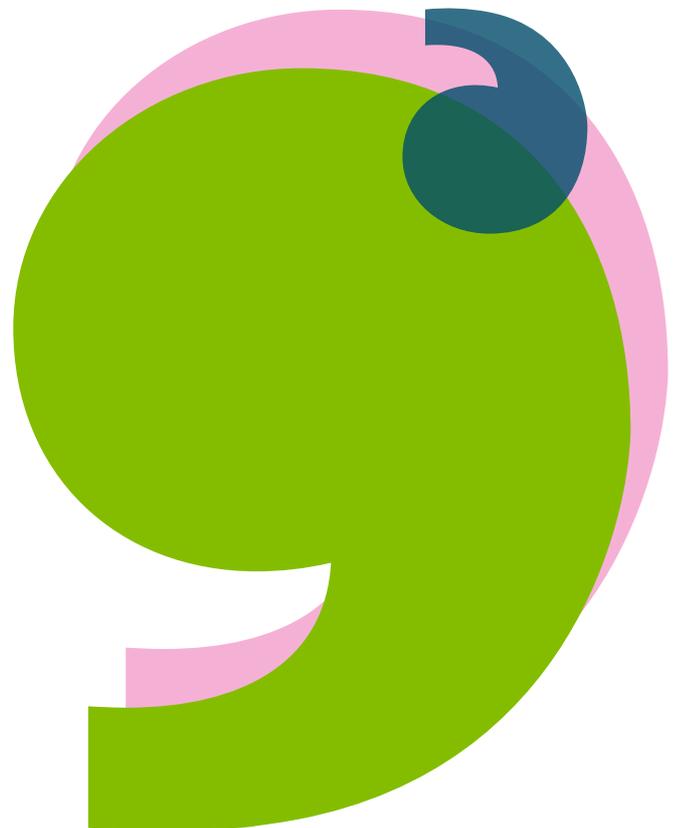




Enter and View report

24 St Marks Road

11 December 2019



1	Introduction	3
1.1	Details of visit	3
1.2	Acknowledgements	3
1.3	Disclaimer	3
2	What is Enter and View?	4
2.1	Purpose of visit.....	4
2.2	Strategic drivers	4
2.3	Methodology	5
2.4	Description of service	5
2.5	Summary of findings.....	5
2.6	Results of visit.....	6
2.7	Survey results.....	8
2.8	Evidence of best practice.....	8
2.9	Recommendations	9
2.10	Service provider response	9

1 Introduction

1.1 Details of visit

Details of visit:

Service address	24 St Marks Road, Chaddesden, Derby DE21 6AH
Service provider	Voyage 1 Limited
CQC rating	Good (May 2018)
Date and time	11 December 2019, 10am - 1pm
Contact details	Healthwatch Derby, The Council House, Corporation Street, Derby DE1 2FS
Declaration of interest	There were no declarations of interest on this visit

1.2 Acknowledgements

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

1.3 Disclaimer

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

2 What is Enter and View?

Part of the Local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch authorised 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 and nursing 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 Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

2.1 Purpose of visit

This visit was part of Healthwatch Derby's work around residential and nursing homes in the city, looking at the experiences of the residents, their visitors and the staff.

2.2 Strategic drivers

Residential and nursing homes are one of Healthwatch Derby's key priorities to ensure the services within the city are of adequate quality and meet the expectations of the service users and their families.

2.3 Methodology

Prior to the visit, the home is contacted in order to explain the purpose of Enter and View. Posters are then displayed advertising the visit and the opportunity for residents, staff and visitors to complete a survey. Therefore, this was an announced visit.

The visit consists of talking to the manager, tour of the facilities and resident interviews. Authorised representatives take advice from staff as to which residents should not be approached/are unable to give informed consent. They introduce Healthwatch Derby and Enter and View, gain their consent to take part and explain that they can withdraw at any time. They ask structured questions in an informal manner.

Visitor and staff surveys are left with freepost envelopes. The surveys include introduction, consent and withdrawal information, questions about their views and experiences and contact details for Healthwatch Derby and other relevant organisations.

A draft report and full anonymised survey results are sent to the home which then has 28 days to respond. The finalised report is sent to the CQC, Derby City Council, NHS Derby and Derbyshire Clinical Commissioning Group and published on the Healthwatch Derby website.

2.4 Description of service

24 St Marks Road is a purpose built one level property that provides accommodation and person-centred support for persons aged over 18 years with complex needs, autism and challenging behaviour, learning and physical disabilities. There are eight single rooms and at the time of the visit, eight were occupied by service users, 3 of which, female and 5 male. The home is located close to local shops and amenities and is on a main bus route to Derby City Centre.

2.5 Summary of findings

- 24 St Marks Road appears to be a well-run home with a passionate, dedicated and genuinely caring team.
- Overall, the experiences of the residents and staff approached on the day of the visit are positive.
- There was evidence of interaction between the service users and staff which was natural, respectful and appropriate as and where necessary.

2.6 Results of visit

Premises

The residential home has 8 single rooms all with en-suite facilities and residents are encouraged to decorate their rooms with their own personal sense of style. The Entrance Hall was bright, colourful and welcoming and adorned with artwork and crafts created by the residents.

