



**Healthwatch Doncaster  
Enter and View  
Stenson Court  
Care Home**

15<sup>th</sup> May 2019





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# 1 Introduction

## 1.1 Details of visit

Details of visit:	
Service Address	Stenson Court Greenfield Lane Balby Doncaster DN4 0PT
Service Provider	Runwood Homes Senior Living
Date and Time	Wednesday 15 <sup>th</sup> May 2019
Authorised Representatives	Sharon Faulkner, Sandra Hodson Susan Flintoff, Georgina Newman
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 Stenson Court 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.



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## 2 What is Enter and View?

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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 and it was decided that the 4 members of the group attend. It was agreed that the group would split into 2 pairs so as not to overwhelm the residents.
- During the visit the group split into pairs and had free access to communal areas of the home. Two members of the team discreetly observed activities and the start of the lunchtime process.
- Observation sheets were used throughout the visit and these were collated in a meeting of all four 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.
- Before terminating the visit, the lead representative spoke with Kathleen, Stenson Court's recently appointed manager.

## 2.4 Summary of findings

- The Authorised Representatives felt that the home had a caring, supportive, friendly atmosphere.
- Residents seemed happy and well cared for.
- Everyone was welcoming and the manager and staff appeared friendly and open with us.
- We observed excellent interactions between staff and residents.
- The environment was clean and tidy.

## 2.5 Results of visit

The home had 32 residents, 29 of whom are living with dementia and 3 were there for respite care. There are 2 empty beds.

The findings of the visit are summarised below:

### Environment

- The entrance hall was bright, spacious and welcoming.
- Two notifications of the Healthwatch visit were displayed.
- Complaints procedures were displayed.
- The signing in book, with clear instructions, was available.
- Relevant posters e.g. hand washing/hygiene were on display.
- Observed areas were generally clean and uncluttered.
- Fire guidance was clearly displayed.
- Dementia signage was good overall.
- Hand sanitising dispensers were in communal areas.
- There are several lounges and recreational areas with a mix of comfortable and appropriate seating. TVs and CD players are available.
- Three rooms can be used for dining, these are multi-purpose and can also be used for activities.
- At meal times, tables are set with cloths and place mats etc.
- The home has a well-resourced self-contained activities room.
- A safe, secure and well-tended outside area is freely accessible to residents in good weather.
- The greenhouse is being refurbished for residents' use.
- One of the two clocks we saw had roman numerals and wasn't working. The second clock had large clear numerals; we saw no specifically 'dementia friendly' clocks.
- Handrails are not in a contrasting colour and could be difficult to see.



- One toilet had a riser seat, none of the toilet seats were in a contrasting colour.
- Handrails in residents' toilets are white and blend in with the décor.
- Most alarm cords in residents' toilets would not be accessible in the event of a fall; cords have either been shortened or tied up.
- An assortment of art work, some of it reminiscent, was displayed on walls.
- Butterfly decorations add colour to corridors.
- A memory wall displayed photos of recent activities.
- Birthdays are celebrated in communal areas.
- A 'bus stop' reminiscent area was at the end of a corridor.
- Residents' rooms are on two levels.
- Bedroom doors have A4 name posters with pictures personal to each resident. Some of them were difficult to read because the name had either been printed on the picture or a non-contrasting ink had been used.
- Upstairs bathroom and toilet windows were secure.
- Stairs leading upstairs had a gate secured with a bolt. This is scheduled to be replaced by a safer and more secure lock.
- Floor coverings are tired in places.

### **Promotion of Privacy, Dignity and Respect**

- Most bedroom doors were closed.
- Staff seemed to know the residents well and we saw many examples of genuine friendly and natural rapport.
- Staff were observed being sensitive to residents' individual needs e.g. at least two members of staff noticed a gent who looked 'off colour' and discreetly checked and monitored him.
- A lady who was obviously distressed was spoken to in 'Geordie' to make her feel more comfortable.
- Residents were clean and well dressed.

### **Promotion of Independence**

- Residents were encouraged to be mobile.
- Frames, sticks and wheelchairs were in use.
- Adapted wheelchairs for long term use are provided as necessary.
- Residents successfully used traditional crockery, cutlery and glassware at lunchtime. Adaptations are made if required.
- Some residents wore an apron whilst eating lunch. We saw one resident being quietly asked if she would like one.
- Residents may decorate and furnish their own rooms if they wish.
- Residents' views are valued and advocates are appointed according to need.





