needs
- Very professional and friendly and genuine staff-they go the extra mile or two!
- Good choice of meals-well looked after, haircuts on Wednesdays. Friendly faces, visits out to Seaham nearly every week
- Best thing is the very professional staff, just the right number to know everyone
- Bringing in the dog
- The school activities, singing competition-home activities!
- The activities are really good and socialising
- Trips out. Good relationships, good to talk.
- They correct issues professionally

What is the best thing about this care home?

- The care
- My wife is here

- Good food and good chef, varied menu
- Personal approach-they know everyone
- People care about me and try to communicate. My language is Polish (using Google translate and introducing me to relatives who speak Polish)
- The people are lovely and there's lots of nice things to do. I particularly enjoy the music
- Being with my husband. The great staff, with rooms together and quiet area with own photos
- I enjoy myself. Food is not too bad and I get what I want. I'm content for the time being
- Well cared for-fed watered, good level of care.
- Staff are local to the home so my husband recognises the staff as he lived in the village all of his life (has short term memory loss)
- It's very clean
- They know what we like individually
- Food is on time
- It's near to where I live
- Both parents are in here together
- Good atmosphere
- Not institutional
- Room is ok-I've got things I need
- They cater well for the difference in capacity of residents-residential care-my relation has 100% capacity, she is just a bit frail. They have correct number of staff for this difference
- Tried many different homes before here and this is by far the best
- On dad's birthday they set up an area for other family members to come visit and celebrate
- The home is a big part of the village
- Children are clearly very welcome

If you could make sure the Care Home kept one thing, what would it be?

- My lovely room-always someone looking out for you
- Good balance in the different needs between medical care and residential general care
- Open door policy -can come in almost anytime
- Not to reduce number of carers
- Cleanliness
- Good food
- The mix of good food and staff
- Individual focus- can really come anytime you please
- The ability to see my children-sometimes they come here
- The outings are interesting and well organised
- The external services, hair, feet etc.

- Being able to bring in the dog
- Keep the manager-have access to her
- Good at social and emotional needs
- I like the fact that my room is my own space
- Visits from the family
- People are so caring, they look over me when I sleep
- Caring element-Been to homes where they separate residents with mental illness/needs from others and I don't agree with this

If this care home could do one thing to make it even better, what would that be?

- Not at the moment
- I would like a member of staff to take me for a walk, but I understand that there's only so much the staff can do, I'm grateful!
- Nothing
- Content and happy
- Regular coach trips
- Buy a fish tank (my idea)
- Awkward for shower room-have to pass people having their breakfast to bathe
- The ability for the residents to talk to the Care Home about how its run and give feedback!
- Nothing
- Can't think of anything
- In conservatory-too hot maybe blinds would help on one or two panels
- Making sure towels etc. are available in rooms (sometimes I use my clothing)
- Small green garden area
- More stimulus

Observations:

- The home feels clean and fresh. The layout might be a little confusing to some, but the notices on each person's room help to minimise this and the communal areas, are obvious.
- Good access with a ramp and intercom entry. Visitor sign in sheet.
- There are areas where blank space is being turned into feature areas with a theme (e.g. 'Indoor Garden') and there are exciting plans for further development (e.g. 'Shop').
- Some thought has gone into making the conservatory seem like a lounge area, with focal fire place and simulated bookcase wallpaper.
- Installation of air con unit on wall, has gone some way in making this area more comfortable.
- Decoration is in good order and homely, comfortable and different areas to sit in, various seating available.
- Decoratively, toilet near office seemed a little 'tired'.

- The atmosphere is very friendly and there is a sense that people can move around as they wish (people were moving around us at their own free will, during the visit).
- The staff come across as very warm, caring and friendly. They go out of their way to engage and motivate residents, catering to individual needs.
- People call each other by first names.
- We witnessed staff asking people to join in, activity worker asking residents to join in or if they would like to “play another type of game”?
- Residents interacted with other residents well and mingled where they were able and mobile. Residents at points, even took care of other residents whether that be alerting workers or fetching refreshments for each other.
- Lots of family members/visitors coming and going.
- Tea/coffee/juice, biscuits and scones served (we were asked if we’d like some) as were other visitors. Appropriate cups seemed to be being used.
- Lots going on-two activity workers are employed by the home, one in today. There were several games happening when we were at the home, visitors were joining in and supporting family members or others, to join in.
- There are beauty services and ladies having their hair styled.
- There are pets in the home (Budgerigars’ and fish in the outdoor area). One son brings his dog in to see Gran. The Koi Carp pond is a good balance of risk V benefit which offers unique stimulation in an appropriate way.
- A Polish lady was helped to complete a survey by her key worker using Google translate and encouraging her involvement. This was done with great humour and mutual love and respect.
- A woman who was shouting out was dealt with by a worker talking to her who gave her a light cuddle, for reassurance.
- Other residents calling out were not left alone/unattended. Some residents took care of other residents.
- Communication problems were dealt with promptly, and actually became a light-hearted and meaningful social interaction, which increased an already-present bond.

Photographs

- We took photographs (where we obtained consent from individuals in writing under GDPR)

After the event

- Helen Reeve was emailed the following day, a brief of the main feedback received on the day
- Staff were happy to hear that patients had said positive things about the services.