

Enter and View Report

Clare Court Care Home



Healthwatch Birmingham
Visit Date: 6th June 2017

Name of Establishment:	Clare Court Care Home Clinton Street Winson Green Birmingham B18 4BJ
Date of Visit:	6 th June 2017
Time of Visit:	2 pm
Purpose of Visit:	To ascertain patient, carer and user experience and observe service delivery.
Healthwatch Authorised Representatives Involved:	Mr Michael Tye
Healthwatch Staff Member(s) Involved:	Dr Jane Upton Dr Barbara Hagger Dr Chipiliro Kalebe-Nyamongo
Date of Draft Report:	Thursday 22 nd June 2017
Date of Final Report	18 th July 2017
Disclaimer:	This report relates to findings observed and shared with us on Tuesday 6 th June 2017. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed during the visit.

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1 Executive Summary

We spoke to eight residents and two members of staff when we conducted the visit in June 2017.

Key findings from interviews with residents we spoke with. Most:

- Said staff listened to them.
- Were happy with the standard of their care and their quality of life at Clare Court.

We have described what we heard in more detail in this report. The manager at Clare Court has responded to this feedback (see footnotes throughout the report and the 'Response from the manager' at the end of the report). The action plan includes:

- Clipping an alarm bell on the duvet of a resident. This means that they can still call for help in the night when they cannot locate the normal alarm bell.
- Reminding residents that they can go to bed and get up when they wish to. This has been supported by reminding staff to ensure that individual care plans relating to retiring and rising times are followed. Care plans have been reviewed to ensure that the rising and retiring times for each resident is individually recorded.

In addition to placing this report on our website, we have circulated it to the following organisations:

- Clare Court management, for circulation to residents and staff
- Healthwatch England
- Care Quality Commission
- Birmingham City Council
- Birmingham Cross City Clinical Commissioning Group

1.1 What is an Enter and View visit?

In an Enter and View visit, authorised local Healthwatch representatives (staff and volunteers) carry out visits to health and social care services. This is to obtain feedback from patients, relatives and service users.

The Health and Social Care Act (2012) allows local Healthwatch representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists, pharmacies etc.

1.1.1 About Clare Court

Clare Court is an 80 en-suite bedroomed residential care home located in Winson Green, Birmingham. The manager is Ms. Kim Young. Avery Healthcare Group run the home, which is registered with the Care Quality Commission (CQC) to provide nursing and personal care. The CQC carried out an inspection of these premises in May 2016¹.

The Home accommodates adults of all ages. Caring for those with physical disabilities and illnesses, mental health conditions, sensory impairment and degenerative conditions such as multiple sclerosis, Parkinson's disease, and dementia. The home has a specialist facility for the care of residents with advanced dementia. The main source of referral is from hospitals and social services with funding coming from the local authority.

¹ CQC Inspection Report May 2016:

http://www.cqc.org.uk/sites/default/files/new_reports/INS2-2473815149.pdf

1.1.2 Why did we visit?

- To listen to resident's views of their care, focusing particularly on how the staff obtains and uses resident's feedback.
- To help the organisations that fund and regulate social care in Birmingham to understand the patient's perspective of care provided at Clare Court, particularly whether residents felt the staff are treating them with dignity and respect.

1.1.3 Overview of our visit

This was an announced Enter and View visit. The Healthwatch Birmingham representatives included three members of staff and one volunteer. We telephoned the manager at Clare Court one week before our visit to discuss any Health and Safety requirements and identify possible health and safety risks. We also wrote to Clare Court, providing written information about the visit, and sent posters showing time and date of the visit, postcards and general information about Enter and View visits.

During the visit, we met with the manager, members of staff and talked with eight residents. We observed how staff seemed to treat residents, how homely the establishment appeared to be, whether the staff gave residents privacy, and their general quality of life.

The residents we spoke to said they had lived at Clare Court between one month and nearly 15 years (however, the home has only been opened for seven years). The décor and atmosphere of Clare Court appeared comfortable, clean and 'homely' to the Healthwatch Birmingham representatives. We observed staff talking to residents using their name, doing residents hair and singing with them. We did note that some residents were receiving assessments, treatment and/or medication in communal areas.

