

Healthwatch Waltham Forest Enter & View Report

Mapleton Road

Care Home Series 2014

Sunday 6th July 2014

Sue Toole and Nafisa Saboowala
July 2014

Visit details

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| Service address | 87 Mapleton Road, Chingford, E4 6XJ |
| Service Provider | London Borough of Waltham Forest |
| Service description | Accommodation for persons who require nursing or personal care, Dementia, Caring for adults over 65 yrs. |
| Number of residents | 21 |
| Reason for visit | Part of programme. This is one of a series of visits to older people living in care homes in Waltham Forest. This programme is to introduce our Enter & View reps and develop their role. We wanted to talk with older people about their experience of living in care homes. We looked at 4 areas - meals, activities, staff responses and complaints |
| Status of visit | Announced |
| Date of visit | Sunday 6 th July 2014 |
| Authorised Reps | Sue Toole and Nafisa Saboowala |
| Declarations of interest | None |

Acknowledgements

Healthwatch Waltham Forest would like to thank the service provider, service users and staff for their co- operation and hospitality in hosting this visit. We welcome all contributions to this Enter and View programme.

Enter & View

Enter & View is a statutory power conferred upon Healthwatch by the Health and Social Care Act 2012. It gives Authorised Representatives of Healthwatch Waltham Forest the right to enter and observe publically funded health and social care services in the borough. Enter & View visits are visits and not inspections. Enter & View visits are used to get a lay perspective on the service concerned and are an opportunity for service users to talk about their experiences with the service. This takes place in the communal areas of the home, as our visits preclude talking to people on their own in their private rooms. A report of each visit is produced which includes any recommendations for change or improvement arising from the visit. This is shared with the service prior to publication. All Healthwatch Waltham Forest Authorised Representatives undergo training and background checks before joining the Enter & View programme.

Disclaimer: This report relates only to the service viewed on the date of the visit, and is representative of the views of the service users, visitors and staff who contributed to the report on that date.

Summary of the visit

We visited Mapleton Road Care Home on Sunday lunchtime, as we thought it a good time to talk with residents and observe a mealtime. We spoke with about 16 residents and the staff on duty. The home had displayed posters advertising our visit and so we were able to speak with some relatives who were aware of our visit. We believe we got a good “snapshot” of the home from this.

We found that the people we spoke with liked living at Mapleton Road, were generally happy with the catering, felt well cared for and had a range of activities to pursue if they chose to. We were impressed with the way in which staff worked with the people living there; we saw various examples of them taking time to give individual care and attention to residents and staff seemed to have a good knowledge of and relationship with the people we saw them looking after.

Most of the people we spoke with had various degrees of dementia and memory loss. However, those we spoke to were able to indicate that they liked where they lived, felt well cared for and considered it their home. One person described it as “just like an enormous country club”.

We looked at the following 4 areas

- Catering
- Activities
- Staff responsiveness
- Complaints

Our recommendations are based solely upon what we observed at the care home during our visit.

Description of facility and overview of findings

There was an electronic gate to enter the grounds and an entry code to get into the building as well as a book for visitors to sign in and out. This allows staff to check who is coming and going and helps to maintain security for residents and visitors. The visitors’ toilet, located near the entrance, appeared clean.

The Deputy Manager was expecting us and showed us around and introduced us to people living there. The home is split into two areas: Blue and Yellow Units and these colours help people to identify in which area their rooms were located.

We found the home clean, well decorated, and pleasant smelling, with lots of light airy space. The blue and yellow organisation is reflected in the decor in each unit, including curtains, lamps, chairs and tablecloths. One person we spoke to explained to us that this helped them find their way around the home, they just

had to look at what colour the area was to know where they were. This clearly helps if people forget where they are.

One Authorised Representative sat in each unit to talk with a range of people living and working there. The visit lasted 2.5 hours and we would like to thank the residents and staff for their hospitality and co-operation.

We enjoyed this visit and found a lot of positive things that are reflected in the report. There was little we could suggest in terms of improvements. We have made two recommendations about letting people know in advance what activities will be taking place and what food is available on a regular basis.

Observations

Catering

We observed Sunday lunch being served in both the Yellow Unit and the Blue Unit and had the chance to talk with people about the food generally.

