



## Enter and View Report

### Details of visit

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|--------------------------|--|
| <b>Service address:</b>  | 2 St Pauls Road, Shipley, BD18 3EP       |
| <b>Service Provider:</b> | Formations Care Home                     |
| <b>Date and Time:</b>    | 19/09/19, 11am to 3pm                    |
| <b>Authorised</b>        | Alan Walsh, Jean Hepworth, Irene Cyhanko |

### Representatives:

**Contact details:** Healthwatch Bradford & District, Central Hall, Alice Street, Keighley, BD21 3JD

### Acknowledgements

Healthwatch Bradford & District would like to thank Formations Care Home residents, visitors and staff for their contribution to the Enter and View programme.

### Disclaimer

Please note that this report relates to findings observed on the specific date set out above at the specific times. 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.



### What is Enter and View?

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 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 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.

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. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to the CQC where they are protected by legislation if they raise a concern.

## Purpose of the visit

- To engage with residents of the care home and understand how dignity and privacy is being respected in a care home environment
- Identify examples of good working practice.
- Observe residents and relatives engaging with the staff and their surroundings.
- Capture the experience of residents and relatives.



## Strategic drivers

- Healthwatch Bradford & District's statutory duties include the need to highlight good practice and encourage those providers requiring improvement to do so.
- Amplifying the voice of care home residents.
- CQC dignity and wellbeing strategy

## Methodology

### This was an announced Enter and View visit

Prior to visiting *Formations Care Home*, the registered manager of the home was informed in writing, by means of a letter, of the proposed visit date and time. To give focus, we used questionnaires for residents, staff and relatives. Using the questionnaires, we asked residents, staff and two relatives, to give feedback on their experiences at *Formations Care Home*, as well as making suggestions for service improvements if they thought they were needed. Residents were informed about our visit by means of a poster and a *Healthwatch Bradford & District* information booklet, which were sent prior to the visit.

When we arrived at *Formations Care Home*, we spoke with the manager, explaining the rationale for our visit and enquired whether any residents should not be approached due to their inability to give informed consent.

Authorised representatives conducted interviews with the manager and five members of staff at the care home. Topics such as person-centred care, dignity, privacy, promotion of independence, recreational activities, pastoral needs, and being involved in key decision making were explored.

Authorised representatives spoke with seven residents at the care home to ask them about their experiences of the home and enquired how residents were involved in decision making at *Formations Care Home*, whether their privacy and independence was being promoted, and how those residents felt their pastoral needs were being met. We also spoke with two family members who were visiting a resident.

Part of the visit was observational, this involved the authorised representatives viewing the property externally and internally, with permission given by two residents, supported by a staff member, for the authorised representatives to view their living quarters. We also observed the public/communal areas, such as the kitchen, lounge, tea-room, library and laundry.

At the end of our visit we spoke with the registered manager and an opportunity was given to add context to what was observed on that day. We also explained the process of writing the report, which includes forwarding it to the service provider, thereby giving them the opportunity to respond, that it will be shared with statutory bodies, and its eventual publication on the *Healthwatch Bradford & District* website.

**Please note:** This report specifically relates to the findings we observed on our visit, it is not representative of the experiences of all residents and staff, it is an account of what we observed, and what was contributed by those we spoke with on the above date.

## Summary of findings

At the time of our visit, there was evidence that the home was operating to a high standard of care regarding Dignity, Privacy and Respect:

- Residents were well presented and contented.
- We saw evidence of dignity being respected.
- We witnessed evidence of a residents' privacy being respected.
- We saw evidence of staff interacting with residents positively and regularly, including assisting residents in their daily and recreational activities.
- Residents told us that they are happy living at *Formations Care Home*.
- Residents told us that they were involved in making decisions regarding their own care.
- We saw evidence that the care home delivers a service promoting person centred care.
- We saw evidence of a variety of recreational/social activities that residents can choose to take part in.

## Results of Visit

### Environment

On approaching *Formations Care Home*, we observed the gardens, patio and surrounding areas were neat, tidy and very well maintained. At the main entrance there is a car parking space. There is a slope for wheelchair access with the entrance surrounded by shrubbery and plants. At the front of the building there is a large garden with trees, plants, a lawn and garden benches, with another ramp for wheelchair users. At the rear of the property there is a railed patio area that has two bird feeding 'houses' and is furnished with a garden table, chairs and potted plants.

