



Enter and View Visit

Grovelands

45 Grove Avenue, Yeovil

BA20 2BE

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Authorised representative(s) undertaking visit:

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Acknowledgements

Healthwatch Somerset would like to thank the staff and residents of Grovelands for making us feel welcome and offering assistance during the Enter and View visit.

Purpose of the visit

- To seek the views of those who live in residential services on the health and social care services that they use, including the residential service that they live in.
- To find out how those in residential care access the health and social care services they need.
- To identify and highlight areas of good practice to share with other providers

Methodology

The home was notified about the Enter & View visit three weeks prior to the visit. A letter was written to inform residents and visitors, which the home was asked to display.

On the day of the visit, the Enter & View team were keen to ensure that their presence did not get in the way of the care being given to residents. They had therefore requested to meet with the manager or senior member of staff on duty to discuss how the visit could be best managed, and be informed of any issues that they needed to be aware of.

The Enter & View team were then given a tour of the home, before being free to wander the communal areas in the home and chat to residents and staff. The team then joined residents for lunch and it was found that this provided a social occasion in which to chat to residents in more depth.

The team then met in a quiet area of the home to collate their findings before giving a brief verbal feedback to the manager.

The report was then drafted and sent to the manager for their comments on any recommendations made which were recorded on the attached recommendations sheet. The final report is then sent to service commissioners, the CQC and published on our website.

Summary

Grovelands is large Residential Home purpose built for up to sixty-one residents. The home is split into two sections, the main residential unit and a specialist dementia care unit called 'Petals'. The Enter & View team spoke to the manager, staff and residents. No visitors were available to speak to at the time of visit. The Enter and View team found many good practice examples relating to the environment. The staff were observed to be caring, respectful and friendly. Residents told us that they felt very lucky to live there. In addition to the good practice examples a few recommendations have been made to help the service make further improvements.

Findings

The Environment

Grovelands is a large modern purpose built building with sixty-one single rooms. All rooms are en-suite with residential units having a toilet sink and shower, and the dementia care (Petals) having a toilet and wash hand basin.

The home was observed to be warm fresh and clean. The decoration was in good order and the manager informed us that there were plans to further improve the decoration.

The home accommodated lounge and dining areas on each floor of each unit and residents had a choice of where to eat or sit. The home also has a lift and was equipped with a hearing loop system. This was noted, is particularly good practice as Action On Hearing Loss report that up to 80% of residents living in residential homes have significant hearing loss.

We met with the manager and the assistant manager in what was known as the London lounge. This lounge was decorated with wallpaper depicting scenes of London and was equipped with two computers that have been adapted for residents use.

The home was well equipped with signs pointing the way to the dining room, lounge and lift. This was noted as good practice as it helped residents to orient themselves. The Enter & View team noted that some of the signs could be larger for example the sign to the lift (see recommendation 1).

It was also noted that there were noticeboards in each area showing the activities that were planned for the week.

There was a corner of the corridor that had been made into a shop selling essential items and treats. The manager also told us that there were plans to put a table in that area and open it as a bar on weekend evenings.

There were facilities for able residents and visitors to make hot drinks and there are also several seating areas where residents could receive visitors or chat to each other that were in addition to the lounges. The Enter & View team found the Petals unit had many innovative features to assist those residents who have dementia. Some of these are noted below:

- Wall **displays** that residents have made that highlight the seasons, therefore helping residents who are unable to get out and about to be aware of the time of year.
- Hand rails that continue along doors that were unsafe for residents to enter such as broom cupboards. This meant that residents were less confused by doors and naturally directed to the communal areas.
- Wall displays that were stimulating and tactile such as a display of tools titled The Garden Shed.
- There were memory boxes outside each of the resident's rooms showing photographs and memorabilia that was important to the resident and helped them to identify their room and to define them as a person.
- Research has shown that yellow and red colours are particularly prominent to those who have dementia or Alzheimer's and are the last colours to fade. The Enter & View team noted that the toilet doors were painted red and the bathroom doors were painted yellow to help orientate the residents.
- The Petals unit was brightly painted with murals depicting woodland scenes and other scenes from nature which helped to add to a cheery and stimulating environment.

The Staff

The manager told us that like many other care homes it has, at times, been difficult to recruit and maintain staff. To combat this, wages start at £7 p/h and increase after 1 year and 2 years to help maintain staff. In addition staff also receive rewards and vouchers based on performance which include staff sickness, flexibility, training and feedback. In addition all staff are encouraged to achieve an NVQ and undertake various distance learning courses.

Staff were observed to be caring and friendly and supportive. The manager and deputy manager were also observed to be hands-on when giving support to residents. The residents we spoke to also said that the staff were all friendly, kind and caring.

The manager informed us that they have a Polish resident and Polish members of staff who help that resident to communicate.

One staff member was observed to take two plated meals to a resident so that they could make an informed choice about what they would like to eat.