## Interaction between residents and staff

- Interactions we witnessed between residents and staff were excellent.
- The atmosphere was relaxed, friendly, kind and caring.
- Staff appeared to know the residents well.
- A potentially difficult incident between two residents was successfully and quietly handled with care and sensitivity.

## Residents

- Residents commented:
  - “Pippa’s a nice girl. She puts herself out for us.”
  - “I can get up whenever I like.”
  - “The staff are all helpful and pleasant.”
  - “Nowhere is ever perfect wherever you are - even at home.”
  - “Gail is ever so good.” I asked her, “How do you have the patience?” and she said, “Because I love it.”
  - “I like it here.”
  - “We get a vicar but we’re not very enthusiastic.”
  - “They’d organise a Catholic priest if I wanted.”
- All residents looked clean and well cared for.
- Many residents were participating in a group activity when we arrived.
- An active and effective residents’ ambassador is in place, this is what she said about staff, “They’re very approachable. I’m very outspoken but I know I can go to them about anything.”
- Monthly residents meetings are held.
- The monthly newsletter is available in large print if needed.

## Food

- The home has a 5 star food rating.
- A choice is available each mealtime and residents choose their main meals from sample plates immediately before serving.
- Vegetables are served from dishes on each table.
- Residents were observed eating with enthusiasm.
- A range of hot and cold drinks were available.
- Residents can eat in the dining rooms or wherever they wish.
- Meals are served at ‘set’ times but staff will make snacks if residents ask for them at other times.
- Special diets are catered for.
- Individual requests are met e.g. one resident has a daily glass of Baileys.
- Staff were well aware of residents’ needs.
- The cook knew exactly what each resident liked and needed.



- Residents commented:
  - “The food is good, we rarely get a poor one. There’s another choice if you don’t like it.”
  - “I have cereal and then toast for breakfast but you can have a cooked one as well if you like.”

### Recreational Activities, Social Inclusion and Pastoral Needs

- Stenson Court has an excellent activities coordinator, Gail, who has been in post since January.
- She currently works Monday to Friday but expects to change to more flexible hours including some evenings and weekends.
- Gail is passionate, innovative and inclusive. Her planning, monitoring, record keeping, attention to detail and community links are fantastic and she has a clear vision of how her role can develop to further support and enable residents.
- We saw evidence of a large number of activities that had been carefully planned to meet residents’ needs e.g. Gail is well aware of the diminishing motor skills and mental capacity of some residents and she factors this into her planning so people can participate and appropriately exercise both their fingers and their brains.
- Gail discovered that one resident, who didn’t communicate freely and wasn’t keen to participate in regular activities, had a passion for jigsaws. Due to care and 1-1 attention, this person now does jigsaws and is able to hold a conversation.
- No resident is overlooked, those that can’t participate in group activities have individually planned activities that are recorded in a folder entitled ‘Forget Me Not’.
- Careful observation during activities feeds into the planning and improvement of future sessions.
- Activities include: arts/crafts, egg decorating, baking, crochet, sing-a-longs, karaoke, a Valentine’s thank you party with residents making invitations, an Irish dance demonstration for St Patrick’s Day and a charity day.
- Gail worked with some residents to write and perform a pantomime - they made their own scenery.
- Family/friend participation is encouraged.
- To stimulate thinking and brain activity, colouring by numbers sheets are linked to basic maths skills.
- A diecast stencil cutter helps residents with some of their creations.
- Independent activities such as books, colouring books, word searches and puzzles are available.
- Free newspapers are provided.
- Interested residents engage in gardening activities and a greenhouse is being restored for use.



- A local college has been asked if it can provide support for woodworking activities.
- Local groups are booked to visit e.g. St George's singers.
- A link with CAST has been established and links with local schools are being investigated.
- A trip to a butterfly farm in Sheffield is planned, Gail has checked the facilities and volunteers are now being sought. Support from residents' relatives and friends is needed to allow visits such as this to go ahead.
- The local vicar visits monthly and representatives from other denominations are called in on request.
- A chiropodist visits every four weeks.
- A hairdresser provides a regular service in a well-fitted salon.
- The home has good links with local medical practices and district nurses.
- Fundraising activities generate income to purchase resources and subsidise visits.
- Local businesses have been successfully approached to support fundraising.
- Someone commented, "It's good that we're getting activities now, it's what was missing before."
- Stenson Court contributes to a Runwood Facebook page that highlights activities and events.

