

# Report of Enter and View Visit

The Spinney Care Home

Published 10 August 2016



Care Home Visited	The Spinney Care Home
Date and Time of visit	Tuesday 28th June 2016, 10am - 3.30pm
Address	Brownhill Green Road, Coventry, CV6 2EG
Size and Specialism	Residential care for up to 26 adults aged 65+
Authorised Representatives	Kerry Vieira, Tom Garroway and Denise Blyth

## Disclaimer

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.

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## What is Enter and View?

The Health and Social Care Act 2012 allows local Healthwatch authorised representatives to observe and report on service delivery and talk to service users, their families and carers in premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. This is so we can learn from the experiences of people who interact with these services at first hand.

The Healthwatch Coventry Steering Group has agreed that Enter and View Visits to care homes for older people form part of the current Healthwatch work programme.

Healthwatch Authorised Representatives carry out these visits to find out how services are being run and to gather the perspectives of those who are using the service.

From our findings we look to report accurately a snapshot of users' experiences, highlight examples of good practice and make recommendations for improvements.

## Reasons for the visit

To gather information about the experience of living in care homes in Coventry including quality of life factors such as activities and choices. To look at homes from the perspective of 'would I wish my relative to live here?'

## Methodology

We collected our information by speaking to 6 of the 24 residents, 2 members of staff, 2 visitors and 1 manager. We also gave out some questionnaires for visitors to complete and return in our freepost envelope.

Information was recorded on semi structured questionnaires asking open questions to establish what people liked most and what people felt could be improved.

Before speaking to each person we introduced ourselves by name, explained what Healthwatch is and why we were there. We established that the resident or staff member was happy to speak with us. We confirmed that their name would not be linked with anything they told us and that they were free to end the conversation at any point. We wore name badges to identify who we were and provided the care home manager with a letter of authority from the Healthwatch Coventry Chief Officer.

We made observations throughout the visit and made notes of what we saw around the home.

Before and after the visit we had a look at the website<sup>1</sup> for the home and the most recent CQC report<sup>2</sup> to see how it compared with our findings.

## Summary of findings

This was a small residential home with a homely feel. It has a capacity for up to 26 residents in single en-suite rooms. On the day of our visit there were 24 residents many of whom had some degree of dementia.

There was a mixture of male and female residents.

During the Enter and View, we spoke to the home Manager, 2 other members of staff, 2 people who were visiting residents and 6 residents.

There was a good atmosphere among the residents; we observed staff being caring and attentive. Residents praised the staff.

Visitors praised the care given at the home and described it as secure and homely.

There were gardens on the back and front and residents were making use of the gardens on the day of our visit. There was a strong smell of sewage at the front of the building.

It was difficult to find a website for the home and the information available on [www.carehome.co.uk](http://www.carehome.co.uk) was out of date<sup>3</sup>.

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<sup>1</sup> <http://www.interhaze.co.uk/the-spinney-care-home/>

<sup>2</sup> <http://www.cqc.org.uk/location/1-112270555#accordion-1>

<sup>3</sup> <http://www.carehome.co.uk/carehome.cfm/searchazref/10002502SPIA>

The home used to prepare food on site and now orders pre-cooked food for reheating. Residents and visitors told us that they would prefer food to be prepared on site as this meant that staff were more able to cater for individual tastes and made it feel more homely.

Residents who did not have dementia, tended to stay in their bedrooms and told us that they do not take part in many of the activities.

We felt that the home needed to incorporate more dementia friendly features.

Residents and visitors we spoke to described The Spinney as "*a lovely home*".

## **Initial Impressions**

We found it difficult to find the correct website for the home and the information available on [www.carehome.co.uk](http://www.carehome.co.uk) was out of date (e.g. the wrong Manager listed and a link to an old CQC report). Eventually after searching, we found the home detailed on a new Interhaze website and the information and images used were a true reflection of The Spinney Residential Home.

