

**Dovehaven Grove
Care Home
Preston**

Enter and View Report

Friday 6th January 2023

10:00am-1:00pm



DISCLAIMER

This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.

Contact Details:

Dovehaven Grove Care Home

Poplar Grove

Bamber Bridge

Preston

PR5 6RE

Telephone number: 01772 337105

Staff met during our visit:

Jamie Stokes (Deputy home manager)

Date and time of our visit:

Friday 6th January 2023

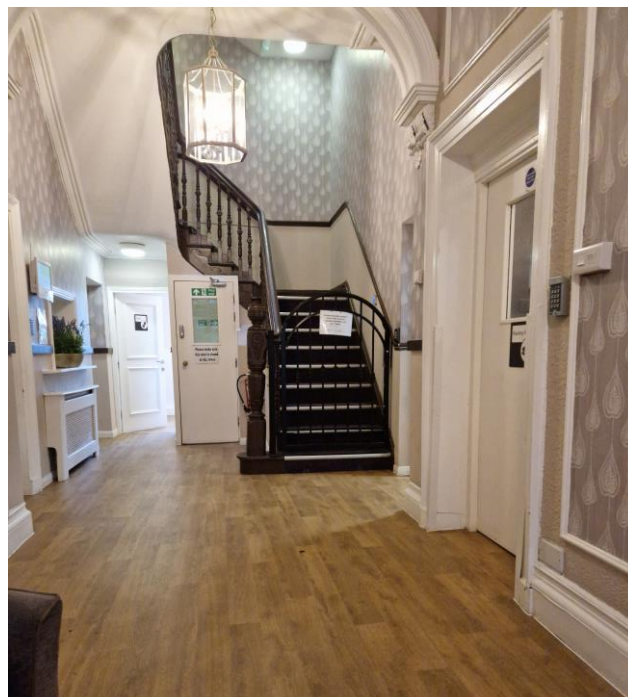
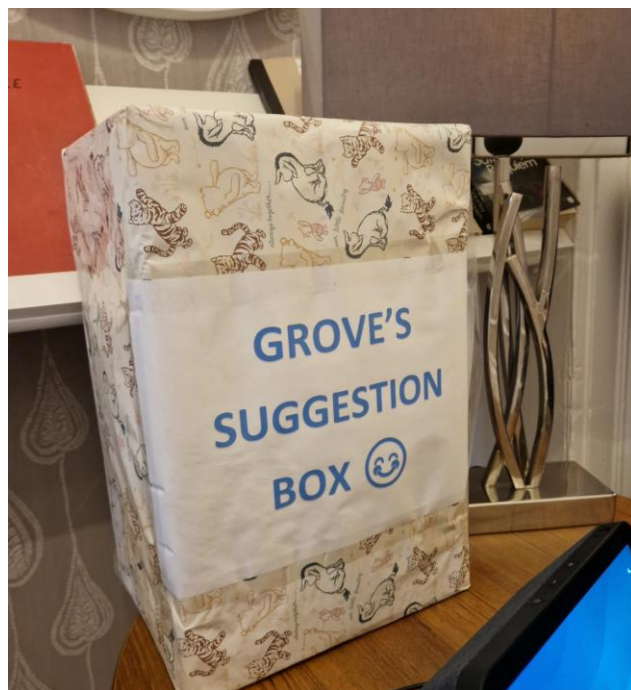
10:00am-1:00pm

Healthwatch Lancashire Authorised

Representatives:

Emmy Walmsley (Senior engagement officer)

Louise Dewhurst (Engagement officer)



Introduction

Our role at Healthwatch Lancashire is to gather people's views and experiences, especially seldom heard, to give them the opportunity to express how they feel about a service. This was an announced Enter and View visit undertaken by authorised representatives from Healthwatch Lancashire (HWL) who have the authority to enter health and social care premises, announced or unannounced. The aim is to obtain the views and experiences of service users, relatives and staff and observe and assess the quality of services.

The team compile a report reflecting observations and feedback. Healthwatch Lancashire is an independent organisation, therefore we do not make judgements or express personal opinions. The report identifies aspects of good practice as well as possible areas of improvement. This is sent to the manager for their opportunity to respond. Where appropriate, Healthwatch Lancashire may arrange a revisit to check the progress of improvements. The report is then published on the Healthwatch Lancashire website at www.healthwatchlancashire.co.uk and sent to the Care Quality Commission, Healthwatch England and any other relevant organisations.



Acknowledgements

Healthwatch Lancashire would like to thank management, staff, residents and relatives for making us feel welcome and taking part in the visit.