On the Yellow Unit

One person told us that they found the food very good, and had scrambled eggs and bacon for breakfast that day. Another person told us that the food was served well and was always sufficiently hot. Several people told us that they did not know in advance what the main meal was and that they did not feel they had much choice. We are aware that people living in this home have memory loss. However, another person told us that there was some flexibility about what they could eat and when and where, if they let staff know in advance.

We observed staff approaching individuals just before lunch, telling them what was for lunch, and that it was being served. There was no visual display of the menu or food choices. We wondered if a menu or picture board of the planned meals would be a useful reminder for people to know what meals were available each day and that there was a choice. See Recommendation 1

There were about nine people who were served lunch in a calm and friendly manner and people were encouraged to sit at the dining table in their own time. There were three small tables set with yellow tablecloths, cutlery and serviettes, and two large jugs of different flavoured squash on offer. We felt this gave an informal and personal feel to the experience, as individuals could sit together in small groups.

The lunch was roast lamb, Yorkshire pudding, mashed and roast potatoes, carrots, sprouts and the option of a vegetable bake, followed by banana cake and custard or fresh fruit. The food was brought from the main kitchen on a trolley, into a smaller kitchen on the Yellow Unit. We thought it looked and smelled appetising.

We saw staff ask every person individually what they would like to eat, then go and serve each plate individually. This allowed people to eat together at a leisurely pace, some ate right away and others waited a while. We observed staff asking individuals if they wanted help to eat, such as cutting up their meat, and this was done sensitively. They also gently encouraged one or two people with little appetite to eat a little or to try it.

On this unit, most people were able to eat independently. Staff told us that two people required pureed food, to help their digestion, and we noticed this had been achieved while maintaining the variety of colour and textures of the food, so still looked quite appealing. Staff told us that several people remained in bed and would have their food in their own rooms. They said that some meals were eaten in the lounge or conservatory depending on the type of food and individual choice. One person wandered off and was not interested in lunch. We observed staff ascertain they did not want to eat yet and inform them they would keep a dinner for later. Although most people enjoyed their lunch, one person said the meat was “as tough as old boots”. They were offered the vegetable bake, which they declined, but settled for some pudding. Staff later told us these comments would be reported back to the chef.

Overall, the meal was enjoyed by most people and we were impressed by the way that staff gave individual attention to each person and had a good knowledge of their likes and dislikes. We suggest considering a visual display or menu so people can see in advance what is on offer each day. This may help them to remember they have a choice about what to eat. See Recommendation 1.

On the Blue Unit

There were three tables at one end of the room. The central part of the room was the lounge area with seats and sofa facing each other and a coffee table in front of the sofa. There were some seats in front of the television, some armchairs in the conservatory and some chairs outside in the garden.

There was choice on the menu, roast lamb and a vegetarian option. Dessert was sponge with custard or fresh fruit. We were told people can ask for extra food outside of mealtimes and staff provide toast or cereals or fetch sandwiches from the fridge, which the kitchen prepares daily. If someone is asleep or wants to eat later or will miss lunch because of an appointment, their food is labelled with their name and put aside for reheating later.

The residents were encouraged to sit at the tables and everyone had a bib put around their neck. One or two of the more independent residents took theirs off. There was also a serviette at each place setting. Two residents chatted to each other. One resident stayed in their chair and seemed asleep. They were given a tray on a stand but did not wish to eat so had a cup of tea. Staff said they'd put her meal aside for later. We observed as one of the carers told each table what

the choices were for the main course and the residents decided what they wanted. One person chose cornflakes. Staff told us the reason for this, and that the person occasionally had the same meal as everyone else. Another person asked for a smaller portion and was given this. We observed there was no menu anywhere and residents were not told beforehand of the planned menu for the week.

Staff asked if residents wanted lemonade or orange with their meal, and one resident was given water as she prefers that. We were told that a jug of water was put on the table in the lounge after the meal. We observed one carer spoon-feeding a person while another member of staff helped one or two people, offering to cut up their meal for them. Most people ate more or less independently.

Activities

We visited on a Sunday lunchtime, when there was no formal programme of activities and most people wanted lunch and a nap afterwards. There was an informal and relaxed atmosphere, with several people wandering about the home; others were having a chat together with friends. Several people had family visits. Some people were reading the Sunday papers, other watching TV. We were pleased to see that staff turned off the TV when residents went for lunch and thought this a good practice.