1.2 What we saw and heard from residents and staff

Eight residents and two staff members agreed to discuss life at Clare Court with us. We also received nine feedback postcards.

1.2.1 Patient engagement

Resident's meetings

The staff's view: The manager informed us that they hold quarterly resident's meetings, and quarterly relative's meetings. The company (Avery) also send out surveys to residents. The manager displays findings of the survey on the notice board in the foyer. She also runs a manager's surgery for residents and relatives

The manager said that resident's felt listened to, and that the staff have improved their listening skills.

The manager and staff told us that they took action because of what they heard from residents in these meetings.

- *The choice of meals has improved.*
- *Food and teatime choices have improved.*
- *They have improved the puddings.*
- *The food is good but could be improved.*
- *The only thing I think needs improving is the food sometimes.*
- *I am sometimes happy with the food.*

The resident's view: The residents supported the staff's view regarding opportunities for patient engagement.

- *They find out about the resident's meeting via a memo.*
- *My best friends attend the quarterly relatives meetings.*
- *The resident's meetings are great.*
- *I know about the resident's meetings. Think they are good but was 'not bothered' about going.*

Day to day listening and engagement

The staff's view: This is a new team, which has been in place for 18 months. The home was taken over by Avery two years ago.

- *The residents can come into the office and sit and chat according to their needs.*

The staff felt there were no challenges to obtaining and using resident's feedback.

- *None. They can express their feedback.*

The resident's view: Most residents felt listened to by the staff regarding their care.

- *If I want to go somewhere, the staff are willing to take me. The shower in my room plays up so the staff help me with a bath.*
- *I get the help I need from my daughter.*

However others did not feel quite so listened to regarding some aspects of life at Claire Court.

- *Sometimes I feel like an object. I would like them to have a chat with me. I'm only human.²*

Healthwatch Birmingham observations

The Healthwatch Birmingham representatives saw staff engaging with residents. In communal areas, corridors and the dining room, we observed staff chatting with residents, visitors and colleagues.

Most of the residents who spoke with us said they had visitors.

- *My son comes once a week to visit me with my daughter in-law. They are good like that. My two nieces also come to visit.*

² See Manager's Response at the end of the document

- *My daughter and granddaughter visit often. She has bought me a TV.*
- *Got a friend she's like a home carer. Visits at the weekend. I have no family. I knew someone who "promised to write but haven't heard a word from her" (that was 14 years ago).*
- *My best friend comes in to visit.*
- *I'd like to hear from family more often.*

In our conversations with residents, we tried to understand if the patient engagement by staff at Clare Court informed them of the complaints process.

- *I have not made a complaint but I feel free to do so if I needed to.*
- *I know where to complain to and how to complain.*
- *If I had a problem I would tell the manager.*

Healthwatch Birmingham observations

Interactions with residents depended on the individual member of staff (and their relationship with the resident). Most were warm, friendly, caring, smiled, listened and talked to the residents. We observed staff addressing residents by name. Eye contact and tone of voice were mostly good and staff were welcoming to visitors and treated each other with respect. Staff appeared caring and patient despite a heavy workload.

1.2.2 Dignity and respect

The resident's view: Residents told us that most staff treat residents with dignity and respect.

- *Staff treat me well and with respect. They call me by my name, make a fuss of me, I don't know why, and help me with my bath. I can't complain.*

- *I feel comfortable and I feel honourable. They respect me and they respect my age and treat me accordingly.*
- *Yes, they turn me over in bed with respect.*
- *The staff are doing all they can to help me. (This resident seemed to have a good relationship with the carers).*
- *Yes, the carer jokes with me. They are OK.*
- *I get respect here, yes.*
- *I get on with all of them.*
- *It's smashing living here.*

However, some staff do not.

- *Yes, if they don't I just tell them. I just speak my mind.*
- *Staff get a bit nasty sometimes. Don't mind them being cheeky sometimes but you have to put your foot down.*
- *It all depends on which one (staff member) it is. Staff are alright. One staff shouts a lot at a resident that is very demanding at mealtimes³.*

1.2.3 Choice of care provider

We asked residents about their level of involvement in selecting their care home provider. Four residents said they chose to come to Clare Court, but others said they were not given a choice.

