



Enter and View Report

Ings House

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Healthwatch Kirklees
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Visit Details

Name and address of premises visited

Ings House
350 Bradford Road
Liversedge WF15 6BY

Name of service provider

Greenwood Care
Sunningdale Nursing Home
Town Street
Rawdon
Leeds LS19 6PU

Date and time of visit

Thursday, 11th September from 10am to 12:30pm

Authorised representatives undertaking the visit

Katherine Sharp and Laila Charlesworth

Contact details of local Healthwatch

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Purpose of the premises/service

Ings House is registered to provide 32 residents nursing and residential care, although they aim for this number to be 27 due to changes made to some rooms from double to single occupancy. Some residents fund their own care, whilst others are publicly funded through the local authority.

Staffing/client numbers on day of visit

On the day of Healthwatch Kirklees' visit, there were 25 residents at Ings House.

The staff working at the home on this particular day consisted of one nurse (a deputy matron), four carers, one kitchen staff, one laundry staff, a cleaner, Carolyn the manager, and Karen the home's owner.

Acknowledgements

Thank you to all the service users, staff, carers and visitors at Ings House who gave us a very warm welcome and spent time talking to us about their experiences of using services or working here.

Thank you to Carolyn Ormon and Karen Reynolds for helping us to arrange our visit and for talking to us about how the service operates

Focus of visit

The focus for this visit was to gather resident, carer and relatives' feedback on how the service ensured that residents were able to make choices and feel dignified, and to speak to staff about working at the service.

We also observed the facility to get a general feel for the place and learn more about the service. Further information relating to the activities, food, choice and dignity were also obtained.

Methodology

We completed an announced visit of Ings House that took two and a half hours to complete. During the visit we consulted with the manager, service users, visitors and staff.

It was agreed that the visit would be informal and that prompt sheets using questions based around choice and dignity would be used, although these questions would not be in a specific order or asked of all clients. It was hoped that this unstructured method of speaking to clients and relatives would help them to engage in a free-flowing discussion based on their experiences of Ings House. Questionnaires were also available for staff and visitors to fill out and post into a slotted Healthwatch Kirklees box placed in the entrance way. However, we also distributed these questionnaires to staff so as to not interfere with service delivery or visits, promote anonymity and feedback.

We introduced ourselves and noted people's comments as they spoke to us, after getting their consent. Some of the clients had mild to moderate dementia and hearing impairments, so we addressed residents from a kneeling position starting small discussions using short sentences with no complicated questions. We also observed body language to gauge interest in what we were asking. Extra information about Enter and View visits were handed to those people who wanted it.

Who we spoke to

On the day of the visit, we spoke to residents, visitors and staff. We were unable to speak to everyone as some people were resting or in their rooms.

Please note: This report relates only to a specific visit and the report is not representative of all service users (only those who contributed within the restricted time available).

Overall impression

The care home is situated off a busy road and is located in a residential area. It was well signposted, with a small car park to the front and additional on-road parking available on the main road. It was shielded from the road by a

wall and mature trees. Another wall and a white cast iron gate separated the parking area from the care home's garden, which consisted of a small triangular lawn, a small wooden summerhouse and a patio area with two tables (one with an umbrella), some patio chairs and two benches. A path led up to the front door, where you can step in to the entrance hall and then press the bell for the secure door to be answered. This foyer area is where visitors are asked to sign in the visitors' book, we were asked to do this when Carolyn (the care home's manager) promptly answered the secured door.

The foyer was nicely decorated with a staircase leading up to the first floor, attractive chandeliers and light coming through the pretty glass panelling on the entrance door. There was a board to the left displaying activities and menus and another frame displaying the photos and names of the staff working at the care home. Two of the staff photos were missing, but this was because these people hadn't had their pictures taken yet. Displaying the photos was a good idea, but it did look a bit tired. To the right was an aerial photograph of the home and a large whiteboard informing everyone which nurse was on duty that day. We noticed that there were no handrails along the foyer and other corridors.

