

# Castle Court Care Home

**Enter and View Report**

7th December 2023



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# About us

We are an independent voice for the people of Derbyshire. We are here to listen to the experiences of Derbyshire residents and give them a stronger say in influencing how local health and social care services are provided.

## Our mission

We are a strong, independent, and effective champion for people that use health and social care services. We will continue to influence health and care services and seek to improve joined-up care for the people of Derbyshire.

## Our vision

We want to see people who use health and social care services centre stage, so that service providers and commissioners listen to what they have to say and use their voices to shape, inform and influence service delivery and design.



# What is Enter and View?

One of our roles at Healthwatch is to undertake Enter and View visits. Our team of trained authorised representatives (ARs) enter and view local health and social care services to find out how services are being run in action. We collect evidence on what works well and what could be improved to make people's experiences better. We then provide recommendations to the service.



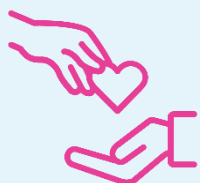
Our Enter and View visits are not intended to identify safeguarding issues or act as inspections. However, if safeguarding concerns arise during a visit, they are reported in line with our Safeguarding Children & Adults policy.

Following Enter and View visits, we collect all the feedback and produce a report with recommendations. These reports are shared with service providers, The Care Quality Commission (CQC) Derbyshire County Council and Healthwatch England. The final report will also be published on our website and Joined Up Care Derbyshire's Public and Patient Insight Library.

# Visit information

**Service address:**

Linton Road  
Castle Gresley  
Swadlincote  
Derbyshire  
DE11 9HP

**Service provider:**

Derbyshire County Council

**Date of visit:**

Thursday 7th November 2023

**Registered care home manager:**

Pamela Wardle

**CQC rating:**

Overall – Good

**Authorised representatives (ARs) who visited:**

Lisa Brightmore, Helen Rose

**Healthwatch responsible officer:**

Lisa Brightmore (Enter and View Officer)  
Tel: 01773 880786

# About Castle Court Care Home

Castle Court Care Home can be found in the village of Castle Gresley which is about two miles from the town of Swadlincote in Derbyshire.

The service provides accommodation and personal care for up to 40 adults who have a physical disability, sensory impairment, dementia, or people with a mental health condition.

At the time of our visit, there were 20 residents, and a team of staff. The staff team included:

- the registered care home manager
- the deputy manager
- a senior member of the care staff
- four members of care staff
- a domestic member of staff
- a receptionist
- kitchen staff, including a cook.

The food for the residents is prepared fresh each day in the on-site kitchens.

The accommodation is located on one floor, with spaces for people to watch TV and get together.

There are 40 ensuite rooms, a dining room, and access to a secure outdoor space and garden area.





# The visit

## Summary

- We saw and heard evidence of a shared vision and culture
- The rooms were homely, clean, tidy, warm, and comfortable
- The staff are kind, compassionate, and helpful. They are committed to providing care beyond what is expected of them.
- There was dementia-friendly signage and cues
- Fortnightly GP services with support as needed between
- The home would benefit from an increase in both general and personalised activities, and volunteer involvement
- There seems to be difficulty in employing and keeping staff due to the current staff shift pattern.

## Why did we do this visit?

This was a planned and announced Enter and View visit.

Derbyshire County Council invited Healthwatch Derbyshire as part of several Enter and View visits to observe and report on:

- The quality of care provided
- Identifying how people are involved in service improvements
- Identify any issues or concerns raised by service users, staff, and relatives
- Looking at equality and diversity practices.

## How did we do it?

The ARs were equipped with various tools to collect information. The following methods were used during the visit:

- Looking at relationships between staff and residents
- Watching social activities provided for the residents where appropriate
- Looking at the delivery and quality of care provided
- Talking to residents, visitors, and staff about the care provided
- Noting signage and how easy it is to move around the building



- Checking the environment, accessibility throughout the building, and visitor facilities.

All the findings were noted on the ARs' paperwork which included checklists and questionnaires.

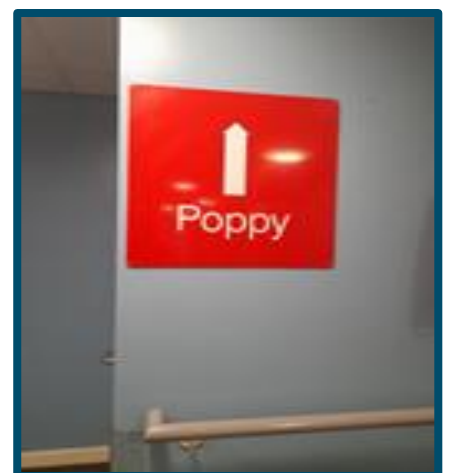
# What did we see and what did people tell us?

