



**Healthwatch Doncaster
Enter and View
Woodlea
Care Home**

17th April 2019





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1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	61 Bawtry Road Bessacarr Doncaster DN4 7AD
Service Provider	Trustcare
Date and Time	Wednesday 17 th March 2019 10.45am
Authorised Representatives	Sandra Hodson, Kathleen Bowes
Contact details	Healthwatch Doncaster 3 Cavendish Court South Parade Doncaster DN1 2DJ

1.2 Acknowledgements

Healthwatch Doncaster would like to thank the service provider, residents, visitors and staff of Woodlea for their contribution to the Enter and View programme.

1.3 Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.



2 What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch Authorised 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 and pharmacies. Enter and View visits can be undertaken if people tell us there is an issue with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

2.1 Purpose of Visit

Healthwatch Doncaster is undertaking a series of Enter and View visits in local care homes to build a picture of the quality and range of care provision in Doncaster from a resident's perspective.

2.2 Strategic drivers

Healthwatch Doncaster are undertaking visits to local care homes as part of a wider piece of work to look at the quality of care provision in Doncaster.

2.3 Methodology

- The Healthwatch Doncaster Enter and View Planning Group met to discuss the methodology for the visit. A checklist was devised outlining key observation areas (outlined in results of visits).
- The group decided who would undertake the visit.
- Observation sheets were used throughout the visit and these were collated in a meeting of both Authorised Representatives immediately after the visit.
- The findings were discussed and agreement reached around items for inclusion in the report. Recommendations were also discussed and agreed.



2.4 Summary of findings

- The Authorised Representatives felt that the home had a caring, homely atmosphere.
- Interactions between staff and residents were very good.
- The environment was clean and tidy.
- We were particularly impressed with the inter-generational interaction that has been developed with the nearby nursery.

2.5 Results of visit

The home has 26 residents, 5 of whom have dementia.

The findings of the visit are summarised below:

Environment

- There is a confidential signing in book to comply with GDPR.
- Handrails in corridors are in a contrasting colour which is good to enable people with dementia and visual impairments
- There was a well-structured notice board displaying information on - advocacy provision, Resident and Relatives meetings, the Healthwatch notice informing people that we would be attending.
- There is a well-tended outside area for residents to use in good weather.
- Fire exits are well signposted.
- The home had several alarm call points conveniently situated around the communal areas of the home.

Promotion of Privacy, Dignity and Respect

- Resident's bedroom doors each had a number and a nameplate (the nameplate represented the residents choice of how they would like to be addressed)

Promotion of Independence

- We observed residents moving independently around the home using such aids as were necessary ie walking frames, sticks

Interaction between residents and staff

- The staff all had name badges bearing their first names in large bold writing (presumably so that residents could easily see them)
- Interactions that we observed between residents and staff were friendly, courteous and caring.

Residents

- Residents were all clean, well dressed, looked well cared for, content and cheerful.



- Comments included:
“Niomi is brilliant”
“I’d have given up if it hadn’t been for Niomi keeping me going”


Food

- The home has menus on a four-week cycle, there is a choice at each mealtime and if residents do not like what is on offer then the cook will discuss an alternative with them.
- There are picture menus available that also have text in an alternative language to assist one resident whose first language is not English.
- There are 3 menus for the day displayed - breakfast, lunch and teatime.
- The dining room is laid out like a restaurant with flowers on the tables, folded napkins and stylish furniture.

Recreational Activities, Social Inclusion and Pastoral Needs

- The home works closely with the nearby nursery:
The children visit the home once a month to take part in activities with the residents
At Christmas the children perform their Nativity play for the residents.
The home is currently looking at a risk assessment around holding the nursery’s sports day in the grounds of the home.
Plans for the summer include - having picnics with the children and gardening activities.
- We were show a full list of major activities taking place between now and the end of the year, these included:
A whole host of activities around Easter were taking place and we saw the residents excitedly wrapping Easter eggs and chocolate in preparation for an activity involving the children from the nursery. One resident told us to make sure to check out the Easter bonnets they had decorated for their Easter parade, they were amazing!
- Outings include Walkers Garden Centre, Brodsworth Hall, Shopping and a meal, Meadowhall and regular visits to Toby Carvery with family and friends.
- Events include Stars in Your Eyes, Easter bonnet parade, summer fayre, Halloween Party, Christmas Party.
- The hairdresser visits the home weekly and was there on the day that we visited. There is also a masseur, nail technician and private physio available. This is in addition to the chiropodist, dentist, optician and hearing specialist that visit when needed.
- A wide range of activities are on offer, all geared around individual residents, they include: one-to-one time with the Activities Co-ordinator, prize bingo, entertainers visit the home monthly, flower arranging, board games, a monthly walk to name a few.
- There is a “Woodlea Shop” (a converted drugs trolley) that goes round enabling the residents to choose and buy items.



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- There are books in the main lounge and a TV that is controlled by Alexa to allow residents to express a preference around whether the TV is on or off etc. The smaller lounge also has a TV.
 - One resident requested to go swimming as part of their one-to-ones and this has been happening, as a result several other residents have also expressed an interest attending the sessions, the home is in the process of organising this.
 - A memory box is being donated by a local organization and the staff at the home are looking around local charity shops for items to aid reminiscence to include in the box.

Involvement in key decisions

- There was a notice advertising Voiceability Advocacy support for those residents requiring it.

Concerns and Complaint Procedure

- The Complaints Procedure was prominently displayed in reception.
- A relative told us that they have no concerns but would have no problems raising any concerns with the staff if necessary.

Staff

- Comment from the Activities Co-ordinator “If I can go home feeling that I have made a difference to at least one person’s day then I am happy.”
- “The residents are like my extended family”

Visitors and Relatives

- Comments received:
“Can’t fault it in any way, the staff can’t do enough. When my relative was in bed after a fall buzzers were answered promptly. All the family feel very welcome when they come to visit.”

Additional Information

- The home has links with a GP practice that does a “ward round” weekly. The home find this beneficial as the doctors then get to know the residents and when the home say that a resident is “just not themselves” the doctor has a good idea what their normal state is and so is better placed to diagnose the problem. Residents can also opt to remain with their own doctors providing that they serve the home.
- A Mobile Care Monitoring system is in place in the home.



2.5 Recommendations

We were pleased with the things we saw and experienced on the visit. However, we felt that some small improvements could further enhance the resident's experience:

- As there are some residents that have some level of Dementia diagnosis we would recommend that to aid independence, resident's toilets have contrasting colour toilet seats and dementia friendly signage on doors.
- Alarm cord in toilets need to extend down to a few centimeters from floor level so they are accessible in the event of a fall. The cords in the toilets we visited were tied up we would recommend that these be untied.

Service provider response

The home responded by confirming that they have ordered contrasting coloured toilet seats and that all alarm cords have been extended.