

Date of visit: 12<sup>th</sup> of May 2016

## **Enter and View Report: Deer Park View Care Centre**

**Bushy Park Road, Teddington, TW11 0DX**

Deer Park View Care Centre is a purpose built residential, nursing and specialist dementia home for up to 60 residents. It is close to Bushy Park, between Teddington and Hampton Wick. Accommodation is arranged over three floors.

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## Introduction

Deer Park View Care Centre is an adult residential home owned by Caring Homes at Bushy Park Road, Teddington, TW11 0DX. Mrs Isabella Mckenzie is the registered manager and responsible for the services provided. At the time of the visit Deer Park View Care Home was registered with the Care Quality Commission (CQC) as a nursing home to provide care for 60 adults over 65 with specialisms in dementia care and it has specialised nursing and dementia units. The home is purpose built and provides accommodation for people in en-suite single rooms.

On the day of the visit the Manager, Mrs Isabella Mckenzie was present.

The home can be contacted on (020) 8614 0000

Website: <http://www.caringhomes.org/>

Healthwatch Richmond is a registered charity that acts as an independent voice for people in the London Borough of Richmond upon Thames. It helps to shape, challenge and improve local health and social care services. Healthwatch Richmond was set up by local government following the health and social care reforms of 2012. The Act and its regulations granted Healthwatch powers to request information from health and social care providers and receive a response within 20 days, and to enter and view premises that provide health and or adult social care services.

The reports of Healthwatch Richmond's Enter & View visits can be found on our website: <http://www.healthwatchrichmond.co.uk> or are available from the Healthwatch Richmond office, please contact us on: 020 8099 5335

## Rationale

In 2016 Healthwatch Richmond began a new programme of visits to residential homes. In selecting Deer Park View Care Centre we analysed a range of data available to us from the CQC, the Local Authority and community sources including if the home was due to have a CQC inspection or a Local Authority visit or whether these visits had occurred recently. This enabled Healthwatch Richmond to identify which homes to visit aside from those with which there are ongoing concerns.

The selection of Deer Park View Care Centre for visiting is described in the Rationale above. It was a home that Healthwatch Richmond had never undertaken an Enter & View Visit to before and it was not scheduled to have visits from either the CQC or the London Borough of Richmond in the near future, neither had it been visited by these organisations recently.

## The Visit

An announced visit was arranged with the care home manager Mrs Isabella Mckenzie to commence on Thursday the 12<sup>th</sup> of May 2016. The visit was conducted by a team of two volunteers and one member of Healthwatch Richmond staff between 12:00 and 14:00.

A description of the visit is given within the methodology (Page 4) and undertaken using the Residential Care Enter and View tool.

## Methodology

Enter and View representatives were authorised via Healthwatch Richmond's Appointment of Authorised Representatives for Enter & View Policy. This includes a written application; satisfactory references; an enhanced Disclosure and Barring Service (DBS) check; training in safeguarding adults; and training in how to undertake Enter and View visits. The visit was planned in accordance with Healthwatch Richmond's Enter & View Policy and undertaken in the spirit of partnership and openness.

Healthwatch Richmond requested Mrs McKenzie to provide the following information:

- Total numbers of staff and residents
- Management Structure
- Registration Details
- Any guidelines that Deer Park View Care Centre had for visitors
- Complaints Policy & Procedures
- Any other information provided for residents and their families

Deer Park View Care Centre supplied Healthwatch Richmond with all the information requested.

Healthwatch Richmond visited the manager to discuss arrangements for the visit and agree a mutually suitable date. Posters and leaflets for the visit were supplied to the home to advertise the visit to residents, staff, families and friends.

All the background information available on Deer Park View Care Centre was drawn together by Healthwatch Richmond and made available to the team undertaking the visit. The team met prior to the visit to plan what areas of interest they would like to focus on during the visit. The aim was to gather the experiences of residents, their families and staff and to observe how Deer Park View Care Centre met the needs of its residents and, if appropriate, to make recommendations about anything that may be improved.

The areas for focus were:

- Residents' views on life at Deer Park View
- The views of their families and friends
- Staff's views on working at Deer Park View
- Support for residents in the home

## Limitations

The report relates only to the specific visit by Healthwatch Richmond on the 12<sup>th</sup> of May 2016 and the report is not representative of all the service users - only those who contributed within the restricted time available.