At the front of the building there was area for parking, there was room for about 6 cars. On entering the car park, there was a very strong odour of sewerage/drains, the manager told us this was due to cesspits nearby.

We admired the front of the building where there was a patio area with a table, a parasol and chairs; one resident was sitting outside smoking.

We rang the doorbell and the door was opened by the manager who greeted us and asked us to sign the visitor's book. The Manager was friendly and welcoming.

## **Facilities and environment**

The home is owned by Interhaze Ltd. The current Manager was on maternity leave on the day of our visit but we found that the acting Manager covering maternity leave was very knowledgeable about the staff, residents and the running of the home and told us that he had been working at the home as a Team Leader prior to taking up the position.

Along the wall of the entrance hall there were framed pictures and posters of film stars past and present and memorabilia.

There were two floors; the upper floor could be accessed via a lift or stairs. The lift was just large enough to take a wheelchair and a member of staff. The Manager told us that the lift is regularly maintained.

Corridors and most rooms were painted magnolia and as we walked around we noticed that décor was bland, tired and in need of updating. The Manager told us that Interhaze have authorised new wallpaper and furniture for the dining room

and they may also be introducing the use of table cloths and placemats to brighten things up. We were told that residents had been consulted with about the colour of new wallpaper they would like in the dining room and their ideas have been taken into account when choosing it.

There was a large communal lounge where many of the residents were gathered to socialise. There was a large flat screen television on one wall above a fireplace and there were high backed chairs around the edge of the room. This room was more homely and was decorated in taupe, blue and cream wall paper with matching curtains and pictures; there was 'easy listening' music playing in the background from the 60's and 70's e.g. Tom Jones.

We were shown some en-suite bedrooms which were furnished with a wardrobe, chest of drawers and a single bed. Residents were encouraged to personalise their rooms with pictures and items of furniture if they wished to bring them. The en-suite rooms we saw had a good sized shower room with sink and toilet. There were television and telephone points in each room and emergency call bells and pull chords. We were told that residents provide their own television or telephone if they want them.

The Manager showed us that two empty bedrooms were having paint touched up and new lino flooring was being fitted. He also told us that ceiling and wall lights were being updated each time a room becomes available in order to refurbish all of the rooms. Some of the bedrooms had carpet and others had lino, we noticed that the rooms which were carpeted looked more homely and warm but most rooms were having carpet replaced with lino, the Manager said that this was because lino was easier to keep clean.

Upstairs we were shown a laundry room and a room being used to hang up clothes to dry and sort.

The Manager told us that the roof has been replaced recently due to damage caused by a leak, we saw that there was still extensive work to be done to repair damage to the ceiling on the upper floor where there was a large hole and damage to the décor. This also went through to the ground floor where there was a hole in the ceiling of the Manager's office.

There was a communal toilet and another bathroom with a toilet on the ground floor. Upstairs there were two communal shower rooms with toilets.

Residents we spoke to described The Spinney as "*a lovely home*". One resident told us that they think the home was good for the price they pay.

On the day of our Enter and View there were 8 male and 16 female residents and a mixture of male and female staff.

Visitors told us that staff were caring and attentive and that residents know they are safe and cared for. One resident said "*it is nice to be able to go in without feeling like we are in the way*". We received 3 completed questionnaires from

visitors who scored the home 4/5, 4/5 and 5/5 for activities and the same for standard of care.

A visitor suggested that it would be a good idea for residents using visiting services to be able to have a dedicated room rather than using one of the bathrooms for hairdressing and chiropody. Some other homes we have visited already have a salon and this is popular with residents.

## Staff

Residents we spoke to described the staff as friendly, caring and considerate. We observed lots of interaction between staff and residents. For example: staff were gently coaxing a resident to go for lunch in the dining room and assisting others to move from their chair into a wheelchair. Staff spoke calmly and patiently to residents.