## Finding the building

We used the postcode to take us to the home. There was signage at the front entrance showing the name Castle Court.

## Signage

We found the signage in the home was very good, but we noted some of it needs updating as shows the way to places that have now moved.





The toilets and other areas were signposted with easy to recognise picture cues. There were also signs to the staff toilets.

We would have liked to have seen a visitors' toilet sign as we didn't know which ones to use.



## Recommendation 1:

Look at extra signage for the visitors' toilets.

Remove the signage that is not correct.

## Identifying staff

We found a welcome board giving visual information to tell us who the regular staff members were currently working at the home.

We would like to have been able to see which staff members were working on the day we visited.

When we visited all care staff and domestic staff were wearing the same colour uniforms. This has caused a problem for a resident when a member of the domestic staff was mistaken for a member of the care team.

We have been told that there will be a change of uniform colours in the New Year to make sure this doesn't happen again.

### Recommendation 2:

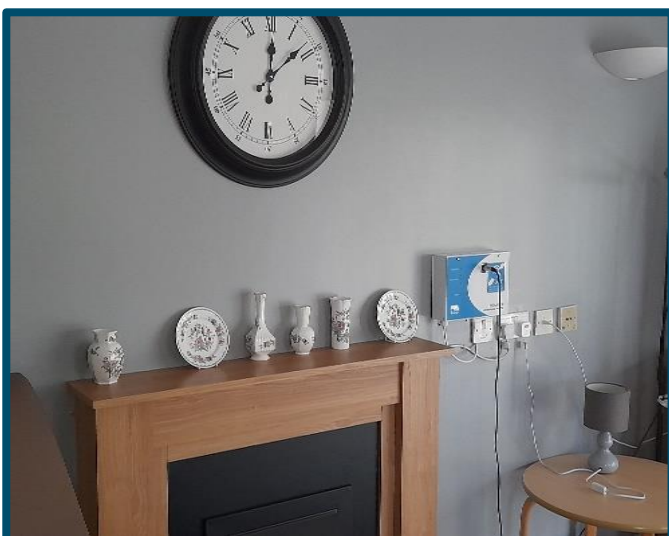
Add information to the welcome board to show who is on shift each day.

Add the correct colour of uniform for each staff group.

## Accommodation

The rooms and bathrooms we saw were clean and tidy. They had a homely and personal feel to them.

All areas we saw were clean and tidy. No unpleasant smells were noticed.



The dining room was set up for Christmas and each table had decorations.

We were invited to join residents for lunch which we enjoyed and noted that the food provided was of a good quality and home cooked.

We noted some residents had a room with doors that led out to a courtyard garden area.



One resident who had a garden at their own home told us,



“I like having access to the garden.”



We were told residents are allowed to bring some of their belongings to help them feel at home where suitable.

## Personalised activities

We were told that the care staff do what they can now there is not an activity coordinator working in the home.

The home invites local people to join in special events and to raise funds for some activities for the home.

The home has plans to invite the church singing groups back, which stopped during COVID-19.

A member of staff told us:



“It is difficult to set up regular and personalised activities at the same time as providing the level of care needed, we have residents with more complex needs now.”



During our visit, we heard from residents, family members, and staff about there not being enough regular and personalised activities for residents.

Residents and staff also told us that there are not enough chances to get involved with local community groups, volunteers, or services.

Residents and staff told us:



"I don't get to do anything to keep me entertained. I like reading, but I can't hold books. Someone to come and read to me would be good." **Resident**

"I watch TV in my room, I stay in my room all the time, and this is my choice. I did have some cassettes to listen to talking books, but the machine no longer works." **Resident**

"We have a regular singing group that visit. In return, we offer them one of the large rooms for them to practice in. One of the residents used to be a part of the singing group and still likes to join in." **Member of staff**

"I would love to have the time to do more activities with people, especially the ones with no visitors." **Member of staff**



### Recommendation 3:

Having access to a regular activity and a volunteer coordinator will help with residents' physical and mental wellbeing.



## Recommendation 4:

Provide talking books and newspapers for those residents who would like this option. Also look at having reading buddies/befriending volunteers to read to residents who would like this.

