

Enter & View Recommendations

Frome Care Village

Visit Conducted on 9 June 2015

No	Recommendation	Comments from the Service Provider
1	That the home looks into 'Rem Pods' and the benefits they could offer to residents. (http://www.rempods.co.uk/)	During my previous employment we trialled Rem Pods but unfortunately found them to be very costly and ineffectual. We are currently creating a real "pub" by converting an old kitchen. This reminiscence room will be "real" to those using it. Items in the pub can be picked up, used and moved as opposed to the back drop effect created by Rem Pod. We already have a nursery room and mini kitchens within each house which people living with us are using on a day to day basis enabling them and maintaining their independence.
2	That the home look into the 'Get Connected' grant which exists to help those in social care access the Internet. There website contains details about how this may also help those with dementia. http://www.scie.org.uk/workforce/getconnected/	Thank you for this pointer. I have added this to our service action plan to look at once our 'houses' within the buildings are established and settled.
3	That the home look at the Healthwatch Somerset Publication ' Residential; Care 'Environment – Good practice examples' (Appendix 1) with staff and at resident and family meetings to see if it generates further ideas for the	Thank you for your feedback regarding the environment at Frome Care Village. We now have a detailed maintenance programme which is ongoing as you would expect.

Filename:	\\tcffileservers\sharedfolders\PROJECTS\HEALTHWATCH\Enter and View\Somerset\E&V Visits\10. 9 June 2015 - Frome Care Village\Frome Care Village Recommendations return sheet__ Completed.docx
Page 1 of 6	

	<p>enhancement and improvement to the environment.</p>	<p>Sofa's have been ordered along with specialised seating for those in later stage dementia. Once our "reminiscence pub" has opened we will start work on a village shop and the high street. All toilet doors have been painted red and hallways are being sectioned by use of bright colours.</p> <p>Our staff are now working with those living with us and their families to personalise bedrooms for example the purple flowered wall art specifically requested by a lady living in the later stage house and the metal art bicycle outside the room of a gentleman who maintained bicycles for a living. We have recently facilitated the installation of a telephone line for one lady who likes to speak to her son each evening.</p> <p>The environment will never remain static as it will be adapted to suit the needs of the people living with us. This also ensures it stays fresh and stimulating. "Stuff" (the items which fill the environment) now remains out in the lounges not locked away in the activity cupboard.</p>
<p>4</p>	<p>That the home consult with 'Action on Hearing Loss' and take advice on the installation of hearing loop systems. Tel: 03332 405659</p>	<p>Thank you for this pointer. I have added this to our service action plan to look at once our 'houses' within the buildings are established and settled.</p>
<p>5</p>	<p>It is recommended that the management look at Appendix 2 'Staffing Good practice Examples' and not any examples the home wish to try and adopt on the recommendations return sheet.</p>	<p>As our "houses" have been established the staff have been matched to each house through assessing their skills, passion and levels of energy. Two groups of 8 staff have completed emotional intelligence training. Your report</p>

<p>Filename:</p>	<p>\\tcffileserv\sharedfolders\PROJECTS\HEALTHWATCH\Enter and View\Somerset\E&V Visits\10. 9 June 2015 - Frome Care Village\Frome Care Village Recommendations return sheet__ Completed.docx</p>
<p>Page 2 of 6</p>	

	<p>states staff undergo an emotional care assessment. I would assume that this refers to day one of the training which in no way assesses emotional care but encourages staff to talk about their life experiences; what has brought them into dementia care, what has happened in their lives to make them who they are. This draws the group together, enabling them to have a greater understanding of each other and enable true empathy for those they are caring for.</p> <p>Staff surveys are a valuable tool and we are using these in conjunction with staff supervisions which are conducted by a newly recruited House Manager with many years of experience in supporting staff through a culture change.</p> <p>I am delighted to report that the enthusiasm shown by staff to offer their individual talents to improve the environment has been overwhelming. There have created a chess board outside in the garden area, sewn sensory blankets, used their photographic skills to create place mats. These are just a small sample of their efforts. But the pleasure is they can see they are making a difference to people's lives.</p> <p>Volunteers are still visiting the home on a regular basis.</p> <p>Frome Care Village is now supported by a Personnel coordinator who is leading staff training and development. She is</p>
--	--

