



Enter and View Visit

Wyndham House

Martlet Road,

Minehead TA24 5PR

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Authorised representative(s) undertaking visit:

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the care forum

Registered Charity Number: 1053817

Acknowledgements

Healthwatch Somerset would like to thank the staff and residents of Wyndham House 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 two 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 (E+V 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 with several residents to explain the purpose of our visit and talk about some of the project areas that Healthwatch Somerset are currently working on. Some of the residents shared their experiences of using health and social care services and the opportunity to join Healthwatch as a volunteer champion was discussed.



Following this the Manager, Deputy and activities co-ordinator were all given feedback from the visit, and informed of what would happen next in relation to the publication of this report.

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

Summary

Wyndham House is a period property with modern extensions. It has 50 bedrooms and is registered to provide residential care. On the day of our visit the manager informed us that they were 82% full.

The Enter & View Team found good practice regarding the environment, staff, involvement of residents and involving the local community. Issues relating to hospital discharge were identified and discussed with the manager. Good practices were observed throughout the visit. We spoke to 8 members of staff and 12 or more residents, but there were no visitors at the time to speak to. Overall the Enter and View team felt that Wyndham House provided a high standard of care in a suitable environment.

Findings

The Environment

There was a mixture of room sizes with some en suite. There was a light and airy feeling plus everywhere was very clean. It was spacious with several small lounges and seating areas for residents to sit and chat or receive visitors. The decoration and furnishings were clean and of good quality. There was a lift to the first floor and areas where there were steps and a stair lift. Residents could bring in their own furniture if they wanted. There was no hearing loop in the conservatory where we met residents at the end of our visit and at least two of the residents struggled to hear the conversation. The E+V team did not see a portable loop system or hearing loop during our tour. Action on Hearing Loss (formally the RNID) state that 80% of those living in residential homes have significant hearing loss and that this can lead to communication difficulties, withdrawal and isolation. The Enter & View team



recommend that the home consult with 'Action on Hearing Loss' and take advice on the installation of hearing loop systems. (**see recommendation 1**)

There was a kitchen area/meeting /assessment room where residents or family visitors could make a drink and/or a light meal.

There was a PC for the use of residents so those who wished could use Skype to keep in touch with relatives.

There was no personalisation of individual room doors, but this would be done if it was felt necessary in the future. There was a lockable medicine cupboard in each room.

We were able to view vacant rooms and we observed "Welcome" packs and toiletries available which gave a feeling of luxury and a welcome touch. The information contained in the packs was comprehensive and useful.

There was a 'salon' for the use of two hairdressers who visit 4 days a week. A dementia friendly area is being developed showing memorable pictures on the wall, suitable seating and a chest of drawers containing lots of items for residents to rummage through. This helps not only to stimulate residents who have dementia but can also help them to recall their own memories of the past times.

There was a 'You Said We Did' poster on the notice board indicating that they had requested 'tea cosies' for the teapots - some had been provided and more to come.

There was a well-kept garden area with tables and chairs and an area where past residents could be remembered; all their names being engraved on the bamboo chimes situated there. In one corner was a wooden shelter used by the smokers

The Staff

All the staff observed during our visit were seen to be supportive and caring, assisting those who needed help. The manager stated that staff turnover is low and that they help to maintain staff motivation by:

- Using a voucher reward system as an incentive
- Encouraging and supporting progression with training and NVQ 2 and 3 (now QCF).



- Residents are included in interviewing new staff and a 'sticky people' test is given during this process ('sticky people' is a screening tool).

Involvement.

Resident and Family meetings are held on a regular basis. The manager told us they try hard to get involvement from residents and families.

The following good practice examples, relating to resident and family meetings, are shared here to promote the good practice observed during EV visits to other homes.

It is recommended the home: **(see recommendation 2)**

- Make the meeting part of a larger event such as cheese and wine evening.
- Ensure that residents have the opportunity to add to the agenda and that they receive the agenda well in advance.
- Invite guest speakers to talk about a topic of interest such as care home fees, hobbies, crafts, reminiscence or perhaps even a comedian. This would help to ensure that residents who may not otherwise attend might be motivated to give their input for different reasons.
- Involve domestic, kitchen and activities staff more widely in the life of the home

There were suggestion boxes for everyone to give their ideas, and on a one to one basis residents were asked what could be done better.