## Choice and independence

Residents and staff told us:



“I stay in my room all the time due to my health condition, my personal choice.” **Resident**

“I don’t like having agency staff as it makes me breathless having to explain myself. The staff here try to make sure I have a regular member of staff who knows me.” **Resident**

“We talk to the residents and use information from families and pictures to make sure they are involved with choices about their care and treatment.”

**Member of staff**

“The food choices and drinks are brilliant! They provide alternatives to enable me to eat a softer diet.” **Resident**



## Working together

We asked if everyone worked together to help residents make their own choices about their care and treatment wherever possible.

Castle Court Care Home is linked to Swadlincote GP Surgery. They have a fortnightly visit from the surgery. If needed, the surgery will visit in between their visits.

Services such as occupational health, mental health support, speech and language therapy, optician, chiropodist, and audiology are available and brought in as needed.

A **member of staff** told us:



"We had a resident who needed hoisting but didn't like it. We managed to work together to get the person to use a \*Rotunda."



(\*This is an aid that helps a person to stand and have more choice over how they move around).

The **manager** told us:



"The dental contract ends soon. I am not sure what service will be available in the future to the residents who don't have their own dentist."



All staff have recently done Oral Health training to help them support the importance of good dental and mouth care with the residents.

The kitchens provide specialist meals such as soft food meals for other care homes that are not trained to provide this type of meal.

### Recommendation 4:

To develop a plan to help access to dental services for the residents who are not able to be taken or go to their dentist themselves.



## Workforce

We asked if staff, residents, and relatives think the staff are well trained and supported to provide good care.

Everyone we spoke to told us they believe the staff are well trained and provide good care.

Kitchen staff have done extra training to be able to provide specialist meals.

Staff and residents told us:



“Yes, they are very attentive, staff here go above and beyond in the care they provide.” **Resident**

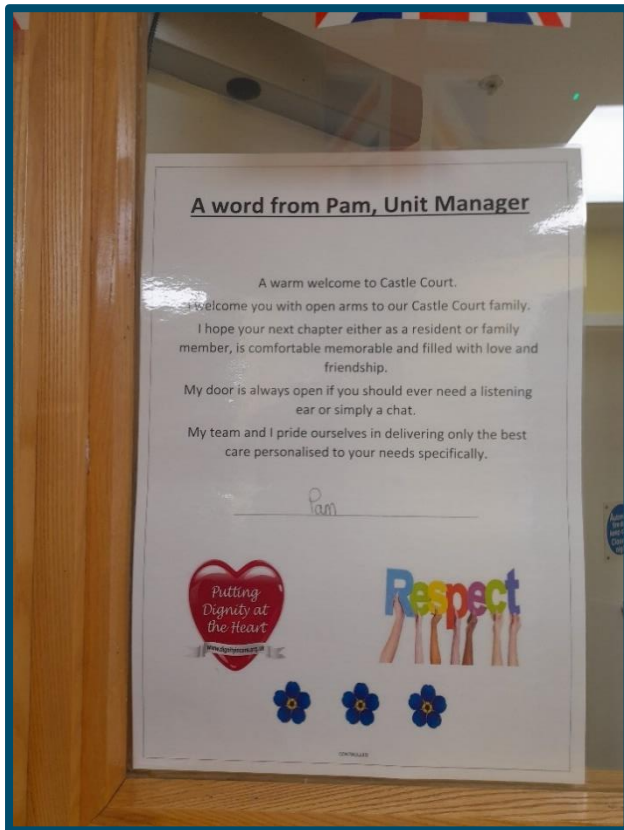
“This is the first time I have worked for Derbyshire County Council after three years working in a private care home. The information I receive at the shift handover is better and it is very person-centred here.” **Staff member**

“I am most proud of the changes made over the past year and the feedback received from families and agencies, such as health workers from Swadlincote Surgery who visit the home.” **Care home manager**



We noted that there was information available to residents and visitors including how to access mental health support.

We liked the idea of a welcome notice, like the one titled: ‘A word from Pam, Unit Manager’ (see below).



## When things need to change

We asked staff, residents, and relatives how they would make a complaint, tell someone about a concern, or wanted to suggest an improvement.

Most residents told us they leave this type of thing to their relatives.

“There is good communication with the staff”  
**Residents**

A member of staff told us “I feel able to be involved in service improvements” although it wasn’t clear to them how they would suggest improvements.

The care home manager told us that in her opinion they have difficulty employing and keeping new staff members due to the current staff rota.

Several staff members also told us the current shift pattern is difficult for them. It is felt that not having enough staff means they are not able to look after more residents.

Staff must work three shift patterns including nights. This makes it difficult for some staff members and is not flexible enough. Changing this may encourage more people to apply.