## Findings

During the visit the Healthwatch volunteers spoke to 16 residents, 3 relatives and 9 members of staff including the Manager. A number of the residents we spoke to did have dementia of varying severity and our conversations with them were led by their capacity to engage with us.

## General

Deer Park View is a purpose built nursing and residential home for up to 60 residents near Bushy Park between Teddington and Hampton Wick. It provides specialist dementia care and looks after residents with both physical and mental health needs. There are currently 56 residents. There were notices in the reception area and lift advertising the Healthwatch Richmond visit. We were asked to sign the Visitor Book on arrival in the reception area and information was available for visitors.

We found a welcoming atmosphere at the home. The staff and Manager were friendly and helpful. The residents spoken to were happy and content with life at Deer Park View commenting on how good everything was and that they liked the home and were well looked after.

One of the residents told us that “everything is very good here”

## Accommodation

The building is new and in very good condition internally and externally, access to the grounds and building is good and there is on-site parking. The accommodation is arranged over three floors. The first floor is a high dependency floor and the second floor for people who have advanced dementia. The reception area is lively with plenty of information for residents and visitors and the desk was manned.

The interior was spotless including bathrooms and toilets and the state of decoration excellent. The corridors all have attractive photos and pictures. Some rooms are fairly dark, and need electric light even on a bright summer day including the ground floor dining room immediately opposite the reception and the first floor day room. The home is following this up to look at improving natural light into these areas, but this is determined primarily by the time of day the sun is on that side of the building.

There is a small garden with good furniture accessible only from the ground floor lounge; the door is generally locked, but we were told that staff do open it on sunny days for residents. The few balconies on the upper floors can be accessed without asking the staff: these are generally from the lounges, though one room has a balcony.

The residents' rooms are all of a good size with en-suite showers and toilets. There were also adjacent rooms for husband and wives. Some residents had personalised their rooms and on the upper floor the rooms have memory boxes outside the door to help those with dementia and their carers.

Some of the lounge/common rooms felt a little stuffy and in a couple of corridors there was a moderate smell of urine. The home responded to us that this was not a normal occurrence and believed it to have been a one-off incidence. There have been no further reports of any offensive odours.

Following Healthwatch Richmond's visit to Deer Park View we consulted the Fire Safety Regulation Team for Richmond to discuss Fire Safety Checks in residential homes. We were informed that Deer Park View meets all the Fire Regulation standards and that the home is considered very good on fire safety issues.

## Residents

The residents of Deer Park View Care Centre are mainly in the 80s and 90s but there are some younger residents with dementia. The majority of residents were female but there are a number of male residents. All the residents seemed well cared for and happy to be there as evidenced by their comments on the home and the staff below.

## Staff

On the day of the visit the Manager, Activities Co-ordinator, Receptionist and Administrator were all present and we met a wide range of the nursing and care staff. All were very friendly and welcoming and engaged very positively with the Healthwatch Volunteers to explain their roles and how they worked with the residents. Their friendliness was also commented on by a relative and residents.

"The staff were all very nice" and "the manager is very nice."

A relative commented that: "My mother is content. Staff are wonderful, very welcoming and know her by name"

Many of the staff said they had worked at Deer Park View Care Home for 5 years and more and said they loved working there and felt part of a family and they felt very sad when a resident died. Comments from members of staff included:

"We are all happy here, nice people, the manager runs a good ship."

Staff said they feel supported by the Manager and that their training needs were being met and they enjoyed working there.

Deer Park View has its own recruitment procedures and staffing levels appeared to be good. They did not use agency staff at all. A copy of the Management Structure was provided for Healthwatch Richmond prior to the visit. There are 49 nursing and care staff plus housekeeping, catering and ancillary staff and there is a senior nursing sister on each floor.

## Staff Training

Staff were happy with the level of training and support they received. They appeared to have regular training, one staff member told us she had just completed a manual handling course and that they all get opportunities for training, both e-learning and face-to-face courses. A senior member of staff said she was studying a Level 5 management course for carers with a nursing background.

Staff seemed to be very understanding in their approach to the residents and appeared well trained in interacting with those affected by dementia.

We were informed that our visit coincided with one of the 6 weeks in the year when staff are encouraged to submit feedback to the management which was a very positive practice.

Deer Park View is involved in the MARQUE Project, a five year, longitudinal study taking place across England led by University College London. The project is responding to the Government's 'Challenge on Dementia' and aims to increase knowledge about dementia, agitation and personhood and to improve and maintain the quality of life in people with dementia whether at home, in a care home or in hospital.