Carolyn gave us a friendly welcome and we settled down to have a quick chat to obtain some preliminary information about Ings House. Carolyn was very informative but also always ensured that the door and telephone calls were responded to quickly, as did the rest of the staff at Ings House. We asked her what a typical day looked like - during the night there are two staff, a nurse and a carer until another one arrives at 6:30am. The rest of the daytime staff arrive at 7:30am. Carolyn also told us that the staff are supervised regularly and the care home is always reviewing what works best for them. We also noticed that a See Me and Care poster was up on the wall for all the staff to see.

Prior to showing us around the care home, Carolyn informed us that there were no fire alarm practices that day and where we had to go to in the event of a fire. She also identified the office as the place in which we could have private one-to-one talks with people if this is what they wanted. Carolyn then gave us a tour of the property, which consisted of two storeys (barring the lower ground floor which houses the laundry). The communal areas were all situated on the ground floor and consisted of an L-shaped lounge, a small dining room, toilets, bathrooms, some bedrooms, the kitchen and the office.

The lounge was split into three natural sections (due to its shape), each with clusters of chairs lining the walls. It felt homely and comfortable, as well as being light and airy due to the array of windows, a sky light, pleasing soft

furnishings and flowers and plants on the window sills. There were also attractive features such as the coving and fireplace. Magazines had been provided for residents to read, but there was no evidence of any books. There was a TV in two different sections of the lounge, one was showing a programme, the other playing music. The music at times was very current, but it was explained to us that the residents had chosen the radio station themselves.

The dining room was small with two tables set for four people each and cupboards to the rear. The medicine cupboards were locked and stored here because the nursing staff had found this to be a better way to administer medication. The room itself generally felt slightly dark at the time of the visit but it was explained that L.E.D lights are to be fitted to this area which will help make a more attractive lighter setting in which to eat.

We were then led up the stairs to the first floor. The first section of staircase had a chair lift, but we were told this hadn't been used for some considerable time, as it was impractical compared to the lift that connected all the floors in the building. The first floor had the majority of bedrooms and also had some bathrooms. Generally, we felt the bathrooms in Ings House looked a little tired and needed brightening up, it was explained that the bathrooms need to be wipeable and washable as well as places to be bathed in. Two of the communal bathrooms also had an unpleasant odour. Unappealing smells were more apparent upstairs than downstairs in the care home, after speaking to the owner, Karen it was explained that the cleaners were in the process of their daily rounds it was most likely a transitory smell due to toilets and bathrooms just been in use. We were informed that the yellow bins are deep cleaned every week. The residents can also bring their own furniture, bedding and other soft furnishings so long as they comply with safety regulations. We were informed that all the bedrooms had sinks and 16 bedrooms had en-suite facilities. Some of the bedrooms had shared occupancy, either out of necessity or requests by residents who did not like to be alone, although Carolyn made clear that they try and adhere to people's preferences if not immediately, as soon as is possible.

We were then taken out to the garden by exiting the secured front door, which has a switch high up which needs to be pressed at the same time as turning the door knob. The garden was small but pleasant with patio furniture propped up against the tables to prevent them from getting wet. It was a nice area with a good selection of flowers in pots to enjoy. The summerhouse in the corner looked like it was being used as an extra storage area. One resident likes to go outside to smoke and sometimes visitors go out there with the residents so they can have some privacy.

Apart from Carolyn and Karen, all the staff wore uniforms. The staff were friendly and welcoming; some were busy doing paperwork, which they completed in the lounge sitting next to residents. However, this was not distracting or irritating and it was nice to see that the staff were readily available each time a resident needed them, even if this was just for a quick chat. We noticed that all the staff interacted well with both residents and visitors.

Comments on activities provided

The activity co-ordinator works five days a week, usually from 10:30am to 2:30pm, but this can change depending on the activities she has planned. She also occasionally covers working in the kitchen, but this does not happen on the days or times when she provides activities. On those days when she isn't at the home, the care assistants will do some activities during their spare time such as putting on a film.

The care home has emphasised that the activities are flexible depending on factors such as the weather, so there is no set activity plan, we were told that residents are asked each day what they want to do at Ings House. There were activities boards and notices available for everyone to view in the entrance hall and lounge, but these didn't appear to have been updated and were fairly sparse to review. We were informed that most of the residents prefer one-to-one activities and that the uptake on activities is about ten residents who regularly partake. We asked Carolyn how the home finds out people's likes and dislikes and she explained that they ask family members what interests their loved one has; the activity worker then asks the resident if they want to get involved in an activity on a daily basis. We were also told that bingo and planting vegetation in boxes seem to be quite popular too.

