



Enter and View visit report

El Marsh Care Home

23rd November 2015

Contents

Acknowledgments	2
Disclaimer	3
Visiting Team	3
Purpose of the visit	4
Methodology	4
Summary of findings	5
Additional findings.....	6
Recommendations	6
Service Provider response	6
Results of Visit	7
Residents.....	7
Staff	7
Environment	8
Interaction between Residents and Staff	8
Promotion of Privacy, Dignity and Respect.....	8
Involvement in Key Decisions	8
Assessments of Needs, Care Planning	9
Concerns/Complaint Procedure	9
Food	10
Activities	10
What is Enter and View	11

Acknowledgments

Healthwatch Sandwell would like to thank the management of El Marsh Care Home, staff, and residents for their contribution to our Enter and View visit.



Disclaimer

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

Visiting Team

The team of authorised representatives carrying out this visit were Khushvinder Chahal, and Percy Eamus. They were accompanied by our staff support officer Paul Higgitt.

Purpose of the visit

- To engage with service users of care homes and understand how dignity is being respected in a care home environment.
- A program to examine the delivery and quality of care provided in residential and nursing homes in Sandwell.
- Identify examples of good working practice.
- Observe residents and relatives engaging with the staff and their surroundings. Capture the experience of residents and relatives and any ideas they may have for change.

Methodology

The visit was announced on the morning of the 17th November and rescheduled for the afternoon of the 23rd November at a time when residents were at home.

Whilst our team were in possession of the recent Care Quality Commission (CQC) Inspection report, we were not basing our visit on the content of this report.

El Marsh Care Home is a small residential home providing transitional care to young people with learning disabilities in a safe and homely environment. The purpose of this is to prepare residents for independent living or if required a transition to another home.

Residents are supported with their personal care and daily living tasks. Residents are also supported to participate in a range of activities within the home and in the

wider community. El Marsh accommodates 3 residents and also 1 respite care on a need led basis.

With the home providing transitional care the aim is to support people to develop skills and abilities in order to support their independent living.

Arriving at El Marsh Care home we were met by two of the residents of the home along with The Deputy Manager. During our interview with the Deputy Manager we were impressed by her knowledge of the support needs of the residents.

We were given a tour of the home and first observations were that the home was homely, clean and well maintained. The residents were present throughout the visit and from our observations they seemed happy and content

Summary of findings

At the time of our visit, we found:

- That El Marsh provides a very good quality of care to all its residents.
- El Marsh care home uses a clear person centered approach in its Transitional Care Model.
- The planning of care is well organised and personal care plans are comprehensive and showed clearly the care needs of the residents.
- Staff ensured that residents were supported as much as possible in order to gain independence.
- All residents were training at college as part of their development

- Outside of college the home provided a wide range of activities on or off the premises. These included the disco, gym, and shopping.
- Paperwork on policies, procedures and guidelines were comprehensive and we were able to see many of these documents at the time of our visit.
- The care home had its own pool of bank staff from its sister home, which encouraged a degree of continuity of relationships between staff and client.

Additional findings

- Residents felt safe and secure in the home.
- We were informed about how residents went food shopping with staff for their choices.
- Rooms were warm and bright around the home.

Recommendations

There were no recommendations to make.

Service Provider response

Yes we are happy with the contents of the report.

Results of Visit

Residents

On the day of our visit residents interacted with us throughout the time that we were there and all residents and staff were happy to talk to us.

Staff

We interviewed the Deputy Manager of the home who had a comprehensive understanding of the needs of the residents in the home in relation to their care, learning development and social needs.

We were informed that there was a detailed staff training programme which included:

Control of Substances Hazardous to Human Health, Moving and Handling, Dealing with difficult situations inc MAPA, Medication, Risk Assessment, Fire Evacuation, Dignity and Respect, Caldicott Guardian, Data Protection, Safeguarding, DOLS, Whistle blowing, Anti bullying, food and nutrition.

We also interviewed another member of staff who on a whole gave a positive response, both regarding the care provision to residents as well as how other members of staff work.

There were also procedures in place to ensure sufficient levels of staffing.

Environment

El Marsh Care Home has a welcoming atmosphere. The home was clean, tidy and well maintained. All the communal rooms were spacious. We also observed in all rooms that residents were encouraged to undertake their own tasks in a safe way in order to support independence.

We were informed that there were evacuation plans and a clear fire risk policy.

Interaction between Residents and Staff

We observed that interaction between residents and staff was integral to helping residents to develop life skills. Regular interaction was also required to monitor the safety of residents. We observed residents making refreshments with staff.

Promotion of Privacy, Dignity and Respect

Staff spoke to residents in a caring and dignified manner and we observed mutual respect.

Residents had their own independent rooms. As part of the Enter and View process we do not request to enter personal rooms however on this occasion we were warmly welcomed to look around 2 residents' rooms. Both rooms were warm, spacious and well maintained. Residents choose their own décor and furniture.

Privacy was observed as rooms could be locked by residents, whilst staff would only enter individual rooms after knocking and being allowed to enter.

Involvement in Key Decisions

All residents had a Key Worker that works closely with the client to work on their individual person centred plans. The Key Worker and staff would work with the client on individual future goals. An example would be travel training for a client

to go out of the home independently in a safe manner. Other key decisions included:

- Residents were given the options to choose their own meals and snacks.
- Residents had their own budgets and cash which was monitored by an appointee.
- Residents made their own decision in regards to visits from relatives or friends.

Assessments of Needs, Care Planning

Staff work closely with Key Workers to ensure that the needs of residents are regularly updated. We were shown 2 care plans which were comprehensive and covered a wide range of aspects of care including:

Care Planning, Privacy, Health Care, Behavior, Medication, Property Plan, Pathway Plan and Assessment tools. The care plans were also written in easy read so that residents can access their plan and understand what they are for.

Residents are weighed on a monthly basis to ensure a consistent healthy weight and if required are encouraged to lose weight.

Any medication is locked in the client's rooms and administered with support from staff. Part of their development for independent living means that it is hoped that residents would be able to self-administer medication in the future.

Concerns/Complaint Procedure

There was a complaints procedure in place for both staff and residents. If complaints were of a more serious nature they would be dealt with by someone outside the home. The home also audits complaints.

Food

Independence is key to residents Person Centred Plans. Residents go shopping with staff in order to choose their own food, and are supported in the preparation of hot meals and hot drinks.

Photograph cards also help one particular resident with speech difficulties to choose meals. We felt that this was good practice. All residents highlighted that they were happy with the food.

Staff closely monitor the portions and variety of food to ensure that they are getting a balanced and nutritious diet and that regular weight is maintained.

Activities

Residents were developing skills and education at local colleges for example: One residents is undertaking a bricklaying and carpentry course.

All the residents use the Portway Lifestyle Centre in Oldbury. This is a purpose built facility which also supports those with disabilities. Activities include rock climbing, football, team skills, and gym activities. We were informed that such activities have helped build the confidence and levels of independence of the residents.

The residents also recently came back from a holiday at Butlin's which they greatly enjoyed.

There were also regular evening activities which included disco, dvd nights.

What is Enter and View

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch 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 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 CQC where they are protected by legislation if they raise a concern.