

# **Enter and View report**

The Old Police House

Nunney

---

1 June 2023

# Contents

# Page

About Healthwatch Somerset	3
What is Enter and View?	3
Details of the visit	4
Key findings	5
Recommendations	5
Observations and findings	6
What people told us	8
Acknowledgements	9
Provider response	9
Contact us	9

---

© Healthwatch Somerset

The material must be acknowledged as Healthwatch Somerset copyright and the document title specified. Where third party material has been identified, permission from the respective copyright holder must be sought.

Any enquiries regarding this publication should be sent to us at [info@healthwatchsomerset.co.uk](mailto:info@healthwatchsomerset.co.uk)

You can download this publication from [healthwatchsomerset.co.uk](http://healthwatchsomerset.co.uk)

The Healthwatch Somerset service is run by Evolving Communities CIC, a community interest company limited by guarantee and registered in England and Wales with company number 08464602. We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch Brand) when undertaking work on our statutory activities as covered by the licence agreement

# About Healthwatch Somerset

Healthwatch Somerset is the county's health and social care champion.

We're here to listen to your experiences of using local health and care services and to hear about the issues that really matter to you. We are entirely independent and impartial, and anything you share with us is confidential. We can also help you find reliable and trustworthy information and advice to help you to get the care and support you need.

As an independent statutory body, we have the power to make sure that NHS leaders and other decision makers listen to your feedback and use it to improve standards of care. This report is an example of how your views are shared.

Healthwatch Somerset is part of a network of over 150 local Healthwatch across the country. We cover the unitary local authority area of Somerset Council.



## What is Enter and View?

One of the ways we can meet our statutory responsibilities is by using our legal powers to Enter and View health and social care services to see them in action.

During these visits we collect evidence of what works well and what could be improved to make people's experiences better. We do this by observing the quality of service, and by talking to people using the service, including patients, residents, carers and relatives.

Enter and View visits are carried out by our authorised representatives who have received training and been DBS (Disclosure and Barring Service) checked. These visits are not part of a formal inspection process or audit.

This report is an example of how we share people's views, and how we evaluate the evidence we gather and make recommendations to inform positive change, for individual services as well as across the health and care system. We share our reports with those providing the service, regulators, the local authority, NHS commissioners, the public, Healthwatch England and any other relevant partners based on what we find during the visit.

# Details of the visit

**Service visited:** The Old Police House, Nunney.

**Visit date:** 1 June 2023

## About the service

The Old Police House is a care home in the village of Nunney near Frome, which provides accommodation for people with a learning disability. It is owned and managed by Discovery. Five people currently live at the home and there is one vacant room. Accommodation is provided on one floor, so the bedrooms and communal rooms are on the same level. Residents have their own bedroom and share bathroom facilities.

## Purpose of the visit

This visit was part of our ongoing partnership working with Somerset Council to support quality monitoring of residential care homes in the county.

## How the visit was conducted

The visit was carried out by two Authorised Representatives. It was planned and we liaised with the Manager in advance, so they were expecting us. Information was collected from observations of residents in their day-to-day situations, including lunch, and also interviews with staff, relatives, and the care home Manager. The team spoke to the Manager, two residents (with the help of their support worker), four relatives and three staff members.

## Healthwatch Somerset Authorised Representatives

- Sheila Burridge (Staff member and lead Authorised Representative)
- Jane Watson (Volunteer)

## Disclaimer

This report relates to this specific visit to the service, at a particular point in time, and is not representative of all service users, only those who contributed. This report is written by the Lead Enter and View Authorised Representative who carried out the visit on behalf of Healthwatch Somerset.

## Visit overview

The visit was part of our ongoing quality monitoring work. We are carrying out some focused work with a number of learning disability homes.

The Old Police House is a small home with five residents, so our visit was carried out by two Healthwatch representatives: one staff member and one volunteer. We were welcomed by the Manager who gave us a tour of the home and introduced us to residents, visiting relatives and staff. We were given open access to move about the home.

At the end of the visit we met with the Manager to share our findings and observations.

# Key findings

- The overriding feeling in the home was of calm. This is the residents' home.
- The environment felt homely and welcoming.
- There is a personalised atmosphere; staff know residents well.
- Residents are able to move around the home easily from their rooms to the communal areas as all rooms are on one level.
- Meals – residents choose when they eat, sometimes prompted by staff, and they choose if they want to sit with anyone else.
- The immersive room is a state of the art multi-sensory room. This is a great asset which residents are fortunate to have.
- Each resident had their own individual way of communicating and staff understood this so could interpret residents' needs and wishes.
- The home has good relationships with the GP and Complex Care Team at Frome Medical Practice.
- There is an open-door policy for relatives to drop in.
- Relatives speak highly of the managers and staff and the way their family members are cared for.