### **Involvement in key decisions**

- Key decisions are discussed with residents and with relatives/friends as appropriate.
- When a resident has no relatives or friends and does not have the mental capacity to make informed choices, an advocate is appointed if major decisions need to be taken.

### **Concerns and Complaint Procedure**

- The complaints procedure is displayed.
- Staff have implemented a "you said, we did" board to clearly demonstrate responses to issues raised.

### **Staff**

- Ratios are met.
- All staff were friendly and welcoming and their relationships with residents were excellent.
- Some residents have demanding behaviours and staff were seen to do a fantastic job in potentially difficult circumstances.
- Kathleen, the manager, moved to Stenson Court from another Runwood home five weeks prior to our visit.



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- Every interaction we observed was caring and supportive.
  - Staffing is stable and some members of the team have worked at Stenson Court for a number of years.
  - A new Care Team Manager is in post.
  - Training is provided through Runwood and staff are encouraged to do appropriate NVQs.

### **Visitors and Relatives**

- Visitors are welcomed at any time.
- Visitors we spoke to told us that their relative was ‘well looked after and happy’ and said that they were always made to feel welcome. Drinks were always offered or they could make their own if they preferred.
- Relatives meetings are held every three months.

### **Additional Information**

- Stenson Court is part of the Runwood Homes Senior Living group.
- Runwood have recently acquired the former Brookwood Care Home, an adjacent care home which is now empty. Plans are being made to develop this site and create a new home which will allow the current Stenson Court to be refurbished.

## **2.6 Recommendations**

- All alarm pulls in residents’ toilets should be free hanging and extended to just above floor length.
- Replace residents’ white toilet seats and riser seats with coloured ones that contrast with the white frames and toilets. These would be dementia friendly.
- Replace white grab rails and bars in toilets and bathrooms with coloured ones to make them more visible and dementia friendly.
- To increase visibility, corridor handrails should be painted in clearly contrasting colours.
- Check that clocks are working and accessible to all.
- To ease access for residents with dementia, main activities timetables should show activities for the current day only.
- Written activity timetables, recently introduced by head office, are not dementia friendly.
- Have separate notice boards for different types of information e.g. policies and procedures separate from information for relatives.



- Ensure that names on all residents' door signs are on a white background and clear to read.

### Service provider response

#### Re Alarm pulls in toilets-

I will be speaking to Ian Hind Wellbeing and Dementia Manager on his visit to Stenson Court on the 12<sup>th</sup> June about how we can manage this.

One of our residents who enjoys walking around independently uses the pull cords in the toilets like a tie this has been witnessed a few times in the past so for his safety we made them shorter.

This has not been a problem at any time due to our most vulnerable residents are supported to the toilet by care staff and monitored.

#### Toilet seats and hand rails

Residents have not had any problems using the toilet with white seats.

This would have been picked up by myself or care staff on observations.

White seats look very clean and nice were I think darker coloured seats look very cold and un friendly.

The hand rails around the corridors and bathrooms are a good idea I will be discussing this with Ian on his visit.

I do think different colours will brighten the corridors up.

#### Check clocks are working and accessible

A new battery has been put in the clock.

#### To ease access for Dementia, Activities timetables should show activities for the day only

Gail our activities coordinator is rearranging the activity board just to show activities for the day which I agree on the more advanced dementia unit.

On our residential side it is important to have a planner with activities on throughout the week because most of our residents like to look at the board daily even though they have dementia they are all at different stages and have capacity in most areas.

Family and friends like to see the weekly planner because on some occasion family's will come along and share the experience with the loved one.

Not having a planner restricts choice.

Here at Stenson Court we work, manage and adapt to each of our resident's needs





### Notice board

There is a notice board for relatives in the foyer with the relative meeting schedule attached .

I have organised the boards to be more explanatory.

### Door Signs

The two door signs have been changed with the name at the top. Residents are involved in choice and one of our residents wanted to design his own.

Thank you for your support and visit.