General Information

"Dovehaven Grove is a beautifully appointed care home located in a unique parkland setting in Bamber Bridge and offers excellent residential care and for those who live with dementia impacting on their daily life." (Taken from the website)

Methodology

The Enter and View representatives made an announced visit on Friday 6th January 2023 and spoke to six residents, ten staff members and one relative.

Healthwatch Lancashire obtain the views and experiences of residents, relatives and staff. Conversations with each are adapted to capture individual experiences to help assess the quality of services. Conversations with service users were structured around four themes (Environment, Care, Food and Activities). Conversations with staff included their experiences of staffing levels, support, and training. Relatives are asked to speak about their general experiences including how they feel about the service if they feel involved in and informed. The team also recorded their own observations on the environment, facilities and staff-resident interactions.



Summary:

"Dovehaven Grove provides residential care for 55 residents." (Taken from the website)

Healthwatch Lancashire representatives spoke to six residents, ten staff members and gained feedback from one relative.

When Healthwatch Lancashire representatives entered Dovehaven Grove they were greeted by a member of staff who was friendly and helpful, they entered through a secure door and signed in using the visitors book. Representatives were shown around the home. The home has two floors which were identical, there were twenty-eight bedrooms upstairs and twenty-four bedrooms downstairs, a dining room, lounge area and bathroom areas. The floors are secure with codes needed to enter and exit both floors. There is a lift that helps the staff and residents get around the home safely.

The lounge areas are set out in a horseshoe style, to promote interaction and the dining room had five tables set up ready for lunch with a serving area. The bedrooms have matching furniture fittings for each room. There were no bathroom facilities in the bedrooms but there were toilets and bathrooms spread out across both floors. There is a kitchen downstairs along with the laundry room. There was a garden with an undercover seating area which was accessible via a sloped decking from the back door.

The kitchen downstairs is used to cook homemade meals everyday on site, the residents are given breakfast, a choice of two main meals and a pudding every day for dinner and tea. Staff members were identifiable by wearing uniform, staff interactions were observed throughout the visit over both floors.

Dovehaven Grove care home had many communal bathrooms, toilets and shower rooms throughout the two floors. Staff members seemed happy and were seen talking with the residents, they did seem busy at key points during the visit.

The Care home was clean and tidy in all areas and was clutter free allowing residents to move around freely. There was also a suggestion box situated near the front door for relatives to provide feedback.

Enter and View observations

Pre-Visit and location

Dovehaven Grove care home has an informative website with all the necessary information for potential residents and relatives to view. This includes what the care home provides, the team and fees. The care home is near public transport and is close to amenities such as shops. The home was well signposted from the main road up to the car park and had parking available to the front of the home.

The care home is situated on two floors with the same facilities on each floor. At the time of the visit there were twenty-six residents upstairs and twenty-four resident's downstairs. Both floors have a dining room, lounge area and bathroom facilities.

The external environment

There was disabled access with a ramp to the home via another door to the side of the entrance and disabled access to the garden at the back. The outdoor area was well maintained with seating areas at the front and back of the home. The front door is clearly signposted and easy for visitors to report to. The home was secure with a bell to ring and codes to ensure the residents are safe within the home.



The internal environment/reception - first impressions

Healthwatch Lancashire representatives entered through the secure front door, were warmly greeted by care home staff and signed in the visitor's book before entering the home. There were lateral flow tests, masks and hand gel for visitors and staff to use on arrival if they wished to do so.

The Healthwatch Lancashire poster was shown throughout the care home on main doors. There was also a notice board on the ground floor showing the residents survey and a notice about the church service that happens every third Friday at the care home. Staff were identifiable by their uniforms that had Dovehaven logo on them.

There is also a family room available within the home for relatives to stay over if they need to be with their relative.

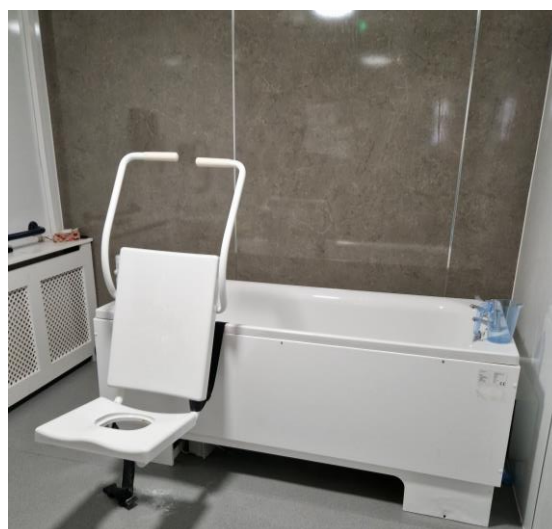


The observation of corridors, public toilets, and bathrooms

Signs were present throughout the home, to identify key communal areas such as the lounge and dining room. There were signs and pictures on all the doors including bathrooms, toilets and shower rooms. There is a seating area outside the dining area to promote social interaction between the residents, behind the seating are different artwork for the residents to look at.