- *Chose to come to Clare Court, and liked the staff.*
- *I was in hospital. My daughter looked around for a place that could meet my needs. Since the stroke, I cannot walk up the stairs. So this place was the best of all the ones (I) visited.*
- *I like this place and did not want to see any other place.*
- *I lived in a rest home. They sent me here.*
- *No choice.*

³ See Manager's Response at the end of the document.

- *Wanted to stay, but the last care home was closed down.*
- *No. Birmingham City Council sent me here.*

1.2.4 Quality of care

The resident's view: We asked residents about their care. Four said 'yes', they did get the help they needed.

- *It's more private. Nice shower to ourselves, nice washroom, nice toilet.*
- *Yes. They help me have my hair done and help me with my bath. They paint my nails as well.*
- *I get the help that I need when I need it. They encourage me to do things like going out. As I have grown stronger I plan to go to church this weekend.*
- *It isn't very often I need help. Help with the shower in morning.*
- *We have to get up at 6am to 6.15 am. They put medication on. Would choose about 7am ish, but staff go at 8am and have others to get up who may be a bit of a nuisance. If given a choice - I go to bed at 10 pm. If I leave it too late they (staff) carry on. About 11pm if I could, give them a chance if they have to do anyone else.⁴*
- *I am happy with the care staff, cleaners and my bedroom facilities.*
- *I wake up at 6am in the morning although that said I do sleep in the afternoon. I go to sleep at 9pm or earlier depending on my needs.*
- *I have not needed anything really. My daughter takes care of everything.*

⁴ See Manager's Response at the end of the document

- *I would not want to move away from here. They come when I want them to.*
- *They care for me. They will come to my room with dinner or breakfast if I miss my meal.*
- *Some staff are more pleasant than others. Just tell them and that's it.*
- *Need chiropody done⁵.*
- *Want me feet done.*
- *Sometimes I shout in the middle of the night for help but nobody comes. This has happened when I lose the alarm button. If I can find the alarm and press it then they will come.⁶*

1.2.5 Meals

The staff's view: The manager told us that they now provide a wider choice of meals.

The resident's view: Two residents commented on the food provided by Clare Court. Residents are able to say if they do not like a meal and longer standing residents have seen the quality of meals improve.

- *If you don't like a meal, they (the nursing staff) will ask the chef for something different.*
- *When I first came here, the meals were not very nice. We had a lot of stews which I did not like. They have now changed the menu by listening to us and I like the meals very much.*

⁵ See Manager's Response at the end of the document

⁶ See Manager's Response at the end of the document

1.2.6 Quality of life

The staff's view: When asked what was “good about the service”, staff mentioned the activities that they provide for the residents.

- *Taking residents to the café.*
- *Having pets brought in.*

The resident's view:

Many thought that the quality of life at Clare Court was good.

- *Nice you can watch the trains go by and see them delivering the food and that.*
- *The garden's nice.*
- *I am happy with the room, cleaners. Food and care staff.*
- *I like the activities.*
- *They treat me well here. I am used to everyone. I can have a laugh with the staff and residents ... everyone is friendly. I am happy here.*
- *I am happy living there.*
- *I am quite contented but some residents are not nice. But I take it with a pinch of salt ... they are elderly.*
- *There is nothing I am unhappy with.*
- *I like the girls (staff) as they make me feel welcome.*
- *I have the ceiling lights on but they glare, so I have the light above the bed on.*
- *I am very pleased with all the people here and the place. When the weather is better, we plan to take walks outside with my friend next door.*
- *Carers look after us well. The cleaners are excellent. I am happy with the size of my room here.*
- *Everything is perfect for my needs. I am really happy here. I don't feel there are improvements needed.*

- *I moved on Chelmsley Suite and I enjoy it here. The carers are lovely.*
- *I find it good as no one troubles me. No one interferes with me and I don't interfere with anyone else.*
- *I happy with the care I get from Clare Court and Chelmsley Suite.*
- *The staff is good. I am happy with the size of the room and the cleaner that comes in daily.*

Others comments related to quality of life, and how it might be improved were as follows⁷.