Filename:	\\tcffileserv\sharedfolders\PROJECTS\HEALTHWATCH\Enter and View\Somerset\E&V Visits\10. 9 June 2015 - Frome Care Village\Frome Care Village Recommendations return sheet__ Completed.docx
Page 3 of 6	

		<p>working with individuals and groups on face to face training whilst also assisting those who lack IT skills to complete our online training pack. All new starters are commencing on the Care Certificate programme.</p> <p>I have also recruited a lady to support me who has relocated to the area recently, her career includes Registered Nurse, Registered Manager of a care home and 13 years as a CQC inspector. She is supporting me with staff training and compliance around MCA, Best Interests and Consent.</p>
6	That the home look at Appendix 3 the Healthwatch Somerset publication 'Resident and Family Meetings – Good Practice Examples' and discuss this with staff and at resident and family meetings to aid further improvements in this area.	In the past few weeks we held a meeting for relatives which I am pleased to say generated more interest than has been the norm. It was actually a cheese and wine evening which also incorporated a talk from one of our consultants on the value of life histories. The group also put forward suggestions for feedback going forward. The group asked for quarterly meetings which we will be pleased to facilitate. I am pleased to see that this forms part of the good practice guide.
7	It is recommended that this Appendix 4 (Activities - Good practice Examples) be shared with activities and care staff and be discussed at 'Resident and Family Meetings' as well as on a one to one basis with residents.	The household model of care has introduced "meaningful occupation" to Frome Care Village. People are now actively participating in household tasks; doll therapy has been very successful. Whilst there are still group activities our ethos is centred around individual occupation. We have links with the local stroke club and have also made contact

Filename:	\\tcffileserv\sharedfolders\PROJECTS\HEALTHWATCH\Enter and View\Somerset\E&V Visits\10. 9 June 2015 - Frome Care Village\Frome Care Village Recommendations return sheet__ Completed.docx
-----------	---

		<p>with “Somerset you can do”, who are aiming to support one individual in particular. Life story work is key and there has been involvement with the people living with us and their families too. This is all encouraging families to visit and spend longer in the home than previously. More people are now going out into the community. This may only be to the local supermarket or charity shops but it is beginning to happen, The local radio and newspaper will be joining us at our summer fair at the end of August. There have been several coffee mornings, organised mainly by a lady living with us in conjunction with the local church group. With the outdoor space opened up we now regularly see the ladies and gentlemen taking themselves outside to enjoy the fresh air.</p>
8	That the home look at the Healthwatch Somerset Publication ‘Improving Hospital Admissions and Discharges – Good Practice Examples’, (Appendix 5 and implement the suggested actions to help improve future liaison between the hospital and the home.	<p>Since the visit of Healthwatch Somerset there have been two hospital admissions. One was a very successful discharge the other was slightly problematic but was resolved through communication with the hospital ward staff. I have taken note of the suggested liaison should admission and discharge from hospital prove to be difficult.</p>
9	That the home researches other organisations such as Rethink, local schools or the Scouts with regard to minibus hire. The home could also consider giving support to smaller groups of residents to organise a taxi	<p>So far we have not been able to source any transport from local groups but are keen to keep trying.</p>

Filename:	\\tcffileserv\sharedfolders\PROJECTS\HEALTHWATCH\Enter and View\Somerset\E&V Visits\10. 9 June 2015 - Frome Care Village\Frome Care Village Recommendations return sheet__ Completed.docx
Page 5 of 6	

	share into town if they wish and therefore reduce the cost.	
10	that the home invite Healthwatch Somerset to make a further visit in a few months' time, so that Healthwatch Somerset can provide residents, staff and visitors with an independent body to discuss what difference the implemented changes have made and give further opportunity for the sharing of good practice during this improvement period.	We look forward to inviting Healthwatch Somerset back to Frome Care Village in the near future and welcome the feedback you have provided.

Page 6 of 6	