

Enter & View

Cleeve Court, Bath

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About Healthwatch Bath and North East Somerset

Healthwatch Bath and North East Somerset are the county's independent champion. For people who use health and social care services. We're here to make sure that those running services, put people at the heart of care.

As an independent statutory body, we have the power to make sure that NHS leaders and other decision makers listen to your feedback and use it to improve standards of care.

We are here to listen and understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

We focus on ensuring that people's worries and concerns about current services are addressed. We are totally independent and can provide you with impartial and independent signposting advice.

We are part of a network of 150 local Healthwatch across England and cover the whole of Bath and North East Somerset.

What is Enter and View?

One of the ways we meet our statutory responsibilities is by using our legal powers to Enter and View health and social care services to see them in action.

During visits we collect evidence of what works well and what could be improved to make people's experiences better.

We do this by observing the quality of service, observing the setting and how people are interacting, and talking to people using the service, including patients, residents, carers, staff and relatives.

Enter and View visits are carried out by our authorised representatives who have received training and been DBS (Disclosure and Barring Service) checked. These visits are not part of a formal inspection process or audit.

We share our reports with those providing the service, regulators, the local authority, NHS commissioners, the public, Healthwatch England and any other relevant partners based on what we find during the visit.

Details of the visit

Service visited: Cleeve Court, Bath

Visit date: 6th September 2023

About the service

Cleeve Court is a home for up to 45 people spilt across two floors – Lansdown View and Kelston Rise (for people with Dementia and additional needs)

At the time of the visit there were 17 residents in Lansdown View and 9 residents in Kelston Rise.

It provides Accommodation for persons who require dementia or personal care. Treatment of disease, disorder or injury. Caring for adults over 65 yrs.

Purpose of the visit

We were invited to review the setting by Bath and North East Somerset Council

How the visit was conducted

A date was agreed with the Manager and set.

Ahead of the visit the team considered the latest Care Quality Commission report [387aa609-4979-4051-be90-709c4a28ee3b \(cqc.org.uk\)](https://www.cqc.org.uk/publications/387aa609-4979-4051-be90-709c4a28ee3b) from an inspection in December 2022 and the latest Bath and North East Somerset Report from March 2023 plus other available information.

The visit was carried out by four authorised representatives. The team spoke to members of staff, including agency and permanent (including members of the management team), residents and relatives.

Ahead of the visit the Manager had emailed all relatives and staff to advise them of our visit to invite them to provide feedback and speak to us.

Information was collected from observations of residents in their day-to-day situations, including breakfast, and conversations with staff, residents and relatives,

using a series of agreed questions. It should be noted that the residents had dementia so not all were able to engage with us.

Conversations with residents were difficult, due to their medical conditions we had to rely on observations of interactions between staff and residents, talk to relatives and get a feel for the ambience of the home. How much we captured in a short time is debatable but we gathered a true snapshot in time. Nothing had been staged for us. The residents of the Kelston Rise floor were mainly non verbal or not able to articulate their views. The residents of Lansdown View were more able to articulate opinions, however this was still limited due to their medical condition.

At the end of the visit there was a final team discussion to review and collate findings and initial feedback was provided to the Registered Manager.

Healthwatch Bath and North East Somerset authorised representatives

Sue Poole (staff member and Lead Authorised Representative)

Ann-Marie Scott (staff member)

Josephine Fliski (staff member)

Joanna Parker (Volunteer)

Ann Harding (Volunteer)

Disclaimer

This report relates to this specific visit to the service, at a particular point in time, and is not representative of all residents/staff, only those who contributed. The visit did not include accessing any records. This report is written by two Healthwatch members of staff who are Authorised Representatives using collated feedback and were part of the team that carried out the visit on behalf of Healthwatch Bath and North East Somerset

Visit overview

We contacted Cleeve Court and agreed a date to visit them. We communicated ahead of the visit date providing information and a poster to display on site to ensure people were aware and to support them in understanding the process and ask any questions.

Upon arrival the Registered Manager greeted us. We observed that the posters advising of our upcoming visit had been displayed at the entrance to the home. We were welcomed into the home by the Manager. We discussed our plans for the visit and no restrictions were placed on access or who we could speak to.