Staff told us that the owners (Interhaze) encourage staff to complete NVQs in care and all staff undertake mandatory training. Staff also told us they had undertaken food hygiene, dementia awareness and COSHH (control of substances hazardous to health) training.

The Manager told us that a training manager from Interhaze visits the home every 6 weeks to carry out any mandatory training with staff. Interhaze organise collective meetings with care home Managers so that they can share experiences, good practice and concerns. We were also told that if an Interhaze home is short staffed, Interhaze will move staff from another home as long as it does not leave the other homes short. However, the Manager added that he has not seen any staff go from The Spinney to have to cover any other homes during the time he has been working there.

Staff told us that they looked forward to going to work, liked seeing the residents interacting together and said the staff and residents are "**lovely**". One member of staff felt that the home does not do enough to cater for individual needs of residents.

Staff said they felt able to speak to the Manager or Team Leader if they had a concern. One staff member said that staff meetings were held every 6 months. The Manager told us that staff have supervision every 3 months.

The Manager told us that during the day there was 1 team leader and 3 care staff and at night there were 2 care staff. He said that in addition to this there is a Manager on duty at all times. There are also kitchen assistants who work 8am - 2pm and 3pm - 7pm shifts plus domestic staff doing laundry each day. Each member of care staff was a key worker for 4 or 5 residents and they meet with each resident regularly to keep their care plans up to date and ensure that individual needs are met.

Visitors told us that they feel able to speak to staff if they have any concerns. One visitor said they had had an issue and this had been resolved to their satisfaction. They also told us that residents feel secure and are well cared for.

## Food and drink

The dining room had plain magnolia walls, a large mirror on one wall. The room looked plain and we felt it needed sprucing up to make it more homely and inviting. Furniture consisted of five wooden tables with chairs around and the floor was laminated so that it was easier to keep clean. We thought that it could benefit from the introduction of some table cloths and napkins.

We observed staff encouraging residents to go to the dining room to eat. Some residents stayed in their rooms and staff told us that they can be served their meal in their room if they wish.

We observed one resident who did not want any food, staff tried to encourage them to try some lunch but they refused and were offered a fortified drink as an alternative.

The Manager told us that he is happy with the way the food is currently arranged, meals are brought in chilled from a central kitchen which is based in Wolverhampton where they ensure that all meals are nutritionally balanced, he added, ***"There are numerous choices throughout the day and if a resident is not happy with what's on offer then we always find something or prepare something of their choice"***.

We were shown menus which are planned over 4 weeks and told that the food is ordered the previous day. Most of the residents had various degrees of dementia so may not be likely to be able to decide in advance what they would want to eat the following day.

Residents were shown two plated meals so that they could choose which one they wanted. During our visit lunch consisted of chicken casserole, mashed potato and cauliflower or chicken curry and rice. We sampled both dishes which we thought were edible but a bit bland. Food was served hot and well presented. Main course was followed by tinned fruit salad, portions of fruit salad were small; residents were offered condensed milk to go with it. Residents were also offered a glass of blackcurrant or orange squash with their meal.

Chips were being offered on the day of our visit as an extra side dish if residents wanted them; we were told by staff that they were cooked fresh on site. Many of the residents ate their meals but we did see staff throw away some almost full plates of food.

One resident we spoke to said the food was ***"tasty"*** another said ***"It's okay"***. One resident told us that the home used to prepare the meals on site a few years ago

but changed over to bringing in pre prepared meals. This resident told us that they used to enjoy the home cooked meals and pre cooked food is not as good.

A resident commented that they know the owners of the home will not go back to cooking meals on site even if residents preferred it and said they thought, ***"today's meal was good, yesterday's was atrocious"***. A resident also said that cakes are served for supper in the evening but described these as ***"boring"*** and ***"always the same."***

Overall, residents said that their dietary needs were catered for and they get enough food. Drinks and biscuits were offered throughout the day and staff went round with a trolley offering drinks and snacks such as biscuits and fruit twice daily.