Promotion of Privacy, Dignity and Respect

At the time of the visit, 24 St Marks Road were displaying their expired Derby City Council Bronze Dignity Award, however, the home has two dedicated Dignity Champions in place.

Promotion of Independence

Staff support independence of the service users in all ways possible. At the time of the visit, some of the service users were engaged in activities with carers. Others were spending time in their rooms having made the choice to carry out their own activities.

To support residents eating and drinking, moulded cutlery is provided and residents are encouraged to feed themselves. Other tools are provided to enable their independence if required. Service users are encouraged to carry out their own oral hygiene routines but are supported as and where necessary.

Interaction between Residents and Staff

On the day of the visit positive interaction between staff and service users was evident. Both parties were referring to one another by name and the relationship between the two appeared to be genuine and natural.

Food

Where residents can verbalise their food and drink choices it is encouraged. Various methods of communication are used including the reading of body language, eye gaze, Dynavox and symbols. The menu is pictorial to suit everyone and residents are shown the choices two at a time. Crockery and cutlery are purpose made to encourage independence at mealtimes and all adapted items, including a blender are transportable for ease of use in the community.

Service users are encouraged to come together at mealtimes however this depends on the individuals.

Recreational Activities/Social Inclusion/Pastoral Needs

Activities inside the home are person-centred as and where appropriate and incorporate shared support and one-to-one activity hours. Activities include arts and crafts, listening to audio books, movie nights, music, use of the sensory room and intensive interaction. The home has two service buses that ensure residents can get out and about.

External activities service users engage in are autism friendly screenings at the cinema, park visits, bowling, discos, eating out, using the hydro-pool at Ivy House before its closure, the Derby Live Pantomime and holidays. Residents also have one-to-one activity hours with carers. To enrich the quality of service-user experiences, 24 St Marks Road combine socially with 26 St Marks Road as and where appropriate.

Residents are encouraged to take part in activities and all choices and activities that have been executed are recorded on Activity Schedules. Where it can happen, residents will show carers what they want to do.

In order to cater to residents' cultural, religious and lifestyle needs, family members and friends are asked as close relationships are formed and communication channels always open. The home advocates inclusion of all cultures.

Before a service user arrives, staff get to know their life history, personality and health care needs via a pre-assessment and a one-to-one meeting. A working support plan is created for the individual. Health appointments are all recorded on an individuals' Health Action Plan.

Health and Wellbeing

An Advanced Nurse Practitioner visits the home on a Thursday. Sound relationships have been established as a result and the arrangement suits the varied complex health needs of the service users. Derwent Valley Medical Practice is next door to the home and staff are very helpful. There is a support plan in place for each resident for oral care whilst preventative dental and optometry appointments are made externally as much as possible to encourage being out in the community. A Chiropodist, hairdresser, and dentists can visit the home as the need arises but where access is possible, residents visit local services.

Involvement in Key Decisions

Staff are always encouraged to have a say in how the home is run. Input is gathered from regular supervisions, annual appraisals and regular staff coaching. Residents and their families are invited to provide feedback and suggestions as and when they feel the need as well as completing the Annual Service Review. An open door policy operates at the home.

Staff

A typical day sees five staff each on the early and late shift and two on nights. Staff are expected to attain their care certificate if not already qualified, as a minimum standard. Training is varied and all training and qualifications are service specific and adhere to basic company requirements. NVQ qualifications are offered and should the needs of the residents change, the training is tailor made to suit.

Visitors and Relatives

Visitors and relatives are always welcome at the home and are encouraged to attend open days and participate in the Annual Service Review. The home operates an open door policy so invites stakeholders, staff, Social Workers and advocates for their feedback for improvement.

2.7 Survey results

Unfortunately, it was not possible to speak to any residents and no staff or visitor surveys were returned.

2.8 Evidence of best practice

- Interaction was evident between staff and residents in a stimulating, inclusive and engaging environment.
- On the day of the visit, 24 St Marks Road appeared to be a well organised and caring establishment with an open-door policy that ensures regular improvements to the service.
- Management and staff at the home have managed to build relationships with healthcare professionals to create a sound support network for their service users that ensures time spent externally for appointments is kept to a minimum. This enables the associated surgery to provide appointments to other patients and keeps disruption to the service users to a minimum.
- The implementation of a pictorial menu ensures that everyone is able to choose freely and is included at meal times.
- When service users are out in the community, their adapted items are taken with them to ensure the best experience is provided and independence is promoted away from the home.



- Staff provide the best opportunities for the service users by utilising facilities, for example; Autism friendly cinema visits and pantomime shows.

2.9 Recommendations

Based on the observations made by Healthwatch Derby Representatives on the day of the visit, there are no recommendations to be made at this time that are likely to improve the quality of this service.

2.10 Service provider response

The Team at Healthwatch Derby were very professional and knowledgeable during their visit. They were very supportive and respectful of the service being active and busy during their visit and were pleasant and approachable with any questions that the team had. The report is an accurate reflection of the visit and the findings within the service and the service is extremely proud that the natural, genuine relationships between the staff and the people that use the service was noticed and this is of paramount importance to the service delivery to ensure the people that use the service have an excellent experience within their day to day lives.