There were pictures on all the resident's doors with memory boxes outside of them for residents or family members to use. All the communal areas were uncluttered with plenty of room to enable residents to move freely around the home.

The toilets, bathrooms and shower rooms were large with lots of room to facilitate residents and staff members with ease. The bathrooms and toilets appeared clean and clutter free.



The lounges, dining, and other public areas

The lounge areas were similar on both floors with seating arranged in a horse shoe style to promote social interaction between the patients, there was also a television in both of the lounges. The two dining rooms consisted of four tables and a food serving counter. The tables were set up ready for meal time with a vase of flowers in the middle, the tables had room for four residents. The dining rooms looked out over the garden at the back of the care home.

The notice board in the dining room had a menu displaying the food choices for that week and the date and time. The menu, date and time were not up to date when Healthwatch Lancashire attended with one dining room showing '28th December' but we were assured these were being updated. In the downstairs area the residents were listening to music and playing a game when representatives arrived. The music was quite loud, and it was slightly difficult to speak to the residents in the lounge area.

There was a library area at the entrance to the care home which is used for visitors, residents to meet their relatives, meetings and some activities including bingo and baking. The library had space for around fourteen residents and visitors and has a large iPad in the room for residents to use.



Observations of resident and staff interactions

When Healthwatch Lancashire representatives were in the care home, staff were observed to be busy and focused on their tasks with lunch time being a particularly busy period. The staff members were observed to be caring towards the residents and knew them by name. Staff did respond to call bells efficiently and supported the residents into rooms where necessary.

There are some activities happening within the home, the activities coordinator was new in post and spoke about the ideas they had for the home. It was mentioned by a member of staff that it's important to get to know the residents to ensure the correct activities are planned for them. There is a hairdresser and a nail salon which opens every Wednesday.

There were social interactions taking place throughout the visit with staff and residents and were seen playing a balloon game with the residents downstairs.



Feedback from residents

During the visit Healthwatch Lancashire representatives spoke to six residents.

As the home consisted of residents with dementia the opportunity for communication was limited.

Environment

"It is good."

Activities

"I do not like to join in activities, but I know they are there."

Care

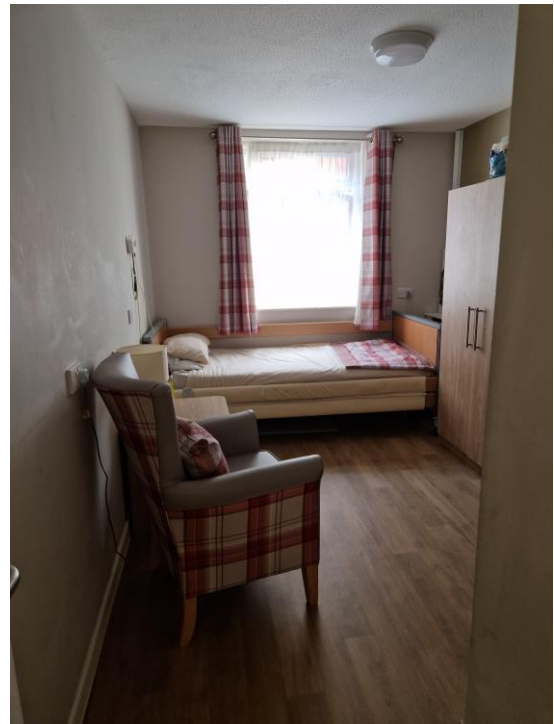
"Looked after well, the food not normally bad"

"I love everyone here."

Food

"I don't always like the food choices."

"I'd like more food choices."



Staff views

Healthwatch Lancashire representatives spoke to ten members of staff on the day of the visit.

Do you have enough staff when on duty?

6 members of staff said, "yes we have enough staff."

"No, we could do with some extra staff from time to time."

"No the workload is increasing so we need more staff."

"A lot of the residents need mobility support so more staff would be helpful."

Do you feel supported to carry out person centred care?

All staff members commented *"they feel they are supported but increased staffing levels would help support the care more."*

Do you feel you have enough training to carry out your duties well?

All staff members commented they have enough training.

"Yes, we have online and inhouse training."

"We get a lot of training."

Are you happy working here?

All staff members stated they are happy working in the care home.

"Yes, I really enjoy my job."

"I love the home and I love the residents."

"I am happy working here, but I think management could be more supportive, especially when it comes to staffing."

"Seeing the residents happy is great, I can't imagine not working here."

"I love working here, management are a great support, their office door is always open."