The Manager invited us to visit both floors of the home and allowed us to walk unrestricted. We split into two groups. The first group on the first floor looking at Kelston Rise who spent time talking to the Manager, observing breakfast, speaking to staff and undertaking general observations.

The second group spent their time in Lansdown View speaking to residents, relatives and staff. They also undertook general observations and observed breakfast in the dining room.

At the end of the visit the team met to share findings and agree the recommendations. These were then shared with the Manager.

Key findings

The following are our key findings from the visit and should be considered alongside the further information provided later in the report.

- The visiting team was warmly welcomed by all into the home.
- The home is calm and welcoming
- The staff appear to know the residents well and respected them
- Staff are visible across the home and teamwork was evident; we would encourage the home to continue to promote this.
- Some aspects of the outside environment are challenging, with part of the garden not being usable due to issues with the wall, which they are waiting for the local Council to fix.
- The day/date/season were all displayed in the dining rooms, however the clock in the lounge in Lansdown View was not working
- There was a great deal of personalisation on the doors of the rooms and inside the residents were able to personalise as much as they wanted
- Visiting arrangements are flexible, we met some relatives visiting for breakfast
- The new manager who recently started has clearly made an impact and staff morale seemed to be high.
- The level of agency staffing has reduced and staff retention has increased.

Recommendations

We would like the management to consider the following recommendations for improvement. These are based on our findings from the visit.

- Ensure noticeboards contain relevant and up-to-date information that is easy to read.
- Introduce more clocks to enable residents to orientate, ensuring they are working.
- Introduce a photo board of staff members at reception.
- Continue to do what you are doing, particularly in relation to providing a 'home' and personalised care for residents and continuous staff development.
- The outside environment requires improvement; the home is waiting on the local council to complete remedial works on an unsafe wall, most pots had dead plants in them and some decorations looked very tired.
- The management needs to find a way of coping with the annual damson, apple and pear harvest and using it for the resident's benefit to ensure it is not left on the ground and create a hazard.
- We noticed there were two members of staff smoking outside sitting on the path at the back, it might be worth considering a specific smoking area.
- Limited parking for visitors, might want to consider visitor spaces.
- Water needs to be freely available on hot days.
- Ensure the activities available are suitable for the male residents.

Observations and findings

Residents

We were advised the residents are living with dementia or dementia with other underlying conditions.

During the visit the residents were observed:

- The residents were enabled to be dignified, did not observe any resident who was not either dressed properly or not in appropriate night wear whilst eating their breakfast. Staff also respected residents' privacy; for example, knocking on the resident's room door and introducing themselves before entering.
- The residents were moving around the home independently where able, with support of staff interacting with residents where required.

Environment indoors

Lansdown View Floor

- Welcoming, bright and clean entrance
- Homely feeling
- Seating areas/quiet spaces
- Radio on in the background in the dining room
- Fish tank in dining room to provide simulation
- Lighting is not harsh and lots of natural light.
- Communal TV in lounge mainly used to watch sport by the men
- Seating arranged around the TV in the lounge with numerous DVDs available
- Table seating in the dining area which is also a communal space used for activities in the afternoon like sensory boxes.
- Lots of memorabilia but not too cluttered in communal spaces.
- Scarfs tied intermittently to the rails as sensory items for the residents
- Clock in the lounge does not work
- Balcony area no direct access to garden



The Communal Lounge in Lansdown View set up for watching TV

Kelston Rise floor

- Dining room, sitting room and games/activity room on first floor in addition small area with baby dolls, clothes, cot for anyone wishing to 'look after a baby'.
- Corridors wide and light with pictures on walls.
- Doors to paved garden area from dining room and games room open (it was a hot sunny day) and one resident was walking round /in and out.
- Music playing in dining room – appeared to be at a reasonable volume.
- Evidence of artwork created by residents dotted around.
- One butterfly display with names by butterflies
- Some of Displays / bunting looked quite old potentially from the coronation
- Lovely and bright Tree of life display
- Dining room had a large clock on wall and also a date / day or week / weather display – up to date.
- Dining room area had 2 sets of bookshelves with wide range of books / jigsaws and some games. Eg scrabble and some cuddly toys/ other items
- In corridor area there were signs up with weekly activities for previous and current week (these were also in the lift)
- Photographs of residents / tea party / activities up on wall (door) of which could recognise some of current residents.
- Sitting room had chairs /settees arranged around TV (not on) and also a few chairs at the back of the room. Additional sideboard /bookshelf unit; pictures on walls. Games / videos and some ornaments

Food and mealtimes – general observations

Lansdown View Floor

- Good variety of food observed at breakfast including fresh fruit and porridge. Staff informed us that they can order a full breakfast, scrambled egg or anything

else to eat. They cater for dietary needs including allergies, diabetes and softer diet.