Five night staff are employed. The manager informed us that they regularly check residents at intervals throughout the night.

Involvement of residents and family

The Enter & View team learned that the home is keen to support residents to use their skills and knowledge. One resident who used to be an engineer, still enjoyed assisting the handyman with odd jobs around the home. Another resident was encouraged to feel useful and enjoyed helping with the vacuuming and dusting.

The deputy manager told us that residents are also encouraged to participate in staff interviews and their opinions are valued.

Residents have been involved in planting flower beds in the garden and creating wall displays.

The Enter & View team were told that residents could also help out with serving in the corner shop within the home.

The home has 3 resident and family meetings per year. These meetings sometimes include speakers - such as the Alzheimer's Society, which gave a talk on dementia.

In addition to residents and family meetings there are also four resident meetings per year, where topics such as food & drink, staff changes and activities are discussed. Meetings are followed up with a 'You say, We Do' poster, which was noted as good practice. For example one resident said they would love to see a magnolia tree in the garden and this was purchased and planted.

Families and residents are also encouraged to get involved with care planning.

Involving the Local Community

The local church visits monthly to perform a communion service, and also attends twice a year for a remembrance service to remember residents who have died. Local clergy also attend and run a reminiscence service. The Enter & View team were told by the manager that all denominations can be catered for, and a local Polish priest has been booked to attend the home for a Polish resident.

The home has good links with the local school. Primary school children attend the home and the residents have been involved in judging a competition. Residents are also supported to attend the local school to watch the nativity play.

In the interests of sharing good practice identified at other Enter and View visits we would recommend the home to consider the following ways of involving the local community; (See recommendation 2)

- Visits from the local scout, beavers, cubs, brownies groups.
- Involving local school children in support of their World War 2 project.
- Hosting 'The Big Lunch' neighbourhood event <http://www.thebiglunch.com/>
- Hosting local clubs such as a film club or yoga class.
- Becoming involved with the Archie Project.
- Forming a skittles or darts team to play against other homes.
- Finding residents from other homes who share similar interests with residents at Grovelands to start an activity.

Activities

The home employs 3 activities coordinators and provides a range of activities which include:

- Quizzes
- Flexercise
- Visits to the Gateway Centre (A religious social club for women)
- Craft activities.
- Music - Local pianist visits and has formed a choir.
- Shoe polishing

It is recommended that the home share the attached Activities list (Appendix A) with activities staff and residents to further broaden the activities provided. (See Recommendation 3).

The Enter & View team saw one resident who was just going out for a walk and a resident told us they had gone to visit her daughter on the train and was driven to the train station by staff and her daughter met her off the train at Exeter. Other residents told us that they would like to go out and about more.

The Enter and View team would recommend that the home contact 'You Can Do' T: 01278 664 180 and Aster Living T: 0333 400 8299 active living groups who are often able to take residents out or transport them to Active living groups. Or find out more by visiting <http://www.somersetactiveliving.org.uk/welcome/>
It is also recommended the home looks into talking to other organisations about the sharing of minibuses - such as Rethink, local schools and scout groups. (See Recommendation 4).

How do the residents of Grovelands access health and social care services?

Hospital Services and Discharge

The home has had difficulties with residents being discharged from Yeovil District Hospital (YDH) before they were ready. Staff at the hospital misunderstood that this is a “residential” home and not a “nursing” home. The home always ensures that they assess a resident before they are discharged from hospital. The manager believes there is sometimes a breakdown in communication between the Discharge Liaison team and the nurses, as the discharge team sometimes reports that the person is ready to be discharged when often the nurses and the Groveland’s staff disagree.

There have been similar issues with the Wincanton hospital. In one example shared with us, a resident was told that they were ready for home but they were not even mobilised and so were clearly not ready to be discharged.

It is recommended that the home speaks to The Patient Engagement Manager at YDH and Wincanton (Lucy.Nicholls@sompar.nhs.uk) and requests that the concerns regarding information sharing are passed to the Director of Nursing. (See recommendation 5).

The home has a good relationship and works well with Magnolia House who are the local acute inpatient service and mental health community team.

GPs attend Grovelands and residents who have previously lived locally are able to retain their own doctor.

The District Nursing team attend and residents told us they are kind, caring and flexible.

A Dentist is nearby and if a resident needs a home visit they will do so but at a cost to the person. The dentist has offered some dental hygiene training to staff.

A hairdresser attends 2/3 days a week and knows the residents well and is valued by the residents. She uses a specially equipped room in the home for this service.

Social Service Reviews – some residents have been waiting 3 years for an annual review. It is recommended that Somerset Care find out if this is a concern for other homes and inform Healthwatch Somerset of the number of outstanding reviews due. Healthwatch Somerset will then raise this with Somerset County Council about this. (See Recommendation 6)

The home liaises well with the Active Living team who provide transport for residents to attend the Gateway Centre and any other events they may wish to attend as the home does not possess a mini-bus.