Staff told us that hot breakfast items such as sausages and bacon are pre ordered and reheated and if residents wish to get up early before the hot breakfast items are ready, staff will offer and prepare other breakfast items such as cereals or toast.

A resident told us that if they do not like what is offered on the menu on a particular day they are not able to have an alternative due to staff having to pre order food and not preparing it themselves. The Manager told us that if they know in advance that a resident does not like something on the menu they are able to order an alternative to be delivered e.g. one Asian resident prefers spicy food and is also vegetarian; The Manager told us that meals are ordered especially for them as they find the other food too bland.

The 3 completed visitor questionnaires scored the home between 3/5, 3/5 and 5/5 for food quality. One visitor commented that they preferred it when the meals were prepared on site as this made it more like home.

## **Dignity and Care**

Residents said that they felt staff respected their privacy and dignity and that they were happy to ask for and receive help if they needed it. Residents commented that if they need pain relief they are ***"given it straight away"***.

One resident said ***"I like to do as much as I can for myself, but if I need help, I am treated with dignity from both male and female staff"***. Another said ***"If I need pain relief, there is no problem, I get it straight away"***.

Residents told us that staff listen to them, they felt happy and had no concerns about the care provided to them. One resident said, ***"Yes they do listen and I have no concerns"***.

There was one married couple at the home during our visit; they told us that they were very happy because they were able to continue living together. The Manager told us that they have rooms next to each other.

The Manager told us that most residents were registered with the local GP who would visit the home whenever they called them. Some residents moved in from the other side of Coventry and were not able to keep their GP as they would not come out to the home if needed. Residents are able to stay registered with a different GP as long as they will provide a service to them when they move in.

One resident said they had *"no complaints, always company and someone to talk to. It's nice to relax and chat"*.

A visitor told us that staff show respect for the residents' dignity. They also told us that staff give residents choices regarding what they wear and what they eat and that there is a *"homely atmosphere"*.

Those visitors who completed questionnaires said:

- 1) *"Although the home could benefit from a little TLC, the care provided within is what matters and at no point have I been concerned about the care, I am wholeheartedly pleased with it"*
- 2) *"Staff have a lot of patience, they are always polite and do whatever they can for the residents from what I have seen"*.
- 3) *"The home caters for the residents' individual needs very well."*

## Activities

The care home does not have a dedicated activities coordinator; activities are arranged and carried out by staff. The Manager told us that he creates a programme of activities for the week.

We did not see a computer for residents to use and felt that they could benefit from having one so that residents can access modern technology for purposes of communication or recreation if they wish.

As we walked around the home we observed that residents who did not have dementia tended to isolate themselves in their bedrooms. One resident said *"I do not want to play catch"* and told us that they do not take part in many of the activities provided, saying they are for those residents who are *"not really with it"*.

One resident said they watch when the other residents are playing the games and sometimes have a go. We asked some residents what activities they would like to do that are not currently available to them, they said tennis and dancing.

Some residents told us that the garden is lovely to look at but they would like to be able to walk around the garden. As they need a wheelchair or walking frame this is very difficult due to the garden being just grass. They told us that staff do assist those in wheelchairs to go outside but they would like something put in the

garden to enable them to move around with their wheels/walking frames or so that staff could push the wheelchairs around in the garden, i.e. create paths with slabs. One resident said they love the beautiful gardens and that the area out the front is easier for them to get around on as it has a patio, however they added, ***"they go out there to smoke which isn't nice so I don't go out there much"***.

We saw staff and residents making use the garden; there were concertina patio doors from the lounge which opened out onto a ramp into the garden. Staff supported or wheeled residents outside. We observed residents sitting around a table in the garden having tea and biscuits. However, the patio door did keep getting stuck and staff and residents struggled to get it open and we observed that this needed to be repaired.

