

Date of monitoring visit: Monday 15TH May, 2017. 2.10pm - 3.20pm

Care Home visited: Fernlea House
114 Sandon Road
Meir
Stoke-on-Trent, ST3 7DF

Authorised Representatives

Barbara Mawby and Evie Hibbitt
Representatives have undertaken Enter and View Training and are DBS checked.

General Overview

Fernlea House is registered to provide non-nursing care for up to 13 service users which might include adults and who may have learning disabilities, physical disabilities or sensory impairments.

On the day of the visit there were 12 residents (we were informed they would like to sort the vacant room thoroughly including new windows before accepting a new resident).

The last Care Quality Commission Report published on 30th January 2017 rated the Home as 'inadequate' in all five ratings and had been placed in 'special measures'.

This information was on public display, along with information giving details about the proposed Visit by Healthwatch and the Homes 'Statement of Purpose'. Their Complaints procedure was visible by the front door as well as what is involved in the process. Also, the CQC certificate of registration was visible.

Methodology

A letter was sent to the Manager of the Home prior to the visit giving details of the Healthwatch forthcoming visit;

Information was obtained from the Care Quality Commission Reports and from the Manager and Staff at the time of the visit;

Members could make an unescorted tour of the Home and talk to residents and staff although unfortunately there were no visitors present at the time of the visit.

Information Collected

This Care Home had been placed in 'special measures' after receiving five 'inadequate' ratings from the CQC inspection which was published on 30th January 2017.

However, recently there have been improvements in all areas including refurbishment and Members were informed that it has recently been taken out of these measures.

Fernlea House is small and compact and appears pleasant and comfortable for residents. It should, therefore, be easier for staff and residents (and their special requirements) to get to know each other and for residents to be treated well. During our visit, we observed that there does appear to be reasonable interaction and rapport between staff and residents.

At the time of the visit some Residents were sitting in the Lounge and others were in their bedrooms.

At the start of the visit Members were informed by the Home Owner that the Home was 'just out of special measures' and that some refurbishments had already been made (which was evidenced during the visit).

Decor and carpets were all well maintained and around the building there were pictures and mirrors. Members noted that the Fire Exit which is essentially always kept unlocked could also be a means for resident's leaving the building unnoticed. However, Members were informed that there was always somebody on the floor to supervise.

Although Members were aware that staff were present at the time of the visit we saw few that were available.

Outside

The Home has an accessible garden at the rear which would be pleasant for residents in fine weather. Visitors did notice, however, that the base of a bed had been left in the car park at the front.

Lounge/ General Room/ Dining Room

This spacious room had pictures and names of key workers and residents on the wall near to the entrance.

It had a large round table with bowls of fruit, jugs of fruit juice, comfortable easy chairs, a large fish tank and a large walled television. One resident was seen wandering into the room to obtain some fruit - as he obviously enjoyed bananas.

There appeared to be good Interaction between staff and residents (observed when a member of staff touched and held the hand of one resident to see if she wanted any fruit).

The visitors notice that radiator covers were used in the main areas.

Bathroom

The Assisted bathroom, walk in shower room and toilets (with pull cords) seen were clean and tidy. Spare toilet rolls were kept on a cabinet too high to reach if sitting on the toilet (the roll in current use had little left on it.) They also had a sliding vacant/ engaged sign on the door which may possibly give an incorrect indication of occupancy.

Bedrooms

These were situated off a wide, pleasantly decorated and newly carpeted corridor with each bedroom door having the residents' name and picture.

The bedrooms (none were en-suite) seemed small but adequate, clean and tidy with a bed, clothes storage with a large chest of drawers, a television and some individual personalisation.

There were photos on the wall of activities which the residents had taken part in. A staff member informed us more photo albums had been brought and had been placed on the side ready to be put up on another wall.

We only saw five residents out of their rooms and three residents in their rooms. Each room had the residents name as well as a picture of something they liked. They also had a sign if animals weren't to go in their room.

Pull cords were easily accessible in most rooms, including toilet area and bathrooms. The pull cord for the main area was on top of a sideboard.

Kitchen

The Home has a small kitchen, in which the Cook was preparing lunch at the time of the visit.

She informed Members that meals were prepared at the Home and on that day the main lunch meal was cheese pie. She said that residents '*were always given a choice, sandwiches or soup, or whatever they want - we give them what they want.... within reason of course.... We have a rolling menu and meetings with residents so that they can tell us what they want. If it's within reason, we'll put it on the menu*'.

They try to keep the menu healthy and offer the residents five a day.

Members asked about residents in the kitchen and were told that '*most of the residents need to be assessed and those suitably assessed can go into the kitchen*'. However, we were informed that only one resident has been assessed.

Activities

Whilst we were there one member of staff was playing dominoes with a resident whilst the residents had a cup of tea and biscuits.

One of the female residents we spoke to said she went out one day a week by taxi and was aware that she had a care plan in the office. She also asked when the yoga session was taking place as it was planned for the afternoons activity. However, she was told the activity rota had changed and it would now be a Thursday activity. This is different to what was stated on the notice board.

Our visitors also spotted an out of date activities list which showed what was available each day:

Monday - yoga

Tuesday - Tea and cakes; Board games

Thursday- Trip to the Hairdressers and pub.

MEMBERS TALKED TO RESIDENTS AND A STAFF MEMBER

Carer

'I love working here. There are 2 Care Workers and one Senior Staff- start at 7.00am. If the resident is awake night staff can get them up or they can stay in bed. Some just like relaxing in their rooms'.

1. Resident (Male)

Members were able to talk to a resident who had come into the main room to get himself some fruit (which along with drinks and a jug of fruit juice were on the table in the main room)

He informed Members about various activities etc.

He said that a hairdresser might come in for the ladies but he prefers going to the hairdressers up the road and then to the pub across the road afterwards.

They are going to the theatre next week to see 'Grease.'

A singer goes in twice a week

A charity group theatre is coming

-Animal therapy has visited.

He goes swimming and when asked if he goes to Shelton Pool he said that it had now shut down and he goes to Dimensions instead.

He said that he should have been at yoga but they've now changed days.

When asked if the Home had a minibus to take them all on various trips he replied 'no' but they do have regular taxis. *'The drivers all know us'*. He said that he was going on holiday in July to Southampton and having 3 nights in Blackpool.

2. Resident (Male)

'It's lovely. Everybody's very kind.

They listen to what you tell them. They treat you vey respectfully, Very kind'.

Members did attempt to speak with another Resident but because of speech difficulties it was extremely difficult.

Recommendations

- We believe that the situation regarding the fire exit needs to be reviewed as a matter of some urgency. Although we were assured that someone is always present, this might not always be the case and a safer method of guaranteeing safety of residents should be considered;
- Although we were pleased to see that a list of activities was displayed on the notice board to inform residents, to be effective it needs to be up to date. We would suggest a member of staff regularly is tasked to check all notices put up within the Home to ensure they are current.

Conclusions

Our visitors were pleased overall to see the significant steps taken by the Home to make improvements at Fernlea and we hope this continues. We wish to thank the members of staff we met during our visit for their time and courtesy.