The home has a conservatory in each of the units and a well landscaped garden with a large garden pond. This had some water features and fish, which seemed quite calming. We observed one or two residents taking a walk or being helped outside by a carer. Residents can sit in the covered conservatory area or outside in the garden if they wish. We were told they also have barbecues in the garden area.

Residents told us they liked to sit outside in the garden and found the pond calming and pleasant. One person described how they like to walk around this area when they wake up early in the morning, before breakfast. We noticed the relaxed atmosphere and several people wandering around and sitting in different areas, as they chose.

In the entrance to the home, there is a large circular foyer area, with lots of seating space and a fish tank. All the walls are decorated with photos of the residents at various events - such as a Halloween party, bonfire night, cake making sessions, a visit to Capel Manor horticultural college, a day trip to the seaside and many different celebrations. This area is friendly, pleasant and resident focussed which creates a positive atmosphere on coming into the home. A carer said that some residents have albums of photos or a frame in their room like a memory board. There was a welcome sign which stated "*There are no strangers here, only friends we have yet to meet*".

In the same area was a visual display screen of people doing various activities that take place at the home, such as staff reading to residents, arts and crafts, health and beauty sessions etc. This was good evidence of the range of activities that go on in the home, mainly on weekdays. There was a hairdressing room, with a regular hairdresser visiting the home. Staff told us they had a multi-media project which encourages people living there to learn how to use laptops, and tablets in a variety of ways. For example, they can look up online books, newspaper articles, pop songs, etc. related to their individual interests; with some support from staff. The home was starting to explore the use of Skype, which could be very useful for residents to keep in touch with family and friends who live some distance away or abroad. We thought this was a very good idea to maximise the use of computers to the benefit of people living here.

Staff also confirmed that there were a range of activities available during the week, including “smiling sessions” where an external group comes to facilitate music and singing sessions that are popular. We asked a couple of residents about activities but they did not remember details.

Again, we wondered if an advert or activity board about what was happening each day would be a useful idea to remind people of the choices they had. See Recommendation 2

On the Blue Unit, the TV was on in the lounge with the remote placed beside it. One resident picked up the remote. They were supported by staff to make a selection of TV channels and eventually watched the Tour de France, as the resident was keen on cycling. The TV was switched off during the mealtime.

Staff told us that the residents listened to a compilation of music that they like in the morning: 60s music, Bing Crosby, Motown etc. There are 'smiling' sessions fortnightly, cake baking, and a sherry morning on Saturdays.

There was no list of these activities displayed anywhere.

One visitor, a friend of a resident, said that the residents occasionally go to a place in Billet Road for entertainment, dancing, etc. He was visiting his friend once and they invited him to join them on the outing.

During our visit, we saw a member of staff put on some gloves and rub hand cream and put on nail varnish for one resident, who seemed to be enjoying the attention.

Staff responsiveness

Staff seemed attentive, patient and friendly during our visit. There is a monthly 'Relatives Forum' with notes of the meetings, and relatives were invited for tea afterwards. We saw a poster advertising a relatives meeting on 26.6.2014.

We spoke with one visitor who visits several times a week and has been a visitor for two years. They told us “people are treated very well here”. They commented that when a resident calls for help, the carers come but not always immediately if they are busy with someone else. They told us that in all the times they have visited, they have never seen anyone ill treated. They could not think of anything that could be done differently or improved.

There was a moment on the Blue Unit when a resident wanted a drink but there were no staff in the immediate vicinity. We alerted staff who provided the drink.

At all other times there were carers around in the main lounge/dining area. At around noon, carers asked specific people if they wished to go to the toilet and helped them accordingly. Some residents needed the support of two people. We observed someone being transferred from a wheelchair to an armchair. One person we spoke with was missing their bottom dentures. We mentioned this to staff who said they were arranging for replacement dentures for this person.

There were three carers on shift in each unit, some were agency staff.

We spoke with several people and asked their opinions about staff. One person said they found staff respectful and helpful. Others confirmed this and commented that they could talk to staff about anything. Another person commented “staff are helpful - and it makes a lot of difference” we were told that staff often came round asking if anyone wanted a drink, and people said this was useful as it can get a bit dry, especially in the summer months.