Upon entering the home, we saw the entrance hall was clean, tidy and brightly decorated. Music was playing at a low volume, generating a homely ambience. In the reception area, there is a visitors' signing in book, a feedback tree, a wishing well photo board - with resident photos on it - with an actual wishing well placed beneath it and a wishing well file in which there are resident photos. We also viewed a 'React to Red' board and the complaints area where the homes' complaints procedure is on display.

*The Care Quality Commission (CQC)* inspection report was displayed on the wall, along with numerous certificates of achievement and a visitors' policy brochure available in five different languages and braille. Further observations showed us that a high standard of hygiene is being maintained and the home was very clean and free from any unpleasant smells.



As we moved from the entrance hall into the main body of the home, there was a display board on the wall showing the 'Shared Vision and Values' of *Formations Care Home*. There was also a display titled: 'Maintaining Relationships at *Formations Care Home*'.

We were shown around the care home and saw there are seventeen resident rooms, consisting of thirteen single and four double rooms, all are currently occupied, with a photograph of that rooms' occupant on each door. We were informed that residents choose the interior design of their room. We saw evidence of this when speaking with residents who told us they had chosen how they wanted their room to look.

There are three levels at *Formations Care Home*: The basement, ground floor and the upper level. For access to resident accommodation on the upper level, there are two staircases and two stair lifts for less able residents. The home has two bathrooms, both with bath chairs. The bathroom on the ground floor has a shower unit incorporated into it. The bathroom on the upper level has no shower, but the home does have another, separate, stand-alone, shower room on the same floor.

We were informed by a staff member the ground floor has seven rooms, with three being ensuite. The upper level has ten rooms, four of those are also ensuite. There is one double room in the basement, also ensuite, including a shower. The residents in this room have immediate access to the front garden. Immediately outside this room, through a second door, there is also a 'mini' library.

On the ground floor there is a through lounge where residents can meet communally, this has a large LED TV on the wall, with numerous lounge chairs. It is well decorated, clean and spacious. From the lounge, there is access to the patio which leads to the bird feeding 'houses' outside.

*Formations Care Home* has a 'Tea Room' that houses three circular white tables and nine white chairs. There is also a white cabinet/display unit and a piano in the room. The whole room is decorated in white, with framed pictures, giving the room a traditional, homely, feel.

The corridors were themed and decorated with lots of lots of framed pictures and displays. One corridor was named 'Life Without Music', there were pictures of past music celebrities such as Chuck Berry and Elvis Presley. Another corridor was called 'Home Studios' and depicted Hollywood movie stars from the past. It was explained to us that these themed corridors help residents remember where their room is located when they recognise the pictures.

In the basement lies the managers' office, the medication room and the laundry. This area is secure, and access is only possible through use of a coded lock system. There is extra security on the medication room door, with only qualified staff who are trained to administer medication being allowed access. In the medication room there is a fridge for medication that needs to be kept at a set temperature, this is also securely locked. The managers' office is also secured by further locks, so the staff member working in the laundry only has access to the laundry room.

## Promotion of Privacy, Dignity and Respect

In the conversations our authorised representatives had with residents, staff and family members, we concluded that the home worked hard to promote the privacy of its residents. We were told by different staff members that if a resident requests privacy, they were acutely aware of what the process was to make that happen. A family member revealed to us that if their relative requested time alone, or with their family, this was respected by staff. Staff stated there are different areas of the building that can be made available to a resident and their family for a private meeting if required.

Residents we spoke with informed us they were allowed 'private time' in their own room if they desired it. They were clear that staff always knock on their room door and wait for the resident to respond before they enter the room. If any resident is receiving private care in their room, a sign is placed on the door to inform people not to enter, staff were always respectful if a resident wanted to be left alone for a while. A family member who was visiting their relative told us if they sought privacy with their relative, staff were very accommodating, and always helpful in ensuring their request was met.

We were told by the manager, that each resident has a Key Worker and staff always follow a residents' care plan that is person centred. We were further informed that residents are involved in helping to devise their own care plan and these are reviewed monthly, with family members present if requested by the resident. We were shown evidence of this.

We saw the double room in the basement, which we were told by staff housed two friends. There were two single beds at each end of the room, with curtains on a rail stretching around each bed, these are used by the residents for extra privacy if desired.

Depending on the level of an individual's personal needs, when a resident needed help with going to the toilet or having a bath, staff would assist up to a point, but would allow a person the privacy they required, thereby promoting dignity. We were informed that if a resident wanted time on their own, it was their decision and that is respected.