# Recommendations

1. The home might like to consider a picture board, showing staff and residents who live there. Other things could be added to the board, for example, what the weather is going to be like, what activities are taking place that week.
2. The immersive room was a great asset to the home and the residents. We would recommend a facility like this to other homes.
3. A relative was concerned that staff did not have their meals provided when they were working and asked us to raise this.

# Observations and findings

## Physical environment

- The home is situated in a quiet residential area and there is no outside traffic noise.
- There is easy access for visitors and good parking.
- We were met at the open front door by the Manager.
- Inside there was a welcoming and homely feeling. The home was clean and pleasantly decorated and furnished.
- We felt the environment was one of quiet and calm.
- Access to the private garden, with chairs and table, was via a ramp and then all on one level. So, it was accessible to all residents, including those in wheelchairs.
- Everyone has their own rooms, which are light and airy with large windows, some overlooking the garden.
- Bedroom doors are personalised and in the rooms residents have their personal possessions with lots of photos, pictures and books.
- The home had a personalised atmosphere, eg, two residents liked to use the same chair at the dining table so their meals were taken separately to allow for this.
- There was no staff picture board which we asked about; it was felt this was not needed due to the small staff team.

## Interactions

- Staff were responsive but unhurried.
- Staff knew people well, both residents and their relatives.
- Staff were happy and had the time to stop and chat.
- During our visit we observed residents were calm.
- Each resident had their own individual way of communicating and staff understood and could interpret residents' needs and wishes.
- We observed that staff talk to residents with respect and dignity.
- The relatives of other residents all stop to talk and interact with residents.
- We were told that birthdays are celebrated with a cake and buffet meal. The house is decorated at Christmas.
- There is clearly a family atmosphere here.
- We observed a staff member inviting a resident to move to the kitchen for her lunch – it was all calm and unhurried. She asked: "Would you like to come for lunch now" and then supported the resident to walk to the kitchen.

## Activities for residents

Staff knew what each resident enjoyed doing, for example, playing with Lego, colouring, going for a walk.

Residents are encouraged to do things for themselves. We observed one resident was able to get onto the floor to play with Lego and one resident was helped to make a cup of tea.

One relative told us they were hopeful that their family member would be granted more support hours to enable them to go swimming, as this was something they loved to do. One relative said: "They take him to many activities. He is even going away on holiday."

The company car takes wheelchairs so residents can go off site, for example, a haircut or day out. One resident was recently taken to Heaven's Gate at Longleat House for a walk.

## Staff

- The staff were all very friendly towards anyone in the home and responsive to residents.
- Staff moving around the home talked to residents, either in passing or to stop and speak with them.
- Dignity and respect shown by staff was obvious, for example, asking a resident if was she ready to go into lunch and then guiding her slowly into the kitchen.
- Staff know the residents well. We could see this from the way staff understood residents by their individual way of communication (which often wasn't words) and their non-verbal cues.
- Staff were patient and we observed this when feeding a resident.

## Meals

- Residents tend to have meals around the same time each day but they can choose. All needs and wants appear to be catered for.
- Hydration depends on the resident. Fluid charts are used for three 'at risk' residents so that staff know what they've had or if they've refused fluids.
- Staff told us: "Residents are given options; one likes to choose her own food, one likes beige food and likes to cook."
- Staff told us one resident loves food and goes to the fridge to choose the food she wants. Although she feeds herself, staff cut up her food to prevent any choking hazard.

## Access to healthcare services

- The home has good relations with the GP – annual health checks and medication reviews happen on time. Vaccinations are done in the home. One resident had been at the GP surgery when we visited.
- We were told one resident tends to have more home visits from the Frome Medical Centre because of their anxieties in open spaces and with groups of people.
- We were told of the good relationship with the Complex Care Team at Frome Medical Centre. They provide a virtual ward round every Friday – which is helpful for the home to be able to discuss residents and be proactive in their healthcare.
- The home can link into the Learning Disabilities nurse if required.
- Frome Dental Access provides dental care.
- Bruton pharmacy provides pharmacy services and we were told this works well, with the pharmacy delivering to the home.
- A lady comes into the home on a six weekly basis to undertake podiatry services.
- Residents go out to the hairdresser, although we know one resident's mum cuts her hair.