On the yellow unit, we observed one person who was a little restless and needed to walk around quite a lot. Staff kept an eye on this person, without intervening, and several times encouraged them to go to different areas of the home. We saw staff sitting and chatting to residents, asking if they wanted to get a haircut this week or just making general conversation with individuals and small groups of residents.

Staff we saw were friendly and pleasant both to us and to the people they were looking after. We noticed that several people in wheelchairs were asked individually if they would like a walk outside. At several different times during the visit, we noticed different staff taking different wheelchair users for a walk. The tone of voice we heard was open, friendly and respectful. Usually, staff asked a person if they wanted help of some sort before intervening. This allowed people the chance to remain independent if they wanted to, or to take up the offer of support. This seemed to us to reflect well on individual choice and ability, allowing people living here to take as much control as they wanted over day to day decisions, while knowing that support was there if they wanted it.

The meal time was calm and personal, with each person being asked and offered a choice of food and help, if they so wished it. Staff had clearly established a good

knowledge of individual likes and dislikes and used this to build relationships and communication with different people.

As well as care staff, we were aware of catering staff busy in the kitchen, as well as the cleaner, who was busy cleaning and later taking towels and clean clothes to individuals.

Comments & Complaints

We spoke to several people who said they were happy living here. When asked about complaints, one person said that it made a big difference being able to talk to staff. They had not needed to complain, but said they felt confident they would be listened to if they did need to complain.

We noticed that there were at least three posters around the home that promoted the complaints system, which referred to comments and complaints. There was also a pay phone in the foyer area, which had various pieces of public information available, including details of adult safeguarding services.

We can appreciate that not everyone living here can communicate their views easily, so we were pleased to see that there are regular meetings with friends and families. A recent meeting had been held in June, followed by afternoon tea and staff said that this was well appreciated. We considered this a positive initiative to engage with friends and families.

Conclusion and Recommendations

We enjoyed this visit and found a lot of positive things that are reflected in the report. There was little we could suggest in terms of improvements. We have made two recommendations about letting people know in advance what activities will be taking place and what food is available on a regular basis. We would also like to extend an offer to the relatives group to meet with them sometime in the future.

1. We suggest that staff at the home consider a way to display details of what meals are going to be served in advance of meal times. This could show the choices each day. We think this might help people to remember the choices of food and it could perhaps be done in pictures and words.

2. We thought a similar thing about activities. Clearly, there are a range of day time activities and records and photos of them after they have taken place. Some of this could be done in advance, such as, pictures in the morning of the activity that is on offer in the afternoon. Again, we think this could be a useful memory prompt and would also promote choice.

3. We wondered if the Relatives Meetings would like to invite Healthwatch Waltham Forest to a future meeting to explain our role and how people can contribute their comments and experiences.

Service provider response

Re: Enter & View visit to 87 Mapleton Road, Chingford E4 6XJ 6/7/2014

Mapleton service users and staff did appreciate visit from representatives of healthwatch Waltham Forest as visits like this is a straighten to our services and that we are able to demonstrate involvement of recognised and authorised organisations to visit and see what we do on behalf of those that use the service.

I have reviewed your report and comments on the recommendation will be taken on board to improve the way we deliver services or do things.

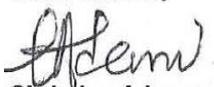
Recommendation 1: The home has a hard copy and a pictorial format of the daily menu that staff can show to service users should the need arise and as part of one to one interaction as most service users are unable to retain information for long . I will reinforce that staff should be able to cascade this information more. Part of our previous pilot was to discuss people's choice/preference of meal individually the night before for the cook to prepare but that did not work as people then forgot what was requested the night before and said "I did not order that".

Recommendation 2: There is a daily programme of activities which is been offer depending on choice and individual preference. However I will take all comments on board to create more improvements in our services.

Recommendation 3: I am very optimistic that relatives will value your input/role; I will send you an invitation to the next service users/relatives meeting.

We continue to look forward to working with you.

Yours sincerely



Christina Adamu
Manager
87 Mapleton Road

Chingford E4 6XJ

If you have any comments on this report or wish to share your views and experiences of this or any other care home in the borough please contact us.

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