## Residents, Relatives and Staff Interactions

The ethos of the manager is to place the wishes of residents at the heart of the care provided at Deer Park View, working closely with the care team to develop a personalised care plan with each resident, catering for their specific needs and ensuring that they have choice and control over how their care is delivered.

All the staff were very welcoming and this was highlighted by one of the relatives spoken to. Staff seemed very caring and respectful to the residents: they called them by their first name or surname, as they preferred. We observed that all the residents were treated with dignity and respect, the atmosphere was friendly and relaxed and they were considerate and tender when feeding the residents who needed support.

Comments from residents about the staff included:

"I like it here, I'm happy, they look after us here."

"It is nice here, if I had a choice I would choose to live here."

One relative of a patient with advanced dementia came in specially to see the Healthwatch Richmond team. She told us that although her mother is very content at Deer Park View she felt one area that could be improved was to give residents individual activity programmes.

## Resident Involvement and Satisfaction

There is a residents' and relatives' meeting every 3 months. It is organised by the relatives in partnership with the Manager.

## Compliments and Complaints

There was a Compliments Folder available to read in the reception area containing the compliments and feedback they have received from families.

The Complaints Procedure is displayed in the reception area.

## Activities

A wide range of activities is provided every morning and afternoon in different locations within Deer Park View and residents are encouraged to participate. The Activities Co-ordinator gave us a copy of the programme for the week and explained what they offered the residents. The activities include: discussions, quizzes, reminiscence therapy, exercise and music, concerts and musical events, hand massage, art & crafts and bingo.

A local church visits to run a regular service at Deer Park View and all residents are welcome to attend. There are also regular volunteers who come in to visit the residents. The Activities Co-ordinators (2) visit as many residents as possible each day on a one-to-one basis to talk and encourage discussion. A number of outings are provided and the residents are also assisted to go into the nearby Bushy Park, which was mentioned to us by some residents.

On the day of our visit the morning had been devoted to poetry in the various lounges and a music with exercise activity was to take place in the afternoon. Residents are encouraged to participate and supported to take part and we observed this happening. We were unable to observe any activities taking place because of the timing of our visit but two of the residents on the ground floor discussed them with us and said they enjoyed them.

The entrance lobby displayed a notice promoting a "5 A Day" programme through which residents are encouraged to engage each day in at least one activity in each of the 5 following categories: Sensory, Social, Cognitive, Physical and Emotional.

## Mealtimes

There is a dining room on each floor. The first and second floor dining rooms were light and bright and in all the dining rooms the tables were laid out well, appropriate to the differing needs of residents. The food was very good we were told by the residents it was well cooked, hot and tasty. It looked appetising and nutritious and appeared to be appreciated by the residents. Vegetarian options were available. The service was cheerful and friendly and the residents confirmed to the Healthwatch Volunteers that they were enjoying the occasion.

One of the residents commented that: "We always have a nice lunch, I enjoy it every day."

And a staff member told us: "Everyone rallies around at lunchtime."

The level of support required for residents in each dining room varied with need and we saw sufficient staff on duty to help the residents as much as they required in a friendly manner. Most residents on the ground floor were independent but on the upper two floors some residents needed a high level of support with eating.

The menus are displayed at the entry to the dining rooms, but not at a height suitable for people in a wheelchair, nor with pictorial supplements.

## Continuity of Care

### Local services

The Manager told us they were well served by their local GP Practice at Hampton Wick Surgery and together with them and the resident nursing staff they covered most of the care and medical needs of the residents. If specialist care was required this was organised with the Surgery and that might include McMillan Nursing or Hospice support. There are staff trained in End of Life Care and medication administration.



## Hospital Visits, Admissions & Discharges

The Manager had concerns about the hospital discharge procedures from local hospitals and the standard of discharge information, which she considered poor. Not enough information is provided back to the home.

Their experience was that the discharge arrangements at Kingston Hospital were very variable; they could be very good through to very bad, but that the discharge arrangements from Chelsea & Westminster Hospital (at the former West Middlesex Hospital site) were generally poor.

The Manager was positive about the service they received from the local Mental Health Team, based at Teddington Memorial Hospital. She reported that they responded promptly to requests for support.

## Conclusions

### Good Practice

We observed that Deer Park View is a well run home with good systems in place to care for the residents and worked to a very high standard. We observed good practice throughout our visit to Deer Park View Care Home and there was a warm, caring atmosphere and good communication between the residents, Manager and staff.