One resident told us they preferred to be called by another name, rather than use their own name. That resident told us that staff had adhered to this request and this made them feel respected.

We were informed by the manager that staff are not allowed to have mobile phones on their person while they are on duty. This ensures there are no distractions and staff are focused on the job at hand. It also safeguards the privacy and dignity of residents. The manager also conveyed to us that *Formations Care Home* has 'Dignity Champions' to help promote and support dignity.

A staff member told us there are measures in place that promote dignity, right down to dealing with unforeseen 'accidents' at a personal level. For example, if a resident has an 'accident' in a communal setting, staff will ensure that their dignity is protected by wrapping a blanket around that resident. Staff will also walk behind the resident so other residents are not aware of what has occurred. This, we were further told, was standard procedure that all staff follow to ensure a residents' dignity is protected.

## Promotion of Independence

We were told of a situation that occurred when a resident arrived at *Formations Care Home* some time ago. According to the manager, this resident was unable to walk when they arrived at the home. The resident was assessed, a care plan was devised, and a programme of action was put in place to try help the resident develop their mobility skills.

Over a period of six months the resident underwent a course of physiotherapy treatment, progressing to using a walking frame, to eventually walking unaided. It had been recognised by the home that the 'inability' to walk was more of a psychological nature, rather than physical. Effectively, through diagnosing the cause of that residents' immobility, the home helped the resident to overcome the 'fear' of walking by working with them in a structured, focused way. This resulted in that resident gaining more independence.

Another area that the home is keen to promote independence is helping residents understand how they can respond to 'React to Red'. We were told the residents with capacity were shown what 'React to Red' means, how important it is, how to recognise any marks on their body so they can seek assistance. By residents recognising and understanding the importance of dealing with pressure sores, the home believes it not only contributes to making a resident safer, it also gives a resident more independence, by empowering them to feel they have some ownership of their own lives.

Staff who spoke with our authorised representatives also told us that, to further promote independence, residents with capacity were encouraged to make their own drinks and participate in preparing food at mealtimes.

### **Interaction between Residents and Staff**

We saw ample evidence of staff taking time to converse with, and assist, residents. There were many staff interacting with residents in a friendly and understanding way. We witnessed a resident who was very agitated and seemed angry. A staff member appeared and caringly assisted the resident, talking with them in a supportive, reassuring manner.

As this was occurring it became clear that staff member had a real understanding of this residents' behaviour pattern. The staff member responded by asking the resident if they wanted to go outside for a walk. The resident replied that they did, the staff member then took the resident for a walk. As the resident and staff member were walking outside, the demeanour of the resident changed to a calmer disposition. It was explained to us by the manager that the staff are fully engaged and understand the personalities of all *Formations Care Home* residents. Our authorised representatives did see evidence of this on their visit.

Authorised representatives noted they had observed excellent interaction between staff and residents. They saw a Horticultural group therapy session taking place with residents and staff. We saw a staff member filing the nails of a resident whilst engaging in conversation, with the resident smiling, whilst looking happy and contented. There was another member of staff sat with a resident in the lounge stroking the residents' arms and hands in a very reassuring manner. There were further - numerous - situations where staff were positively engaging with residents, in the lounge, on corridors, in the tea-room, in the entrance hall and in a residents own living quarters.

### **Residents**

One authorised representative noted that all the residents we observed were well dressed, clean and tidy. Our authorised representatives spoke with a total of seven residents' and two family members. With a residents' permission, and with the Manager present, we were able to speak with two residents in their room. All the residents we spoke with told us that they were very happy and loved living at *Formations Care Home*. Residents told us that staff really cared about them and this made them feel at home and happy. One resident told us that all staff at the home were caring and kind.

One authorised representative recorded they had seen a resident who seemed really upset and a staff member gave this resident a 'big hug' and reassured them. The authorised representative noted the 'care and compassion was first class'.

We saw residents being talkative and responsive, with conversations taking place around the home between residents themselves and with staff. The residents we observed in different situations seemed happy and content.

## **Food**

Our authorised representatives observed a menu display on the wall, with meals that were available that day. We saw food being served to residents, this included fish pie, with vegetables and mashed potato. There was also jacket potatoes with various toppings available. The manager told us if a resident did not want anything that was on that day's menu, they could request a different meal. We were informed the home focused on being person centred and had a policy of accommodating any such requests when required.