- There is a varied menu with two hot meals a day. They are trying a mix of traditional meals like steak and kidney pudding and other food like curry. This has gone down well.
- Some residents were supported with eating where it was required.
- Family are welcomed to eat with the residents and are offered food, saw family member having breakfast with a resident.
- Had a conversation with one lady who said that the food was good and that she was very comfortable and happy. The two other ladies at the table were not able to converse with, but observed that one was still in her nightclothes falling asleep over her food, and the other one was very smartly dressed with an immaculate hairstyle and nail varnish on her fingernails. She needed a lot of persuasion to eat any breakfast. She had a bowl of fresh fruit, toast and a cup of tea (gone cold) in front of her but not one member of staff was encouraging her to eat. There were 2 members of staff busy helping 2 other residents and another member of staff administering medication. It was not clear how long this resident would be left like this or indeed if any of her food and fluid intake was noted.
- It was a very hot day and we did not see any jugs of water available for residents in the dining area.

Kelston Rise Floor

- Dining area had blackboard with lunch choices, also printed and laminated menus for about 4 weeks. Hatch serving area.
- A couple of people were finishing breakfast of toast / drinks.
- One man was assisted to get food and was given porridge and mug of tea. He was able to feed himself.
- A tea trolley was being taken around the corridors.
- There is a varied menu with two hot meals a day. They are trying a mix of traditional meals like steak and kidney pudding and other food like curry. This has gone down well.

General information provided by the Manager

- The staff do a "show me" meal at lunch and dinner to show the residents what the food looks like to allow them to pick what they fancy.

- They do look at nutritional values, we observed one lady who was barely eating when asked, the staff said they will monitor her food intake and offer additional food and snacks throughout the day.
- Sandwiches are available over night in the fridge to allow the residents to snack if they are hungry.
- Drinks are freely available at all times.
- At supper they offer hot chocolate and Ovaltine with biscuits and crisps, although it was observed that the bird table had a lot of biscuits on it!
- They use a lot of cream in food and drinks plus supplements where required to ensure the residents get enough calorific intake.
- Food times are over a couple of hours

Activities

- They go out on Thursdays to the local church for lunch if they wish to
- There were plenty of games and DVDs available but did not see many books.
- All residents we met had TVs in their rooms
- Manicures available to the residents, lots had lovely nails
- Hairdresser comes in on a Wednesday they have a hair salon downstairs
- Two activity coordinators employed but they were not in on the day of the visit, there was clear evidence that there are activities most days. They had a beach day in August where families were invited and served food to all. There were no activities on the day of our visit.
- It is also free flowing, we observed resident taking a walk around the halls and a member of staff keeping an eye on her to ensure she does not get too tired and offered her a chair to rest when needed.
- Sensory boxes and materials offered in the afternoons after lunch
- Also have regular bingo which the staff do join when able to.
- The activities available for the next week were on posters in the lift. Small print, difficult to read and probably there for visitor information.
- Disappointed to read that a visit to the garden was listed as an activity, we would hope that those residents who wanted to go into the garden could do that at any time.
- There is a large activities room on the ground floor.
- There should be more male orientated activities available. Unsure if the upcoming "wear a wacky wig day" would be very inspiring for them.



Weekly activity planner on display.