Resident past skills were used where possible e.g. one person had been a judge at Crufts so they held a Dog Show for her to judge, and someone else made rosettes to be awarded. Another person had been a midwife so she took particular interest in the staff who were pregnant.

When there were occasions to take residents out to various places, 'At West' transport was used.

Activities

The Activities Co-ordinator told us the various training she had done and we noted that she had particularly chosen to undertake 'Activities for Male Residents'. We know that this is a particularly difficult task in some homes. Activities are now done over the weekend giving choice 7 days a week, see below:



- Cocktail parties with people dressing for the occasion.
- A dance group had visited.
- A 25yr old pony is brought in to visit them occasionally.
- Trips out every Wednesday to local places e.g. West Somerset Railway, nearby Blenheim Park where they use the cafe and meet up with other residential homes.
- A Maypole erected in the dining room on May Day.
- A VE (Victory in Europe) Party.
- A Dog Show.
- Celebrate all the special national days i.e. St George's Day.
- Remembrance Service.
- Computer with Skype available so as residents can talk to family and friends on line.
- Photographs of all activities are shown on the computer for anyone to see.
- An Open Day planned for National Care Week.
- Various craft activities – one lady showed us her cross stitch bookmarks which she makes for a local Charity to sell, another was knitting in the lounge.
- Planning to do "Wyndham's Got Talent" to include residents from other homes.
- A Gardening club every Friday.
- There is a shop (on a trolley) for residents to purchase personal requirements e.g. soap, shampoo, sweets, chocolate etc.

Activities Recommendation

It is recommended the home share Appendix 1 'Consolidated Activities' and 'Good Practice Examples' with the Activities Staff and at Resident and Family Meetings.
(See recommendation 3 & appendix A)

The home using a local transport scheme to help residents get out and about called 'At West'. The Enter and View team would also 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. Find out more by visiting <http://www.somersetactiveliving.org.uk/welcome/>
(See recommendation 4)

Faith & Religion



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One of the care assistants is a lay preacher and conducts services every Sunday, this is for all denominations and a Roman Catholic priest visits. A Remembrance Service is held to remember past residents.

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

Hospital Discharge

- The home is 26 miles from Musgrove Park Hospital.
- Medication changes at Musgrove are not always notified to the GP surgery.
- Assessment is the key to a successful discharge. The Home Manager or her Deputy always do assessments. Sometimes they are told a patient is ready to come home when they are clearly not. Hospital staff mistakenly think it is a Nursing Home and not a Residential Home.
- The Manager told us a resident collapsed and went to Musgrove Park Hospital where a pacemaker was fitted and the discharge team tried to discharge the patient after one day.
- The Manager says that often, ward staff are aware the patient is not ready to Leave, but the discharge team still say otherwise.
- The Manager told of an instance when the Ward Sister at Musgrove Park Hospital was very thorough with all the paperwork and assessments were done and the relative agencies informed, showing good practice.

GPs

The residents may be able to continue to use their own doctor when coming in to the home if they have lived locally before. The Manager informed us that sometimes when a home visit from a GP is requested, there can be an issue with the surgery being reluctant to action this.

Dentists

There are no visiting dentists so residents have appointments with the various accessible dentists in Minehead, and will take a taxi to and from the surgery if able.

Chiropodist

The local chiropodist comes to the home on a monthly basis.

Physiotherapy



The Manager informed us that the physiotherapy team are effective at following up and encouraging residents to continue with exercises they are given to do.

We were also informed that the Rehabilitation Team are good and visit.

Step up / down bed: this is a bed that was funded for those needing support to regain independent living skills. The Manager told us that this had been successful and works well, but funding has stopped.

Other Services

The Hydration Project - Staff showed us a new lightweight easy to hold container with lid and feeder, which has been offered to each resident so they have a constant supply of drinking water or other cold drink. Those in wheelchairs have a larger one that can be hooked on to the chair with a longer feeder tube for easier use.