What do the residents think about Grovelands?

Residents said:

- The food is great
- The food is always lovely, I feel it has improved since the last inspection
- The manager is lovely
- All the staff are kind and caring
- We are lucky to live here
- It's a beautiful place
- I have no complaints
- It's lovely here and staff are so kind

Specific Areas of Good Practice to Note.

- Staff speak to everyone by their first name
- Residents are included in helping in the running of the home by utilising specific skills a person may have.
- Relevant speakers invited in to talk at family meetings e.g. Alzheimer's Society
- Suitably decorated throughout using colours that brighten up rooms
- The garden is easily accessible at any time for any resident who wished to go out, with ample modern, well kept, garden furniture.
- Garden area at rear had miniature model houses that residents were encouraged to paint
- One corridor in the Petals area had pictures depicting beaches from the past and it was intended to lay out a mock beach with sand and deckchairs in the area immediately outside this corridor
- There was evidence of the manager and deputy being "hands on" during the visit and the manager when talking about future plans always said "we" indicating that they all work well as a team.
- Incentive rewards were an encouragement for staff.
- Staff encouraged to eat with residents showing no "them & us".

Conclusion

Based on observations and conversations during the visit, the Enter and View team observed the standard of care and service at Grovelands to be excellent. Residents spoken to are happy with the service they receive. Many examples of good practice have been identified relating to the environment and the involvement of residents, their families and the local community.

The Enter and View team learned that while much is done to ensure residents access other Health and social care services there are some concerns relating to hospital discharge and care plan reviews.

A number of recommendations have been made to help the service make further improvements and we look forward to hearing how these will be taken forward.

Appendix 1

Residential/ Nursing homes for older persons – Consolidated Activities List Identified from Enter and View Visits.

A broad range of activities in residential services for older persons is important as it can provide residents with choices about meaningful ways in which to spend their time. It is especially so, when residents are no longer able to gain access to outside activities. Some homes have noted that engaging residents in activities is difficult and have struggled to find meaningful activities to offer. We have compiled this activities list from the Somerset LINK Enter and View visits.

Quizzes.

Visits from local falconry/ bird sanctuary.

Musical Entertainers visit twice a month.

Visitors and staff bringing in pets to visit.

Monthly in-house church service.

Visits from the owl sanctuary.

Visits from the Donkey Sanctuary

Art class.

One to one manicure.

Knitting circle.

Bingo.

Comedian visits.

Arts and crafts.

Annual carol service.

Hand bell ringing .

Nintendo Wii exercise.

Garden walks.

Film club

Flexercise.

Singing.

Drumming for the brain.

Reminiscence. (Group & 1 to 1).

Old fashioned sweet shop visit to the home.

Indian Head massage.

DIY club.

Flower arranging.

Barbeques.

One to one time to chat with key worker.

Crochet.

Garden Games.

Dough modelling.

Armchair exercise.

Pets at home service.

Swimming.

Reading of local paper.

Trips out to;

Garden centre.

Theatre.

Just for a drive.

Shopping and Christmas shopping.

Library.

Local castle or national trust historic building.

Cinema.

Songs of praise.

Chiropody.

Clothes Direct visit to the home.

Cooking.

Assisted gardening.

Model making.

Guide Dogs.

Life Story books.

Gardening (indoor & outdoors).

Spare room made into own bar.

Music and movement.

Dancing.

News & current affairs discussion group.

Crossword.

X box bowling.

Local school nativity.

Pub lunch.

Fish and chips out.

Christmas lights.

Sea side.

Coffee shop.

Taunton Flower show.

General good practice identified - Activities

- Display an activities timetable on the notice-board and provide a copy to each resident.

- Include an activities list on the home's web site.
- Offer of regular individual activities on a one to one basis. This can include assistance with a hobby, writing a life story book or just time to chat or reminisce.
- Encourage and support residents to organise their own activities.
- Invite nearby homes to partake in events and activities such as garden parties, quizzes, visiting entertainers and tea dances.
- Discuss activities at resident meetings.
- Offer a mixture of individual and group activities.
- Give gentle encouragement to participate in activities while ensuring no-one feels guilty for choosing to opt out.
- Employ an activities co-ordinator or give staff a specific role and time to plan activities with residents.
- Arrange fund-raising activities such as car boot sales which contribute to the 'Residents Fund' which can then be used to pay for trips out and additional activities or equipment.
- Allocate time for staff to arrange individual activities for residents or spend one to one time with a resident.
- Space permitting, invite local clubs such as WI and local film club to meet at the home ensuring residents can join in if they wish.
- Make enquiries to the local Rotary Club, Stroke Club, Scouts Association etc. to see if they can support with arranging transport to community events or rent their minibus.
- Seek volunteers to help run activities.

Disclaimer

This report relates only to a specific visit (a point in time)

This report is not representative of all service users (only those who contributed within the restricted time available)