## Keeping in touch with relatives

- There is an open door policy for relatives and families.
- The Manager provides regular updates to families.
- A Christmas party was held for residents and their families.

# What people told us

## Care home residents

One resident had been for a walk in the village, with a support worker to push his wheelchair. The support worker told us: "He enjoys going out in the sunshine", and the resident smiled and nodded in agreement.

One resident loves to play with Lego. He plays on the floor with the bricks and it was clear to see he enjoys this. He is able to move around on the floor independently. Visiting relatives know him and interact with him – one relative got down on the floor to play with him.

We were able to speak to a resident by way of their support worker: "[She] likes interacting with staff, pens, books, and cups of tea. She seems very happy living here. We know she doesn't like big spaces or large groups of people so we take this into account when going out anywhere."

We observed this resident has a small and very personalised corner where she sits in her chair and can watch what's going on. Staff told us she is quite independent – she gets up and goes to bed when she wants to. Staff said she loves getting her hair cut and can indicate when she wants a haircut, which is usually a cue she wants to go out. This resident chooses to have a bath every morning and also chooses her clothes to wear that day.

## Family and relatives

Relatives told us they could visit anytime. They feel welcomed and involved and are offered cups of tea. One relative said she often calls unannounced and always observes residents being well cared for. She told us: "When he was ill after Covid, staff were on it immediately and got the doctor to visit."

Relatives spoke well of the staff and management: "The Manager and deputy are brilliant, we can voice any concerns, they know the residents"; "We can talk to them and they get things done"; "I feel I could bring up any issues I had and talk to the staff or Manager"; "The staff know what she likes and doesn't like – they are respectful towards her."

The home uses agency staff. Relatives told us that sometimes the agency staff don't know the residents so well and have to shadow the permanent staff, which adds to their workload.

Relatives felt their family member was safe in the home and well looked after. One resident had lived there for over 20 years.

One relative told us: "I feel he is treated with great love; staff are gentle towards him... They are kind and caring and never criticise."

One relative was concerned that staff did not have their meals provided when they were working and asked us to raise this.

Some relatives said they were fearful of the home ever closing.

One relative felt happy and confident with the home. She told us: "He has been here for two years now and it's so much better than the last place. He's a changed person now; he's alert and understands a lot. They interact with him here, he's just more confident."

## Care home staff

There are three staff members on duty in the morning and three in the afternoon. Overnight there are two staff – one waking and one sleeping. Most staff are permanent (six permanent and two relief workers) plus agency staff. Several agency staff are 'regulars', which helps both residents and the staff with relationship building.

The staff we spoke to had worked at the home for six months and two years respectively.



Staff spend one-to-one time with residents but also interact with all the other residents.

We were told: "In the mornings a worker is assigned to a resident but also everyone works as a team."

We observed that care was person-centred and staff told us: "We have enough time to care." The interactions we observed were personalised.

Staff duties include support working, personal care, cooking and generally interacting with residents. Staff said in the evenings they were able to watch TV with the residents and felt they could relax along with them.

One staff member said the hardest part was working out the non-verbal communication from residents but this was getting better with time.

Activities for residents include playing, colouring, going for a walk and using the immersive room. Staff appear to know residents well and what they like to do, for example, one resident likes chatting, one resident likes to catch and throw beanbags.

Staff felt they were a good team, especially when fully staffed. Staff talk daily and told us: "Everyone works well together."

Staff meetings are held monthly and staff can contribute to the agenda.

Staff told us that support was available if needed and they felt happy to ask for it, including emotional support.

Staff told us that regular training and support was provided as needed or if requested. Recently they had undertaken competency training.

## Acknowledgements

We would like to thank the Manager and all staff, residents and their families for a friendly welcome and unlimited access to the premises and activities.

## Provider response

Hannah White, Locality Manager at The Old Police House responded to thank us for the report and said: "We found the whole experience a very positive one. I believe everything is factually accurate. I will have a chat with the person who raised about colleague meals, I think she just feels her family member would want colleagues to have a meal."

## Contact us

**Healthwatch Somerset**  
Woodlands House  
Woodlands Business Park  
Bristol Road  
Bridgwater  
TA6 4FJ

[info@healthwatchesomerset.co.uk](mailto:info@healthwatchesomerset.co.uk)

0800 999 1286

[healthwatchesomerset.co.uk](http://healthwatchesomerset.co.uk)