A hairdresser visits the home on Tuesdays and Saturdays. This is carried out in the ground floor shower room closest to the dining room, this is the only available room in which to do this activity. Although not the most attractive room for this to be carried out it is the most suitable at this time.

On the day of our visit, the weather was beautiful and sunny. We didn't see any residents brought out to use the outside area during the time we were there to enjoy the sunshine; just one resident who was independently able to do so, went to sit outside.

Comments from residents:

When asked if they like the activities on offer:

“Yeah”

“I don’t like games.”

“No, I’m not an exciting person.”

When asked what they do:

“I like to please myself like at home”

“Bingo. I’m not a bingo fan, but I’ll play.”

“They take us out all over the place”

“Everything. Sometimes takes us out on a coach.”

When asked if they like to go outside into the garden:

“Yep”

“Oh yes. I’ve been sat out as long as it isn’t too hot.”

When asked if they like getting their hair done:

“Sometimes.”

Comments from visitors:

“They do gardening, bingo, skittles, sing songs, indoor garden parties and things to sell”

Comments from staff:

When asked what they think could be done to make services better for residents (questionnaire - comments box):

“Play music”

“Have pet days”

Two staff members wrote “Activities”

Other staff comments:

“All the residents enjoy their appointment for their hair doing.”

Comments on choices and dignity

The manager explained that residents could bring items from home to make their rooms feel more homely, such as their own chairs, bedding and ornaments. Some of the chairs in the lounge belonged to the residents themselves, which would make them feel more comfortable. In addition to this, the home had a variety of different chairs to suit the health needs of different visitors, which was encouraging to see. Residents were also able to bring their own pets, however this is at the discretion of the care home. One resident had their pet canary staying with them in their room.

Residents have different preferences regarding their daytime routines and the home respects this by providing help and care to those people at the time they need and want it. For example, one resident likes to wake up at 5.30am to have a bed bath; to respect their wishes an extra carer arrives at 6:30am to ensure that there are enough staff available during this time to meet residents' needs.

The home operates an open door policy for visitors, which means that they are fine for people to come and visit their loved ones at any time. Children are also welcome.

Comments from residents:

When asked if they get the help they want:

“Oh do God, aye!”

“I go to bed when I want and sleep when I want, although we’ve had a chat about that.”

“You can please yourself. They’re helpful.”

When asked if they like their bedrooms:

“Yes, it’s where I sleep.”

“Yes, I have some ornaments where I sit.”

“Lovely. The beds and mattresses are all new.”

“It’s not what I wanted.”

When asked if privacy is respected:

“Oh yes, they give a knock.”

Comments from visitors:

How do you feel about the personal care the person you visit receives (questionnaire)?

Three people selected: “Very good”

Do they cater for their individual needs (questionnaire)?

Three people selected: “very good”

Do you feel involved in the care they receive and feel you are kept informed regarding any concerns about their care, e.g. illness, falls, appointments, future care plans (questionnaire)?

Three people selected: “yes”

Comments from staff:

“How do you get to know the residents (questionnaire - comments box)?

“By what they eat”

“I talk to them, observe them and listen to them.”

“Asking questions, speaking to them, reading their care plans.”

“Work with all the residents on a daily basis - soon get to know all their needs.”

“By sitting and talking to them and asking them about their lives and what they used to do for a living.”

Comments on food

Ings House has a 24 hour kitchen which serves meals at four different times of the day; breakfast is usually cooked and can run over a long period of time, as some residents like to eat very early and others prefer to wake up and eat later. The other meals consist of a set menu of two courses, a main course and dessert, but food from a separate menu can also be selected. Lunch is served around noon, tea is served circa 4pm and then supper is served at 6pm. There is a menu available to view on the board in the foyer, but this looked a little messy and rushed. The carers also go around and explain what's available and ask people what they would like to eat.

