



Enter and View Visit

to

Riversway Nursing Home, Crews Hole Road, St George, Bristol

On Thursday 15 January 2015 1-3pm and

Thursday 29 January 2015 9.30-11.30am

Authorised representative(s) undertaking visit:

Justin Charnock

Keith Evans

Angela Auset

Shamim Baloo

Dave Purnell

Healthwatch Bristol

Tel: 0117 269 0400

Online: www.healthwatchbristol.co.uk

Email: info@healthwatchbristol.co.uk

Acknowledgements

Healthwatch Bristol would like to sincerely thank the residents, staff and the management team at Riversway Nursing Home for their hospitality and time taken to speak with the enter and view team. The enter and view team would also like to thank Jan Wilkins, the registered manager, for her kind invitation to have lunch with the residents.

Purpose of the visit

This visit is part of the wider dementia programme currently being undertaken by the Healthwatch enter and view team. This is a rolling programme which involves finding out the experiences of care and support services received by people with dementia.

Methodology

How was practice observed?

Two visits were undertaken to Riversway over a two week period in order to gain a more accurate indication of the quality and consistency of care and support provided to the residents.

On both of the visits information was gathered through observation and by talking with the residents, some visiting family members, staff and the management team. The enter and view team spoke with residents only if they wished to speak to us. The enter and view team did not enter a resident's room without their explicit consent.

Notes were taken throughout the observations and discussions with individuals. It is the information gathered during the two visits which form the content of this report.

Summary of data collected

The findings from the visits will be grouped under separate headings.

Findings – Food and hydration

We were shown a printed menu which is delivered to all the residents on a weekly basis. The residents we spoke with informed us that they can eat in their rooms if they wish and that there is an opportunity for them to have a say on what goes onto the menu. We were informed that breakfast times are flexible to suit the residents. We observed that the menu offers residents a choice between two options at lunchtime and in the evening.

Whilst the menus are printed the font is rather small and could be difficult for some to read. The menu does have 'clip art' pictures of the food item but perhaps an actual picture/photograph of the food item may be easier to decipher.

Comments – 'very good food'

'you can choose what you like'

Food is 'pretty good'

'few vegetarian options...not much green veg'

'I don't see the catering manager'

Riversway provide residents with two-handled mugs in order to make drinking easier. We observed that in some rooms there were jugs of water and squashes. However in some rooms there were no fluids to hand nor were there drinks available in the communal lounge. On one occasion a resident was observed requesting a fluid top up. The carer did action this request very quickly – within two minutes.

Activities

Riversway employ an activities coordinator whose role it is to plan and arrange various indoor and community activities on behalf of the residents with their input. On the first visit there was a trip happening to the Bristol Aquarium. We were informed that residents are able to say which activities they would like to do and places they would like to go to – a trip to Weston Super Mare has been planned based on a resident's request. Riversway has its own mini bus. The coordinator also informed us that there are various in house activities such as cooking, gardening and arts and crafts. There are activities specifically arranged for every day except for Sunday.

We were informed that residents have 1:1 activity sessions with staff for stimulation and if they do not wish to engage in a group activity. Riversway also offer computer-based activities including Skype. We also observed a small collection of library books in a communal lounge and were informed that residents can select books or genres each week from the Bristol City Council library service.

Riversway has a large secluded garden which we were informed by both residents and staff is accessible at all times. There are also TVs in residents' rooms if they so wish. A resident showed us the list of planned activities which is delivered to all residents weekly. One resident also said a newspaper of choice is delivered daily.

There are activity boards displayed in the corridors with photographs of the residents engaging in activities. However on our second visit another poster was partially obscuring the display.

There is a salon within the home which is open a few days each week as well as a prayer room.

Comments –

‘trips out haven’t really got going’

‘everything is geared to less able people’

‘this is their home, they should be able to go where they like’

Care/support

On both of our visits there were staff ‘on shift’ supporting the residents. These comprised of carers and registered nurses. The interaction observed between care staff and the residents was positive – the care staff spoke to residents politely and calmly. One resident was heard shouting loudly but the carer was observed remaining calm and composed. We did observe one occasion where a carer entered a resident’s room without knocking.

On one occasion a resident declined to speak to us. The carer fully respected this choice and did not ask the resident again to speak to us.

The interaction between staff was also seen to be friendly, which contributed to the pleasant atmosphere of the home. All the staff seen were also friendly to us.

Riversway has a call bell system. On the second visit a bell was heard ringing for over 5 minutes.

We spoke with some staff members who commented that ‘the home is more relaxing, not clinical’ and that the management team are approachable – ‘the door is always open’.

Comments –

‘Anything I have mentioned has been dealt with’ ‘I have been looked after very well’

'I don't like this place'

'I love all the staff'

Staff are 'easy to get on with'

Staff are 'caring, responsible people' We have 'very close relations with family'

We were also informed that residents can elect whether to have male or female only carers.

Dignity and choice

The bedrooms seen on both visits appeared to be personalised and decorated according to the wishes of each resident. The residents confirmed that they are able to decorate their rooms as they wish. We observed TVs in the residents' rooms also. The residents are able to choose what they wish to eat as well as whether to join in with an activity each day. We were informed that residents can decide when and where they wish to go out.

The communication observed between staff and residents was friendly and appropriate – staff were heard talking to residents in a polite and appropriate manner.

In the communal lounge it became apparent that a resident was in a state of partial dress, with the consequence that an incontinence pad was clearly visible. The staff did respond promptly to this and supported the resident in a dignified way.

We observed that the majority of residents' bedroom doors were open although there were some closed doors. One resident commented that 'I chose my room'.

Cleanliness and hygiene

We found the home to be clean and in a hygienic state. Food bought to us was covered and crockery we used was clean.

There are hand gel dispensers located on each corridor and in the entrance lobby. The toilets were clean. We did notice an unpleasant odour in the entrance hall and in some corridors.

We observed cleaners who were wearing gloves and aprons as were care staff. The bedrooms we saw were clean.

Home environment

We felt that Riversway has achieved a good home/workplace balance – to us it had a feel of a ‘lived in’ home whilst still feeling like a professional place of work.

There is an assisted shower room which was being used as a storage room for wheelchairs and we did notice apparatus such as a hoist and a chair left in corridors.

The manager informed us that the home is due to be refurbished in the near future. Some of the décor may not necessarily be suitable for those with dementia, such as white hand rails in corridors against a white wall and a spotted carpet. However, we did note that the door frames are a different colour from the door for clear visibility.

We were shown the conservatory where there are numerous stimuli for residents including jigsaw puzzles, board games and books. We also noted the various nostalgia items including posters displayed around the dementia part of the home.

Recommendations – based on our observations the enter and view team would like to make the following recommendations:

1. A larger font on the menus and a pictorial menu with photographs of the food items so that the menu is easier to read and understand
2. More vegetarian options on the menu
3. Fluids more readily available in communal areas
4. Activity boards should not be obscured by other literature so that the residents and visitors can fully see them
5. Ensure, so far as possible, residents are fully dressed before they enter communal areas, to preserve their dignity and privacy
6. Ensure all equipment is stored appropriately and safely

Disclaimer

- This report relates only to two specific visits
- This report is not representative of all service users (only those who contributed within the restricted time available)