The Manager told us that staff sometimes take residents out to a local pub by taxi. Residents and staff told us that they did not recall going on any outings or to the pub but they would like to. Residents commented that they have ***"not been on a trip for ages"***. One resident said that they would ***"love to go out"***. When asked if they went on outings, another resident said ***"No - too much effort"***.

The Manager and a resident told us that a Deacon from a local church visits the care home every week and someone visits the home on a monthly basis to do progressive activities with the residents.

In the lounge we observed staff interacting with residents encouraging movement, coordination and mobility with a soft ball game and also playing skittles. However, the laminate flooring in the lounge made the environment very noisy for other residents. One resident said she felt it was too noisy and seemed startled when the ball was being thrown to knock down the skittles.

We observed a staff member playing draughts with a resident. Some residents were in their rooms watching TV or knitting. One of the residents we spoke to who did not have dementia told us they like to stay in their room because most of the residents have dementia and they are not able to have a proper conversation. This resident told us that they enjoyed their own company were very happy and comfortable and said that they find plenty to occupy themselves such as puzzles, music, TV programmes. They also said, ***"I will occasionally go to the lounge and have a natter."***

One resident liked to look out of their window and watch the birds using the bird feeder that their daughter had put there for them.

We saw a member of staff painting nails for a couple of the female residents. Staff told us that someone comes in to do reminiscence activities every month and that activities take place throughout the week such as dancing, music and skittles.

## **Dementia Friendly Design**

From speaking to residents, staff and visitors we established that The Spinney providing accommodation for more residents living with varying levels of dementia, where as in previous years there were none. We felt that the home needed to incorporate more of dementia friendly design to accommodate this increase.

We did not see dementia friendly signs around the home and not all taps in communal bathrooms or en-suite rooms were clearly marked hot and cold.

When we visited the home there were some refurbishments taking place and decorators had not finished painting the handrails. However, in parts of the handrails were painted in a darker colour than the walls and stood away from the walls so that they were visible.

## **Healthwatch Recommendations**

Following our visit Healthwatch recommends:

1. Consider converting one of the less utilised rooms or shower rooms into a dedicated room for use by visiting hairdressers and chiropodists. Residents would feel pampered and like they had been to a salon.
2. Contact environmental services/local council to sort out the smell of sewage at the front of the building.
3. Introduce the use of carpet or rubber mats in the lounge to reduce the noise level when playing activities such as skittles.
4. Décor in many areas of the home looked tired and in need of refurbishment. The Home Manager advised us that he has received authorisation for some areas of the home to be refurbished such as the dining room. We look forward to seeing these changes when we next visit.
5. Reduce the risk of isolation by arranging more trips out, especially with the residents who do not have dementia or with less progressed dementia. Meet with residents to discuss where they would like to go and who would like to take part.
6. Improve access to outside space to enable residents to access the garden more independently by:
  - a. Arranging for the patio door to be repaired so that it can be easily opened by staff assisting residents to out in the garden.

- b. Consider installing some paths in the rear garden to enable residents to move around with wheelchairs or walking frames. We found a link to website which sells wheelchair friendly mats for the garden<sup>4</sup>.
7. The introduction of pre-prepared food is not popular with residents or their visitors. Therefore, we would recommend that you consider preparing some meals on site to improve the quality and availability of choice.
  8. With more residents living in the home who have dementia, it is good practice to use dementia friendly designs:
    - a) Dementia friendly signage - There should be clear signs to indicate what each room is so that residents can be more independent around the home where possible. These signs are simple to produce and should contain large print text and a picture on a coloured background.
    - b) All taps should be clearly labelled "**hot and cold**" or "**red and blue**" to enable those with memory difficulties to use the bathrooms more independently.