It is called 'The Hydrant' and was invented by a young man who won the Queens Award for Industry for it. The Enter and View team thought that it was good that the home had been innovative in making this available to the residents.

COMMUNITY INVOLVEMENT

- The Manager visits the local college to tell prospective care students about their home and activities and to encourage them into making care their career.
- Hand-bell ringers have visited.
- The local nursery children came in and had a Teddy Bear's picnic with the residents.
- The Christmas show people gave a performance in the home.
- Coffee mornings are held when the local public can come in.
- They hold a fair with various stalls, proceeds going to several charities.
- They are trying to get the local photography club to visit.
- They hold Skype quizzes with homes in Williton and Wells.
- The Manager is hoping to build a closer relationship with the local school where there is a new Head Teacher.
- Girls Brigade visit.
- Building up relationships with other homes in the area by sharing activities.

In the interests of Healthwatch Somerset sharing the good practice learned from other Enter & View visits, it is recommended that the home consider the following ways of involving the local community: **(see recommendation 5)**



- Visits from the local Scouts, Cubs Beavers, Guides and Brownies.
- Involving the local school by supporting them with World War 2 projects.
- Hosting “The Big Lunch” neighbourhood event <http://www.thebiglunch.com>.
- Hosting local clubs such as film club or local yoga class.
- Becoming involved with ‘The Archie Project’.
- Forming a darts or skittles team to play against other homes.
- Finding residents from other homes who share similar interests with residents. at Wyndham House to start a new activity e.g. Scrabble challenge, Rummikub (a game for 4 people based on the rummy card game but using tiles on a stand with a few rules to follow! Enjoyable & easy to play.)

What do the residents think about Wyndham House?

Here are some quotes:

- “The food is excellent.”
- “The staff are fantastic.”
- “Staff are all very caring.”
- “We are so lucky having lovely young people caring for us.”
- “The food is a luxury and always a choice.”
- “My family visit often.”
- “I have many friends here.”
- “I feel very secure here.”
- “I have a lovely room with everything I need.”
- “I keep busy, the activities staff help me.”

Specific Areas of Good Practice to Note

- Staff addressed most residents by their first name, but it was noted that one person preferred to be known as Miss.....
- There was a high standard of decor throughout making everywhere light and bright.
- Gardens are easily accessible, some ground floor rooms having french window access to individual patios and the garden beyond.
- The Activities Co-ordinator would go to each individual, asking whether they wanted to join in the particular activity taking place.



Conclusions

Based on observations and conversations during the visit, the Enter and View team observed that the standard of care at Wyndham House was excellent. Everyone we spoke to were happy with the care, food, activities and surroundings. Good practice examples have been identified, and to ensure further involvement of residents, families and the community more recommendations were made. We were made very welcome by all staff and residents, all were happy to talk to us. All the residents we spoke with appeared to be happy and content with life at Wyndham House.

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)**



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.

Drumming for the brain.

Reminiscence. (Group & 1 to 1).

**Old fashioned sweet shop visit to the home.
home.**

Indian Head massage.

DIY club.

Bingo.

Comedian visits.

Arts and crafts.

Annual carol service.

Hand bell ringing.

Nintendo Wii exercise.

Garden walks.

Film club.

Flexercise.

Singing.

Songs of praise.

Chiropody.

Clothes Direct visit to the

Cooking.

Assisted gardening.



Flower arranging.

Barbeques.

One to one time to chat with key worker.

Crochet.

Garden Games.

Spare room made into own bar.

Dough modelling.

Armchair exercise.

Pets at home service.

Swimming.

X box bowling.

Trips out to:

Garden centre.

Theatre.

Just for a drive.

Shopping and Christmas shopping

Library.

Local castle or national trust historic building.

Cinema.

Model making.

Guide Dogs

Life Story books.

Gardening (indoor & outdoors).

Music and movement.

Dancing.

News & current affairs

Discussion group.

Crossword.

Reading of local paper.

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 website.**
- **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 hire out their minibus.**
- **Seek volunteers to help run activities.**

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