- *Have to borrow a wheelchair to go out as they do not have enough.*
- *Sometimes there are only two members of staff on duty. The staff need more help. It's up to the council to provide more staff.*
- *Nurses need more help - 12 hours a day is a long day.*
- *A living nightmare - (one resident) bawls, and shouts and swears.*
- *Some of the residents are not very nice.*

We had a positive response from residents when we asked them if they would recommend this service to friends and family.

- *Yes. I would recommend this service to others.*
- *Yes. She is getting spoilt by Clare Court (resident's son).*

⁷ See Manager's Response at the end of the document

1.3 Acknowledgements

Healthwatch Birmingham would like to thank Clare Court Residents, Staff and Management for their contribution and support with this Enter and View.

1.4 Disclaimer

Please note that this report relates to the findings found on 6th June 2017. Our report is a representative portrayal of our experiences of this visit.

1.5 Response from the manager

Action plan in response to Healthwatch Birmingham Enter and View report following visit to Clare Court on 6th June 2017.

1. **“Have to borrow a chair as they don’t have enough”**

Clare Court currently has a small pool of wheelchairs for communal use. Wheelchairs are being purchased monthly to add to the number of pool chairs. Wheelchairs are used by residents who have been assessed as unable to walk long distances from the wheelchair stock provided by Clare Court. It is not company policy that wheelchairs are purchased for individual use. Referrals are made via GP to wheelchair services for any resident identified as requiring their own specific wheelchair.

2. **“Sometimes there are only two staff on (night) duty”.**

Staffing levels are set according to the assessed needs of the residents. Staffing levels are monitored by the home manager and are increased if the dependency of the residents increase.

3. **“Nurses need more help - 12 hours is a long day.”**

Staff have a choice of working either a 6-hour or 12-hour shift. Staff who work 12-hour shifts have chosen to do so. The rota is monitored by the management to ensure that staff are not working an excessive number of days in a row.

4. **“A living nightmare - (one resident) bawls and shouts and swears.” “One staff shouts a lot at a resident who is very demanding at mealtimes”.**

There is currently a resident at Clare Court whose mental health condition has deteriorated. This has resulted in them displaying distressed reactions in response to certain situations. Staff do not

shout at this resident. However, it is care planned that Staff manage these situations by taking a calm firm direction approach. This usually results in the situation diffusing quickly. Social services are actively seeking a more appropriate placement for this person.

5. “Need my feet done” “want me feet done”.

Clare Court has access to a chiropodist who visits every 6 weeks. Residents inform the person in charge who then liaises with the home’s administer to arrange a clinic visit.

6. “Sometimes I shout in the middle of the night for help and no one comes. This happens when I lose the alarm bell. If I find it and press it then they will come”.

This resident now has agreed to have the nurse call bell clipped to the top of the duvet where it can be easily found, as their bedroom isn’t near the nurse station. Hourly checks of safety are carried out and recorded throughout the day and night.

7. “We have to get up at 6am - 6.15am.” “I would chose to get up at 7am and go to bed around 11pm”.

Residents have been reminded at a residents meeting held on 5/7/17 that they can go to bed and get up when they wish to. At staff meeting held on 4/7/17 staff reminded to ensure that individual plans of care relating to retiring and rising times are followed. Care plans have been reviewed to ensure that the rising and retiring times for each resident is individually recorded. During the Enter and View visit by Healthwatch a request was made by a member of the team towards the end of the visit to interview a resident who was known to be “ grumpy”. This person tells staff on a regular basis that they are not an object and only human. These remarks have been discussed with the resident who explained that these phrases are ones they use when they are feeling very tired or

fed up. This pattern is usually displayed on the evening and the day after the resident has attended dialysis as this treatment “wipes me out and makes me irritable”.

Kim Young 6/7/17

Photos

Please note the images used on the front cover are stock photographs and do not represent the visit or the actual service.