We observed lunch being served in the tea-room, with some residents eating communally. We asked those residents what their thoughts were on the food, all those present replied positively, informing us that they always looked forward to mealtimes because the food is always nice. The authorised representatives were invited to try the food by the manager and found it to be appetising and well presented. All meals are cooked from raw ingredients and freshly made, we saw evidence of this when we were shown into the kitchen and spoke with the cook. We were made aware that for any resident who needed help with eating their food, staff were constantly on hand to assist.

When speaking with one relative who was in the tea-room, they told us the food is 'wonderful' and the cook is 'marvellous'. This relative said they were very happy in the way their relative was being 'looked after', and the staff are very caring.

## **Recreational Activities/Social Inclusion/Pastoral needs**

When authorised representatives arrived at the home, we witnessed a session with church singers taking place in the lounge. As we were speaking with residents and staff about activities that were available in the home, we noticed an activity display board on the wall.

We were told that residents have a social care programme incorporated into their care plan, this includes activities that are aimed at a residents' personal interests. Staff told us that care plans were person centred and are aimed at delivering a programme that matches a residents' needs and wants.

Activities that are available for residents at *Formations Care Home* include: Church singers, church service, horticultural therapy sessions (which we witnessed), music man (dancing and singing) sessions, hair dressing, coffee mornings, baking club, knitting/sewing club and game's sessions (including dominos, bingo and quizzes).

Staff and residents informed us that there had been recent trips out to Scotland and Blackpool. Residents in the home have also recently been involved in 'Yorkshire Day' with the activities being Yorkshire themed - we were shown evidence of this through a video that was filmed on the day with people dressed up, singing and dancing.

Residents are also involved in the local community through attending Saturday morning Coffee mornings at the local Church. Some residents are also part of a group who clear litter from St. Pauls Road, outside the home, to help keep their community tidy. We were informed that this makes residents feel that they are part of the local community.

We were also shown evidence of the 'Time 4 Care' programme which the home runs for residents. According to the programme directive, it is aimed at: 'Reducing loneliness and social isolation by supporting meaningful relationships and creating opportunities for social interaction'.

The programme aims to:

1. Support staff to understand the difference between caring *for* and caring *about* our residents at *Formations Care Home*.
2. Ensure time (minimum 4 hours per week) is allocated to key workers in rotas so they can develop meaningful relationships and deliver the highest standard of care in a compassionate and personal way.
3. Ensure managers are allocating 'protected' time in rotas minimum 4 hours across the month, for each resident to take part in an activity which is meaningful to them as an individual and should consider their history, aspirations, social and cultural preferences.
4. Ensure all residents at *Formations Care Home* have access to a quality social life which improves their physical, emotional & social wellbeing, behaviour and mood gives them as much choice, control and independence as possible.
5. Provide a 'special space' for different types of activity and socialisation within the home.

We were also informed there is a project that promotes intergenerational activities between residents and local children. *Formations Care Home* has linked up with two local schools and set up the 'Brownies and Rainbows Intergenerational Group'. It was explained to us that this project has had a positive impact on both the residents and children, and helps the home promote social inclusion.

### **Involvement in Key Decisions**

Formations Care Services are a care provider based at *Formations Care Home*. We were told by the manager that the homes' directors, who are responsible for making key decisions, are accountable to commissioners, the Care Quality Commission and local authority. Further to this, we were informed the home is directly accountable to those people who are accessing care in the service and their relatives.

According to the staff we spoke with, staff meetings take place on the first Wednesday of every month. The manager told us these meetings are compulsory for staff to attend - this is written into an employees' contract. Any key decisions that have been made at a management level will be discussed in the staff meetings. Staff are also encouraged to bring any ideas they have about the home to the meetings.

Staff told us they do have input into the staff meetings, where they are given the opportunity to express themselves. The staff we spoke with were clear about being involved in the decision making at *Formations Care Home*, that they felt listened to and valued. Staff are also supervised and appraised in their monthly one to one meeting's with management, these appraisals give staff a further opportunity to advance their ideas and be part of the decision-making process.

There are meetings with the residents and staff where residents are given the opportunity to talk about their experiences. These meetings can be one to one with their key worker, or also include family members, where decisions, that are person centred, about the residents' life can be made.

There are also group meetings in the home where any issues can be discussed collectively. It was conveyed to our authorised representative's that residents do influence decisions that are made in the home about their own lives, individually and collectively. We were told by staff that these meetings are focused on being person centred. It was also brought to our attention that residents have 24/7 access to their key workers and the management team if they want to discuss anything. The manager told us that residents are encouraged to be involved in making key decisions, this was confirmed when we spoke with residents, with some saying, they were always listened and given choices about what was best for them.