General observations

- Staff do not wear uniforms to promote a more informal homely feel.
- Lift had a code to access.
- Hydration leaflets scattered around to remind people of the importance of drinking.
- Hand sanitisers on the wall empty but bottles around. When asked the staff informed us that the manufacturer no longer makes refills for the wall ones.
- It is single occupancy rooms and not designed for couples, we asked a member of staff and they informed us there are no couples at the moment, when there are they have their own rooms. They did try in the past to have a couple with their beds in one room and belongings another and it didn't really work.
- There were no odors on site and no air fresheners needed. The residents spaces were clean, bright and well looks after as were the communal spaces.
- The time of day we came no one was using the lounge, but it was morning.
- There were photos on the doors of the residents when they were younger.
- The manager was smartly dressed, communicated extremely well and it was easy to see why she inspired staff to be happy in their work.

Observations of Care in Kelston Rise

Observed one gentleman being assisted into dining room via a 'sara steady' with 2 people to help him transfer into chair at table to have his breakfast. He appeared a little distressed and unhappy at his situation, but not able to articulate clearly.

Also observed (from outside room) 2 members of staff trying to help a lady up from arm chair into a wheelchair using a frame – they tried for a while but in end left her in the arm chair as she was not able to follow their guidance to help herself get up.

Observations of Care in Lansdown View

The staff were administering medication and checking in with each resident. A lady was walking around and was being assisted where needed by a member of staff, when she became unsteady the member of staff helped her to a chair. Staff members were assisting in feeding residents where required at breakfast.

Bathing / clothing:

- The residents have their own en-suite shower rooms and are assisted to clean where required. The residents were clean and all well-dressed.
- The residents can go shopping with staff for new clothes or if not able to the staff will pick up clothes for them.
- They have onsite laundry and all clothes are labeled.
- Residents we saw were dressed tidily with one lady in leather jacket, hat and with lovely painted nails.

Routines

- It appeared to be free flowing, most of the residents were up and dressed at 10am when we visited. Some had chosen to not get up and staff checked on them and respected their wishes.
- Some residents had breakfast in their rooms and others in the communal space.
- There is no set bedtime, a member of staff informed us that if a resident chose to watch TV in their room all night that is their choice, snacks and drinks are available to them.

Environment in Bedrooms

- The bedrooms were personalised, clean and well maintained.
- There was lots of storage with some residents choosing to have their own furniture in it.
- There were lots of photos and other items on shelves and walls.

What one thing would you change?

- When we asked residents and two relatives who visited this question the response was “nothing, we love it here.”
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Overall observations of the Residential Care Home

Entrance to the residential home

- Pleasant wide / open entrance to ground floor reception.
- Need to contact reception for admission. Visitors to sign in.
- Small tables (with flowers) and seating / view and door through to garden area at rear – washing on rotary drier in garden – quite homely look!
- Display of awards that the Residential Home had received (under previous management) plus collage of residents celebrating the late Queen’s Platinum Jubilee
- Offices and reception on ground floor.
- Notice boards with posters, including about our visit, and a signing in book.
- Hand sanitizer at reception was empty – replaced straight away on query.
- Residential floors on first and second floor via lift.
- All smelt pleasant.
- Windows and doors open due to warm weather.
- Ground floor included the Managers office, activities room, hairdressers, meeting/training room and access to the garden.
- Grab rail on the walls.
- Lift, with code access, to 2 floors.

Interaction with outside visitors

- GPs, dentist and opticians visit
- External charities help with the gardening.
- Musician comes in regularly
- Recently had a Shetland pony visit
- Regular visits to local church on a Thursday for lunch and the church also comes in.
- Have a tablet on each floor which residents can use to talk to family on zoom.

Environment in outside areas:

- Balcony with awning off the communal dining space with chairs that the residents like to use.
- Nice exterior with room for the residents to walk, however part of it is out of bounds at the moment due to wall slippage. This is due to be fixed and tidied by BaNES council soon (waiting for bird nest season to finish)
- Needs better parking, very few spaces for visitors and staff.
- The fruit in the garden was not on the ground. Likely to attract wasps in hot weather as well as being a slip hazard. The management need to find a way of coping with the annual damson, apple and pear harvest and using it for the resident's benefit.
- Very little shade in the garden for people to sit out
- The pots needed watering.
- The residents look after the raised flowerbeds with the activity coordinator.
- We noticed there were two members of staff smoking outside sitting on the path at the back, it might be worth considering a specific smoking area.
- Front entrance – broad covered entrance with bench.
- Plant in planter outside – looked unkept and the plants were dying.
- Paved garden area. Nice spot with lots of trees in background beyond railings
- Plants in pots looking rather dead – and hanging bird feeder needed cleaning out and re-stocking.
- Bird table was full of biscuits!
- Rather old / tired looking scarecrow figure – and possibly decorations from coronation? a nice area but needed brightening up / tidying up.
- Felt a safe area and clear way to walk around



Outside space near the retaining wall that needs repairing, the staff reported they are not able to use this space properly due to this.

