

Dunheved Lodge - Enter & View Report 2017

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| Service | Dunheved Lodge |
| Address | 9Dunheved Road North, Croydon CR7 6AH |
| Manager | Deshraj Domun |
| Date and time of visit | 13 th March 2017 at 10.00am |
| Status of visit | Announced |
| Healthwatch Enter & View team – Authorised Representatives | Anne Hooper, Pat Knight, Michael Hembest, Roger Goldsmith |
| Lead Authorised Representative | Anne Hooper |
| Healthwatch Croydon contact details | 24 George Street, London CR0 1PB |

Reason: Part of Healthwatch Croydon Enter and View programme.

Acknowledgements: Healthwatch Croydon would like to thank Deshraj Domun (Manager) and the two members of staff and two residents at Dunheved Lodge we met for their welcome and co-operation during the visit.

Purpose of the visit: The Health and Social Care Act allows Healthwatch Croydon representatives to observe service delivery and to talk to service users, their families and relatives on premises such as hospitals, residential care homes, GP Practices, dental surgeries, optometrists and pharmacies. The visits can happen if people tell us there is a problem with a service, but equally, they can take place when services have a good reputation. We can therefore learn from shared examples of what services are doing well from the perspective of the people who experience the service first hand.

On this occasion, four Authorised Representatives (including a Healthwatch trustee) carried out observations and engaged with residents and staff. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations on areas for improvement if required. Healthwatch Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding

concerns arise during a visit, they are reported in accordance with the Healthwatch safeguarding policy. If at any time an Authorised Representative observes a potential safeguarding concern, they will inform their lead and service manager. The lead Authorised Representative will then end the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to Croydon Council's Safeguarding Team.

About the service:

Dunheved Lodge offers residential care for adults with learning disability and can accommodate up to fourteen people. At the time of the visit there were twelve residents, ten long-term residents and two who were there for short-term respite care, aged between 29 and 75 years old. Of the ten long-term residents, six were from the London Borough of Croydon, two from the London Borough of Lewisham, one from the London Borough of Lambeth and one from the London Borough of Sutton. The two residents at the home for respite care were both from the London Borough of Lambeth. The home is based over three floors with twelve single rooms and one shared room with shared bathrooms and toilets.

This service was last inspected by the CQC on 13 February 2017.

Observations

Reception area: The reception area was neat and tidy. It was noted that the lift was not working and the manager confirmed the lift had been out of action since 2011. The manager confirmed that this meant residents with mobility issues were located on the ground floor. As there were only two bedrooms on the ground floor and these were in occupation no further residents with mobility issues could be accepted by the home.

Facilities: The residents' lounge is located on the ground floor and had a TV, fish tank and a number of board games and jigsaws. One of the residents was doing a jigsaw but there were no complete jigsaws so she couldn't make any pictures. This did not seem to worry her but seemed to be an acceptance of her disability. The lounge led into the dining room from which there was access to a large garden with seating and raised beds for the residents to use. Both rooms were neat and clean but there was some laundry left in the lounge area.

Information displayed: There was a noticeboard in the reception area displaying relevant information including the Healthwatch Croydon notice of the visit. In the lounge the normal statutory notices were displayed along with pictures of the staff and another noticeboard showing the home's activities. The boards were a little cluttered and may benefit from more space dedicated to notices.

Odour and environment: There was mainly a fresh clean odour throughout the home and all rooms - there was a slight smell of urine on the first floor that the cleaner was dealing with. The stairs from the ground floor to the first and second floor were steep. All bathrooms and toilets are shared and although all these facilities were clean they were worn with, for example, some chipped toilet seats and scuffed paintwork.

Choice of food and refreshments: Residents are offered toast and cereal for breakfast with a choice of sandwiches at lunch and choices for the cooked evening meal.

Levels of interaction: We met two residents during our visit with one other resident choosing to remain in their bedroom. The other nine residents were at the day centre which is provided by BDC Supporting Services which runs Dunheved Lodge and three other homes.

Dignity and appearance of residents: The two residents we met appeared to be well dressed.