Castle Court Care Home is only able to care for 20 residents and not the 40 residents it is designed to care for.

### **Recommendation 6:**

The home is currently only able to care for 20 residents, due to staff shortages.

Look at the current staff rota and consider changing the shift patterns to offer more flexible options.

### **Recommendation 7:**

Look at having a simple system for service improvement ideas from residents' visitors and staff members. Share these improvements, for instance, "You said, we did" posters.

## **Further information**

The information below is intended to support Castle Court Care Centre in reaching its goal of improving the residents and visitor experience.

### **Derbyshire Dignity Award**

To introduce the Derbyshire Dignity Award plus Dignity Champions

### **South Derbyshire CVS community Directory**

To contact local clubs and volunteer services to build closer community links including volunteer, and befriending opportunities.

### **Derbyshire County Council Derbyshire Directory**

The service provider is asked to provide Healthwatch Derbyshire with a response to the recommendations made in this report and, where appropriate, develop an action plan, within 30 working days.

# What has happened so far?

	Recommendations for improvement	Provider response
1	<p>Look at extra signage for the visitors' toilets.</p> <p>Remove signage that is not correct.</p>	<p>The home does not provide toilets specifically for visitors. There are toilets for visitors to use around the building. Residents also have the use of their own ensuite bathrooms.</p> <p>A review of the signage around the building will be carried out to make sure it is correct.</p>
2	<p>Add information to the welcome board to show who is on shift each day.</p> <p>Add the correct colour of uniform for each staff group.</p>	<p>We have considered staff information boards. We employ a number of staff and use of staff from other organisations. We also have daily staff changes. Because of these changes it would stretch the home's resources.</p> <p>Both residents and regular visitors already have relationships with staff. Because of this the only people who it may benefit would be visitors that don't visit the home often.</p>

		<p>We have decided that the benefits of a staff information board are not enough to justify the time it would take. We'd also have to get consent from staff to have their photograph displayed and update the board daily.</p> <p>We will make sure that different staff roles that are identified by uniform colour are displayed. We will also display the home management team.</p>
<b>3</b>	<p>Having access to a regular activity and volunteer coordinator will support residents' physical and mental wellbeing in a personalised way.</p>	<p>The service has moved away from the idea of having one person organise activities in the home. Instead, all staff organise and take part in activities with residents when possible.</p> <p>We are reviewing how we deliver activities and how these are planned.</p>
<b>4</b>	<p>Provide talking books and newspapers for those residents who would like this option.</p> <p>Also look at having reading buddies/befriending volunteers to read to residents who would like this.</p>	<p>Castle Court arranges delivery of newspapers to residents who buy these. Castle Court is not able to provide communal newspapers/magazines.</p> <p>Talking books can be sourced for residents who ask for them.</p> <p>It is getting harder to find volunteers, but this will be taken into account when organising activities.</p>
<b>5</b>	<p>To develop a plan to help access to dental services for the residents who are not able to be taken or go to their dentist themselves.</p>	<p>Castle Court is currently visited by a dentist. The agreement is going to be reviewed. Efforts will be made to make sure residents have access to dental services.</p>

6	<p>The home is currently only able to care for 20 residents, due to staff shortages.</p> <p>Look at the current staff rota and consider changing the shift patterns to offer more flexible options</p>	<p>We understand that the current system does have an impact on recruitment and retention of staff. This will be reviewed, following the outcome of the cabinet paper regarding the redesign of our older people's residential care services.</p>
7	<p>Look at having a simple system for service improvement ideas from residents' visitors and staff members. Share these improvements, for instance, "You said, we did" posters.</p>	<p>We gather feedback in many ways. We do this through questionnaires, residents, and staff meetings. This information is acted on and fed back to either the person, group or in newsletters.</p> <p>We have a process to record ideas gathered. This helps to identify what we did. The managers receive this so that feedback can be given appropriately.</p>

## Thank you

We would like to thank Derbyshire County Council and Castle Court Care Home for their support in setting up this Enter and View visit. We would also like to say thank you to the registered home manager and team who made us feel so welcome.

A special thank you to the residents and relatives who agreed to speak with us during our visit and added to this report.

## Disclaimer

This report gives the findings gathered when visiting Castle Court Care Home on the 7th of December 2023. It tells what our ARs looked at and the comments we got during our visit.

Enter and View visits are not inspections. They give people the chance to talk about their care. Healthwatch Derbyshire does not ask to see policies, procedures, care plans, or any other written documents.



# healthwatch

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