Bathrooms / toilets

- Clean, each person had a toilet and a walk in en-suite shower which could be personalised, observed one with lots of personalisation.
- There was a bath with a hoist available in a separate space, it looked well maintained and clean
- The toilets not used by the residents but for staff on the ground floor were not so clean; however, did observe the cleaner doing rounds of the ground floor so it may well have been cleaned later.

What People told us

The feedback gathered was from the Lansdown View floor as the majority of the residents on the Kelston View struggled to articulate their views.

Residents

"We love it here"

"Nice people, the staff really good"

"Staff are lovely"

"I like it here"

"I am never leaving here until I die, I would not want to move"

"It's really nice here"

"Really lovely couldn't fault it"

Staff

"I enjoy working here I am agency and I only want to come here so I am going bank"

"I love working with the residents here, I enjoy coming to work every day"

Family

"There is nothing we would change here"

Acknowledgements

The Healthwatch Bath and North East Somerset Enter and View team would like to thank the management and all staff and residents for a friendly welcome and unlimited access to the premises.

Provider Response

Firstly thank you all so much for visiting Cleeve Court. It was a pleasure to meet you all.

I am in the process of going around all the notice boards and updating/ changing any out of date information.

The clock on Lansdown has been fixed and we do have a supply of clocks which we will put up in different area's of the home.

A staff photo tree was on my to-do list and I will be contacting Bath Collage to see if an art student will come and paint our tree in the reception area.

Our business development Manager is working with Parks and green spaces to make the outside environment look as homely as the inside. Some of the old decorations have already been removed.

The pear, apple and plumbs are picked for resident enjoyment. The tree has produced a lot more than normal Damsons this year but we will find a way to harvest for next year.

Cleeve Court has been brought in line with our smoking Policy and the designated smoking area is no longer there.

We do have visitor spaces outside in the care park but we are a busy home and spaces can get filled up quite quickly.

Drinks are always available for our residents no matter what the weather. We are unable to have jugs put out on Kelston rise as this will become a slip hazard if residents pick up jugs and spills the contents.

Below is a picture of what our normal activities calendar looks like. As explained on the day there had been an IT issue and we had hand written the calendar so staff and family members could inform our residents what activities were going on that week. This was a short term fix which has now been rectified.

Most of our resident regardless of gender do enjoy Cooking, arts and craft, golf, pool, church lunches etc. We are in the process of meeting with all residents and family members to find out what our residents meaningful activity looks like. We can then plan around this.

Sep 11 Monday	Sep 12 Tuesday	Sep 13 Wednesday	Sep 14 Thursday
<p>AISHA ANNUAL LEAVE</p> <p>ACTIVITIES WITH CARE STAFF</p> 	<p>WALK IN THE GARDEN (WATER THE PLANTS) KR</p>  <p>PAMPER SESSIONS LV 15:30 – 16:30</p> 	<p>CHURCH SERVICE KR 14:00-15:00</p> 	<p>SINGALONG AT THE 10:30 – 13:00</p> <p>CHURCH</p>  <p>LUNCH</p>
Sep 15 Friday	Sep 16 Saturday	Sep 18 Sunday	Notes
<p>REMENISCENCE WITH CARE STAFF</p>  <p>gg78999775 GsGraph.com</p>	<p>MOVIE NIGHT WITH CARE STAFF</p> 	<p>COLOURING AND PUZZLES WITH CARE STAFF</p> 	



The Vassal Centre
Gill Avenue
Fishponds
Bristol
BS16 2QQ

www.healthwatchbathnes.co.uk

t: 01225 323 401

e: info@healthwatchBathnes.co.uk

 [@HealthwatchBathnes](https://twitter.com/HealthwatchBathnes)

 [Facebook.com/HealthwatchBathnes](https://www.facebook.com/HealthwatchBathnes)