## Response from Care Home Manager

The Manager responded to each recommendation as follows:

1. The hairdresser comes to the home weekly and uses the large bathroom upstairs. They do feel like they are being pampered as the ladies/ gentleman are taken individually to have their personal time with the hairdresser. I understand that a dedicated room for the hairdresser and chiropodist would be lovely; however the way we do things currently makes our residents happy. They still get the same treatment and care without a salon type room.
2. The issue with the smell at the entrance to the building has now been resolved. There is no longer a smell at the entrance to the home.
3. There's an opportunity for residents to use the large spacious dining room for an activities area between meal times. It's not our intention for residents to be startled in any way; therefore, the louder activities will be held in the dining room for the residents that choose to participate.
4. Refurbishment at The Spinney has already started upstairs. We have already had new wall papers and paint to freshen the place up. Next week, the work down stairs will commence to bring some vibrant colours to the home and take care of the areas that look tired and require updating.

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<sup>4</sup> Wheelchair friendly mats: [http://www.matsgrids.co.uk/grass-protection-rubber-mats/220-rubber-grass-mats-100x120x16mm.html?fo\\_c=730&fo\\_k=4cb5f1da59b74bac6bf40bbf45343d25&fo\\_s=gplauk&gclid=COB Y0u-sk84CFYMK0wodFMMmbg](http://www.matsgrids.co.uk/grass-protection-rubber-mats/220-rubber-grass-mats-100x120x16mm.html?fo_c=730&fo_k=4cb5f1da59b74bac6bf40bbf45343d25&fo_s=gplauk&gclid=COB Y0u-sk84CFYMK0wodFMMmbg)

5. We have a lovely garden that the residents take full advantage of on a daily basis. We are also hoping to book day trips and an annual holiday for some of the residents that would like to take part. Residents input on daily activities and outings are always welcome and acknowledged. We give the residents options and choices regarding activities, if they do not want to participate then that is OK, all we can do is encourage and try to get as many individuals involved as we can. It's their choice and we as a company respect choices made by residents. We have taken the residents to the pub and on outings numerous times and this is recorded in the daily activities records. Some residents do not want to participate on outings hence the response of 'too much effort' from one.
6. There isn't an issue with the patio doors currently. The residents do have easy access to the garden with a ramp in place for wheel chair users also. The garden is used on a daily basis weather permitting. The garden area is well maintained and is appropriate for residents to mobilise around it at their pleasure and will.

*Healthwatch comment: We acknowledge that residents at The Spinney do utilise the gardens and that there is a ramp to enable them to get out into the garden. However, a further discussion was had with the Manager (9/08/16) following this response as we do not feel that this acknowledges our recommendation or concern.*

- *The Manager advised us that he and the maintenance staff have checked the doors to see what the issue was with them and decided that perhaps the staff were unsure how to open the door and need to be shown.*
- *We also reiterated our point that more than one resident had mentioned their desire to have better access to mobilise when out in the garden.*

7. Having a central kitchen ensures the high quality of food for the residents which is always fresh to order. Tea time supper is prepared fresh daily, on site, again with lots of choices such as sandwiches, buffet style snacks, soups, pizza or anything else they request. Should any resident have any meal preferences or special dietary requirements, then the central kitchen is made aware and is able to meet their needs. All meals are prepared by chefs and all are nutritionally balanced. If we were to have an in house cook, then all of the above is not something that would be guaranteed, especially when we have to use agency cooks. (This was the main reason for developing the central kitchen in the first place).
8. During our refurbishment, new pictures and signs will be added to the home to help guide residents around easier. These will be put up when the decorating has been completed. They will have pictures on their bedroom doors and room numbers. We will also have toilet signs and lounge/ dining

signs.

I would like to take this opportunity to thank Healthwatch for coming to visit us all here at the Spinney care home, all comments have of course been taken on board, due to our continuing development of services that we have to offer. We take great pride as a home in the care that resident's receive and are always grateful for an outside perspective of the daily running of our home and that all care needs are being met to a high standard. I am delighted that throughout the report a true reflection on the care has been noted as that is and always will be our priority to promote independence, dignity and sincere happiness for all our residents.

### **Acknowledgements**

Healthwatch Coventry would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View visit.

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