It was highlighted by the manager, and confirmed by residents and staff, that residents participate in the recruitment of staff by sitting on the interview panel for (potential) new care workers. The home feels that engaging residents in key decision making this way makes them feel empowered.

A family member we spoke with told us they had been updated and involved at all stages of care for their relative. They told us that staff are very respectful to the care and needs of their relative.

## **Concerns/Complaint Procedure**

When asked by our authorised representatives about the complaints process, the manager confirmed there is a robust complaints procedure in place at *Formations Care Home*. We were reminded of the 'Complaints Area' in the entrance hall, where the homes' complaints procedure is displayed on the wall. We were told that everyone in the home was made aware of the complaint procedure.

Staff informed us that if a complaint was made by a resident, it would be assessed, along with the residents' capacity. All complaints are logged, with the resident being given all the necessary assistance that is available. We were told that if an issue was not serious and could be resolved internally, the home would help people reach a harmonious conclusion. If a complaint was serious, it would be dealt with at a higher level and passed to management who would then follow procedure and deal with it in an appropriate manner. If necessary, the relevant statutory bodies would also be made aware, such as: Safeguarding, Local authority, Care Quality Commission.

Without prompting, the owner/manager told us that if a complaint was made against them, they would retreat from any investigation process. Matters would then be handed to the relevant external body, so it could be investigated without influence, bias, or prejudice.

## **Staff**

All staff were wearing uniforms, they were welcoming, friendly and courteous to us on our visit. All the staff we spoke with said they enjoyed working at the home, with one staff member saying they had only worked in care for eighteen months. This staff member told us about the training and support they had received from management and more experienced staff. This, they said, had helped them to gain confidence and become professionally qualified in their role.

The manager told us that all staff are qualified in care and their continued professional development is paramount. This is reflected in a comprehensive, internal, training programme the home has devised called the 'Learning & Development Strategy, September 2019 - September 2022'. We were shown evidence of this and informed that staff attendance in this training is mandatory.

The training programme emphasises the values and objectives of *Formations Care Home*, whilst using Kolb's Theory of learning, the training includes:

- Safeguarding Adults and Children
- Fire Safety, Moving and Handling
- Assisting & Moving People
- Positive Behaviour Support and Non-Restrictive Practice
- Medication Management
- Health and Safety
- Communication
- Dignity
- Equality and Diversity
- Basic Life Support and First Aid
- Nutrition and Hydration
- Infection Prevention and Control
- MCA and DoLs
- Person Centred Care
- Food Hygiene
- Recording & Reporting/GDPR/Data Protection.

Another staff member informed us they had worked in care for some time and this was the most supportive home they had worked in. The manager said that training is vitally important to uphold and maintain standards, that is why management are pro-active in supporting staff with their continued professional development.

### **Visitor and Relatives**

Of the two relatives we spoke with, the first told us their relative was 'lucky' to be at *Formations Care Home*. They went on to tell us the staff are very understanding of their family members' needs and the family are kept updated with the care of their relative. A second relative informed us they were happy with *Formations Care Home* and feel their relative is in safe hands and being well cared for.

### **Recommendations**

Through this report, Healthwatch Bradford & District acknowledges, the good practice and person-centred care that we observed at *Formations Care Home*. We also recognise the report reflects the appreciation residents and family members have for the home and its staff, along with the care and support it provides to residents. During this Enter & View visit, Healthwatch Bradford & District identified no issues at *Formations Care Home*, with residents, staff, premises or practice.

- Healthwatch Bradford & District is aware that *Formations Care Home* shares its good practice with other care homes and the local authority. We recommend the service continues this process.

## **Service Provider response**

*We would like to thank Healthwatch Bradford and District for completing the enter and view at Formations Care Home. We are extremely pleased with the feedback. Particularly the comment stating that care and compassion at Formations Care Home is first class.*

*We have an amazing team who work hard every day of the year to provide an outstanding service to the people who access care and support here. It makes us happy to receive feedback like this, which acknowledges the hard work of our staff team and celebrates how they are achieving their mission to provide exceptional, high quality person-centred care in a safe and caring environment.*

*We are passionate about high quality care and will continue to share practice with other providers to support quality across the Bradford District and beyond.*