Activities and outings: There was a list of weekend activities on the notice board and the manager detailed the wide range of activities that are provided for residents at the day centre.

Outside space: There is a large garden with seating, patio, large lawn and raised beds for the residents to use.

Other observations:

Residents' comments/feedback:

The two residents we spent time with were not able to answer specific questions but both were content to spend some time with two of the representatives and a member of staff.

Relative's feedback

There were no relatives present during our visit.

Feedback from staff

| Topic | Response |
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| Induction process | New staff receive 5 days induction. |
| Training and development | Staff receive mandatory training in areas such as safeguarding, manual handling, first aid and fire safety. Further training needs are identified from the supervision meetings. |
| Supervision and appraisal | Staff receive supervision every 4/8 weeks with annual appraisals. |

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| Support from management | Staff commented they were supported well by the manager. |
| Care plans | The manager confirmed that care plans are reviewed annually and then monitored on a monthly basis. The care plan review and monitoring timetable was posted on the noticeboard in the manager's office. Each resident has an allocated key worker |
| Challenges or difficulties | The manager acknowledged challenges in the recruitment and retention of staff. |

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| Staffing level | <p>Four staff are on duty between 07.30 and 14.00 (some of whom will be at the day centre with residents)</p> <p>Four staff are on duty between 13.30 and 20.30</p> <p>Two staff are on duty between 20.15 and 07.45</p> <p>Total staff team (current at the time of the visit) are:</p> <p>Senior support workers - 2</p> <p>Support workers(full time) - 8</p> <p>Support workers (part time) - 4</p> <p>Assistant support workers (full time) - 1</p> <p>Assistant support workers (part time) - 1</p> <p>Bank staff - 4</p> |
| Questions about residents | |
| Maintenance | The manager confirmed that there was a planned maintenance programme. The current main priorities were converting the ground bathroom into a wet room, installing a fountain in the garden and improving wheelchair access to the ground floor. |
| Activities | Residents are able to attend a day centre from 09.30 to 13.30 on Monday, Tuesday, Thursday, and Friday and from 09.30 to 17.00 on Wednesdays. The day centre has a wide range of internal and external activities but there is a feeling that more activities could be provided at the home at week-ends. |
| Residents meal options (i.e. vegetarian, diabetic, kosher, | Menus are discussed weekly with pictures of menu choices available. Breakfast is cereal and toast, lunch is a variety of sandwiches and there is a choice of hot |

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| halal, vegan and non-diary) | meals in the evening. Menus are displayed in the dining room. |
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Good points:

Good levels of interaction between the staff and the two residents were observed

Residents were treated with dignity and respect during our visit

Staff seemed well supported, motivated and caring. The staff we met were enthusiastic and experienced with one saying they were “passionate about their work”

The day centre provides an opportunity for residents to engage in a wide variety of activities

Chiropody services are provided every six weeks

Bedrooms have the name and a picture of each resident on their door

Supervision is held every four to eight weeks

Good, tasty food.

Recommendations:

| Area | Issue | Recommendation |
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| Environment | There are some parts of the building and facilities that are looking worn | The planned maintenance programme is reviewed and includes a plan to upgrade the facilities in a timely manner |
| Lift | The lift has been out of operation since 2011. At the moment residents whose rooms are on the first and second floors can manage the stairs but there is no plan in place if any of these residents becomes less able (on either a short or long term basis) to manage the stairs | That the requirement for a working lift be reviewed |
| Resident bedrooms | Some of the resident's own rooms seem sparsely furnished/decorated. This may be their own choice but we could not ascertain if this was the case or if more thought needs to be given to the homeliness of resident's rooms | For staff to review with residents, families and carers whether the bedroom environment meets the needs of individual residents |
| Week-end activities | There seems to be a small range of activities available to residents at the week-end | That the range of activities available at the week-ends be reviewed to ensure it meets the needs of residents |

Disclaimer

This report is a representative sample of the views of the residents', carers and staff that Healthwatch Croydon spoke to within this timeframe and does not represent the views of all the residents, carers and staff at Dunheved Lodge. The observations made in this report only relates to the visit carried out at on the 13th March 2017.