Would you be happy to recommend this care home to a close relative?

Most of the staff members commented that they would be happy to recommend a close relative or friends.

"With the added work load and the staffing, I wouldn't recommend at the moment, but if we get more staff then yes I would."

"Yes, I would recommend this place for a resident or to work."

Additional comments

"Support from management is really good."

"We have a good team of staff, and it just runs itself."

"We are a family, and we go above and beyond for our residents."

"We recognise individual needs and help them get the best out of their lives."

"Management are always there when you need them, I like how much trust they have in me to get on with my job."

"Maintenance can be a problem sometimes; we have to wait a long time for things to get fixed."

"We have to do a lot of maintenance ourselves, that could be improved."

"We could do with some more support with staffing."

"I feel we need more staff meetings to ensure we are being heard and things are shared around the home."

"I am not always happy with the quality of food that is coming out to residents."

"We have a BBQ in the summer."

"Everything is good, it runs very well."

"Managers are amazing I can't fault them."

Relatives and friends' views

Healthwatch Lancashire representatives spoke to one relative on the day of the visit.

How do you feel generally about the service?

"Really good, they always make me feel welcome when I come to see my relative."

Do you think that you are kept informed about your relative?

The relative was happy that she was informed of her relative most of the time

Do you know how to make a complaint if you need to?

"No, I don't but I would just go to the manager."

Are you aware of the social activities at the service and do you feel welcomed to join in?

"I was told there would be activities but not what the activities were."

Would you recommend this service to others?

"Yes, I would, the care my relative gets is really good."

"More communication would be nice between the staff and me when I'm not visiting the home."

"The staff are really nice and make me feel included when I'm here."

Recommendations for Improvement

The following areas for improvement have been highlighted from resident, relative and staff feedback. These are not Healthwatch Lancashire recommendations but rather, areas to explore further for possible improvement.

- Ensure staffing levels are equal across both floors and identify if extra support is needed at key times during the day. For example, lunch time.
- Consider having more frequent staff meetings and a staff survey to ensure all staff are being heard.
- Provide an activity timetable so that residents, staff and relatives can see what is happening within the home.
- Ensure regular rotation of activities are carried out over the two floors.
- Ensure the food timetable is clearly shown so residents and relatives know what options are available.
- Ensure dates and clocks are set to the correct time and date in the dining room.
- Consider dining options to accommodate all residents.
- Look into the communication between the home and relatives and ensure relatives are receiving the relevant communication they need.
- Look into the maintenance procedure you have in place and see if this is something that can be improved to allow for jobs to be done more efficiently.

Provider response

Areas identified for improvement	Action from provider	When by	Comments
<ul style="list-style-type: none"> Ensure staffing levels are equal across both floors and identify if extra support is needed at key times during the day. For example, lunch time. 	Staffing is equal across both floors which is: 3 x HCA and 1 x SCA. During busy periods I.E mealtimes extra support is implemented and oversight by DHM	ongoing	
<ul style="list-style-type: none"> Consider having more frequent staff meetings and a staff survey to ensure all staff are being heard. 	Staff meetings increased too monthly. Staff surveys are carried out via head office	Ongoing	
<ul style="list-style-type: none"> Provide an activity timetable so that residents, staff and relatives can see what is happening within the home. 	Activity planner in place and in view for residents, staff and visitors	completed	
<ul style="list-style-type: none"> Ensure regular rotation of activities are carried out over the two floors 	Activities are planned for AM and PM and rotated by floors.	completed	
<ul style="list-style-type: none"> Ensure the food timetable is clearly shown so residents and relatives know what options are available. 	Cooks now change the menus for the following day after evening meal is served.	completed	

<ul style="list-style-type: none"> Ensure dates and clocks are set to the correct time and date in the dining room 	2 new dementia friendly dining area clocks requested to head office.	completed	
<ul style="list-style-type: none"> Consider dining options to accommodate all residents 	Residents have their meals where they chose, residents are encouraged to have meals in communal areas to engage and have social interaction, however if they chose they can have their meals in their bedrooms, lounges etc.	ongoing	
<ul style="list-style-type: none"> Look into the communication between the home and relatives and ensure relatives are receiving the relevant communication they need. 	<p>Monthly newsletter now being sent to families.</p> <p>Preferred communication method is documented within care plans.</p>	completed	
<ul style="list-style-type: none"> Look into the maintenance procedure you have in place and see if this is something that can be improved to allow for jobs to be done more efficiently. 	We have a system called fault fixers, we log it on the system which is sent to head of maintenance and jobs are prioritised, no maintenance onsite at present time but support always available from HOM.	completed	
Completed by DEPUTY MANAGER	(Name) JAMIE STOKES	Date	8 TH FEB 2023

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