Residents can either eat at the dining room or in their own chairs. The dining room is small and has two tables set to seat four people each - at lunchtime approximately six or seven residents like to eat here. Those people who need help feeding have it done on a one-to-one basis to promote dignity.

There is no access to the kitchen for Residents, but occasionally activities can involve icing buns or baking activities this is provided in another area. Visitors can't be provided for during mealtimes, but they can bring in their own food to eat with their loved ones and are provided drinks and biscuits.

Comments from residents:

When asked if they like the food:

"Yeah. It's the same as everywhere else. They give you a choice of everything."

"Ooh yes. I eat what I want and don't eat what I don't want."

"It's good. Steak and kidney pie today."

When asked if they would recommend the food:

"I think so."

Comments from staff:

When asked what they think is really good about Ings House (questionnaire - comments box):

“Food”

When asked what they would change (questionnaire - comments box):

“Breakfast a bit early, so they are hungry at dinner.”

Additional Comments

Healthwatch Kirklees also asked residents, visitors and staff a series of other questions to gain better insight to what the home is really like. The overriding response from residents and visitors was very positive; they felt that Ings House was a nice place to be and that the staff were caring, had time to help and talk with the residents. Staff were generally positive about their feelings regarding working at the home and the service provided at the home.

Comments from residents

When asked what it's like living at Ings House:

“Well it's alright!”

“Yes, it's alright!”

“Yes, it's quite alright.”

“It's alright here. It's nice.”

“It's nice. It's a nice home.”

When asked if it's a nice place to be:

“It is.”

“Yeah.”

“I think so.”

When asked if they feel safe and well care for:

“I do. Yes.”

“If I want tea, I get one.”

“So many drinks of tea and coffee. It suits me.”

When asked if staff have time to talk:

“Oh aye! They talk to you all the time really.”

“Yeah, but they haven't a lot of time.”

“Oh they talk to us all the time. When they’re bored, we have a natter.”

When asked if the staff are nice:

“Oh aye!”

“They don’t bother you.”

“Nobody’s no trouble.”

Comments from visitors:

When asked what its Ings House is like generally:

“No problems whatsoever.”

When asked what the staff are like:

“All smashing. They all are.”

How do you feel generally about the service you and the person you visit receives from Ings House (questionnaire)?

Three people selected: “Very good”

Do you think the person you visit feels safe here (questionnaire)?

Three people selected: “Yes”

What do you think is really good about this care home (questionnaire - comments box)?

“Staff are generally chatty and chirpy with the residents.”

“Very caring by all members of staff...takes time to speak to my mum.”

“Very homely and the staff are very caring.”

Is there anything you would change (questionnaire - comments box):

“No.”

How do you feel about the support from other local health and social care services (questionnaire - comments box):

“Very good. Regular visits from GP.”

“Good.”

Comments from staff

When asked what it's like working here (questionnaire):

Three people selected: "Very good"

Three people selected: "Good"

When asked are you happy with your workload (questionnaire):

Two people selected: "Yes"

Four people selected: "Most of the time"

When asked if they are offered opportunities for further training (questionnaire):

One person selected: "No"

Four people selected: "Yes"

When asked if they would feel that they could talk to a senior staff member about any work-related concerns or problems (questionnaire):

One person selected: "Not sure"

One person wrote "Depends on how serious it was."

Four people selected: "Yes"

When asked how well they feel they know the residents (questionnaire):

One staff member selected: "Not well at all"

Four staff members selected: "Very well"

When asked if they feel they have enough time to talk to residents (questionnaire):

One person selected: "No"

Two people selected: "Yes"

Two people selected "Most of the time."

When asked what they thought of the overall service for the residents (questionnaire):

Two people selected: "Very good"

Two people selected: "Good"

When asked what could be done to make services better for the residents (questionnaire - comments box):

“Possibly more staff on duty”

“Nothing, the service provided sees to all their needs.”

When asked if they would recommend Ings House to their own family or friends (questionnaire):

Four people selected: “Yes”

One staff member selected: “Not sure”

When asked if they had any comments to make about local health and care services that come into Ings House:

“Some doctors can be rather difficult about visiting at times.”

“Don’t really see much of them other than letting them in. They all seem very efficient.”

When asked what is really good about Ings House (questionnaire - comments box):

“Nurses”

“Very good. Friendly home. Excellent care staff. Good environment to work in.”

“The residents are well looked after and all their needs are met.”

When asked what they would change (questionnaire - comments box):

“More staff, but extra nurses have been recruited.”

“Probably having a bit more time to interact with the residents.”

Conclusion

Following Healthwatch Kirklees’ visit to Ings House, we felt that it was friendly and comfortable, and a place where residents seemed to feel at home and relaxed. The temperature around the home was very pleasant and comfortable. The staff were warm, interacted well and were respectful of the residents needs and the management were keen to inform of us of their measures to maintain high standards to ensure the wellbeing of residents. We generally felt that the setting was well-maintained, particularly the pleasant

lounge. However the dining room and bathrooms felt a bit tired and need of something that would make them feel a little more welcoming and homely.

Recommendations

1. We recommend that the activities board is utilised by the activity co-ordinator at Ings House to promote the activities being held there. It can be as flexible as is needed, however it is important for residents to be able to see what is available and have something to look forward to doing during the coming days or week. It will also enable visitors to see what is available for their loved ones to do and to ask them if they have participated.
2. We recommend that when the activities worker is not available, that activities are still carried out on the other two days when she does not work. This could be done by either employing another activity worker, bringing in suitable volunteers, or protecting a period of time for another care worker to run activities.
3. We recommend that there is more involvement from residents about the activity choices available to them.
4. We recommend that the board displaying the day's menu is livened up, and made to be less cluttered so that everyone can clearly see what is available to eat that day. Pictures of meals can also be beneficial to residents and could be placed on the board.
5. We recommend that the policy covering odour control is re-examined at Ings House to address those areas where unpleasant smells have been detected.
6. We recommend that the management think of a possible alternative location in which the residents can enjoy having their hair cut or styled, to make this a more pleasurable experience.

Provider Feedback

Enter and view Recommendations	Feedback from Karen Reynolds, Owner of Ings House
<p>We recommend that the activities board is utilised by the activity co-ordinator at Ings House to promote the activities being held there. It can be as flexible as is needed, however it is important for residents to be able to see what is available and have something to look forward to doing during the coming days or week. It will also enable visitors to see what is available for their loved ones to do and to ask them if they have participated.</p>	<p>We are looking at getting a sign for the lounge to inform residents what activities are happening each week. We may consider putting together a weekly leaflet of proposed activities, but this will be of limited use as they can change daily depending on the preferences of the Residents and their memory. We will look at the activities board in the hall to see if this could be made more informative.</p>
<p>We recommend that when the activities co-ordinator is not available, that activities are still carried out on the other two days when she does not work. This could be done by either employing another activity worker, bringing in suitable volunteers, or protecting a period of time for another care worker to run activities.</p>	<p>We are limited by budget on this matter and it would not be a funded option. We also have various activities during the weekend as the co-ordinator does not always work Monday to Friday. As the number of visitors greatly increases at the weekend we tend to priorities their visit for our Residents.</p>
<p>We recommend that there is more involvement from residents about the activity choices available to them.</p>	<p>The activities co-ordinator asks the residents daily what activities they would like to do. We can include this in the next survey or undertake a specific survey about activities and Residents preferences.</p>
<p>We recommend that the board displaying the day's menu is livened up, and made to be less cluttered so that everyone can clearly see what is available to eat that day. Pictures of</p>	<p>We will review the design of the board.</p>

meals can also be beneficial to residents and could be placed on the board.	
We recommend that the policy covering odour control is re-examined at Ings House to address those areas where unpleasant smells have been detected.	We have a robust policy around odour control at Ings house. Bathrooms are cleaned daily, cleaning materials are stored in all bathrooms so the care staff can clean as they go and yellow bins are deep cleaned each week. We feel at the time of the visit some of the bathrooms had not received their daily clean due to the timing of the visit and the smell are transitory.
We recommend that the management think of a possible alternative location in which the residents can enjoy having their hair cut or styled to make this a more pleasurable experience.	We are limited by the architecture of the building and there is no additional space that we can use for this purpose.