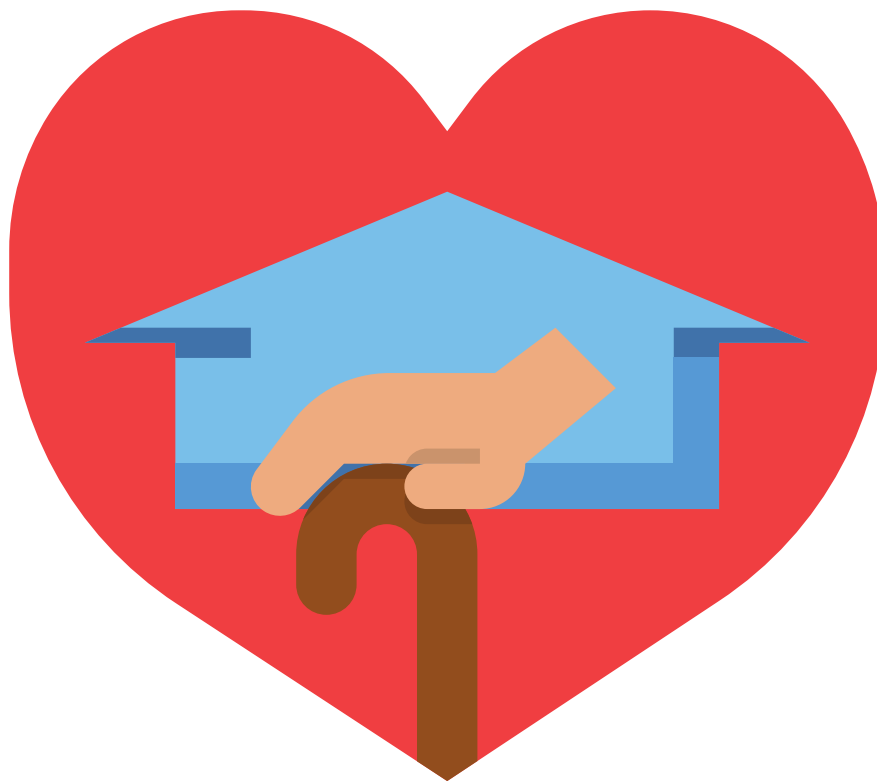


**Spotlight on Care Homes
in Medway
Durland House
Residential Care Home, Rainham**



September 2020

FOREWORD

In Medway we have 74 Care Homes offering a variety of services and different levels of support to residents and their families.

In June 2018, a new system was created to enable every nursing and residential home in Medway to form a partnership with a local GP. The partnership was designed to ensure residents would have a dedicated GP who could visit them in the home and help avoid unnecessary hospital admissions.

That means that every care home in Medway should now have a dedicated GP who visits the care home regularly, getting to know residents and their needs, giving continuity and more timely medication reviews. Patients still have the option to opt out of this service if they wish and register with an alternative GP.

This new way of working has been in place since 2018, and we wanted to talk to people to see what difference it has made to their experience.

We committed to visiting 24 Care Homes across Medway to talk to the residents, their friends and family and staff to hear about how the new enhanced GP service has changed the services offered at the homes. We also wanted to find out whether the residents were supported with other health and social services such as dental treatment and social activities.

Coupled with this desire, we knew that Medway Council were planning to recommission residential and nursing care services for older people and working aged adults in Medway. We wanted to ensure decision makers heard about peoples' experience of living in a Care Home in Medway to help inform their decisions.

Everything we found is detailed in this report and we have shared our findings directly with each Care Home, Medway Council and the Medway Clinical Commissioning Group.

We would love to hear your story about a Care Home in Medway. Was it good? Could it have been improved?

Get in touch with us anytime on: www.healthwatchmedway.com

We look forward to hearing from you

Maggie Cane
Healthwatch Medway

What were we trying to achieve from our visits?

We wanted to talk to people who were currently residents at Durland House Residential Care Home in Rainham about their experiences of the health and social care offered at this home. We also wanted to speak to staff to see if the new enhanced GP service had made a positive impact on how they work and support their residents.

We wanted to hear about some key areas of the resident's lives at Durland House Residential Care Home:

- Were residents given a choice about which Care Home to move into when they were choosing where to go?
- Were residents given the choice to keep their own GP or join the home's dedicated GP practice when they moved to Berengrove Park Nursing Home.
- For residents who have lived at the home since 2018, did they feel the new system of a dedicated GP visiting the home had benefited them?
- Are the social care needs of the residents supported at the home with a programme of activities?
- Are residents offered support with other health services, such as a dental services, eye sight checks etc.

How did we go about it?



Our trained Healthwatch staff and volunteers visited Durland House Residential Care Home on 16th December 2019. These visits are known as Enter & View visits.

Prior to our visit, we provided printed questionnaires designed specifically for family and friends and we asked each home if they would kindly hand these out to family and friends as they visited their residents. These questionnaires were anonymous and had a freepost envelope included so that people could complete at their leisure and return to Healthwatch Medway directly.

What happened during our visit?

When we arrived at the home, we were informed by the Deputy Manager that we were unable to talk directly to the residents. Staff had already completed the questionnaire with residents despite this being clearly marked for families.

This meant that we were unable to hear directly from residents about their experiences, nor did we hear from families or friends of the residents. Therefore, the feedback in this report is **not independent**.

We heard from 7 residents and 1 member of staff.

What did people tell us?

It is important to note that the following feedback from the Resident's perspective at Durland House was NOT taken by Healthwatch Staff but from staff working at Durland House Residential Care Home.

In Summary

- 7 residents offered their insight (from a total of 8 people living at the home)
- 5 of those residents confirmed that they, along with their families, chose Durland House Residential Care Home.
- 5 residents told us that the new enhanced GP service was discussed with them when they moved into Durland House Residential Care Home.
- Staff told us that the new GP service was working well at the home with weekly visits.

What have we recommended?

Given that we did not gather feedback directly from residents we are unable to make formal recommendations. However, we will be revisiting Durland House to ensure residents have a chance to be share their feedback freely with an independent organisation.

In the meantime, we would encourage Durland House to do the following:

- Ensure residents have access to a regular dental service
- Ensure an optician visits the home regularly

We will be following up with all the homes we have visited to check that they have implemented our recommendations.



Our Findings in Detail

*Please note some residents did not answer all questions

What did residents tell us?

We received seven completed questionnaires that the staff at Durland House had asked their residents.

We asked whether there was a choice when choosing a home for the resident and if so, what was important to them:

Five residents said that they did choose Durland House Residential Care Home.

Comments noted on questionnaires included:

“I like the home and staff are friendly.”

“Family chose Durland House for respite as I kept falling but I chose to stay permanently.”

“Yes, reasons are the size, friendly atmosphere and staff and it’s a lovely building.”

“I didn’t have a great choice but it suits me, it meets my needs and I have grown fond of it.”

“My husband was already at the home, so I moved here.”

Health and GP service at Durland House Residential Care Home:

To gain an insight into the impact the new enhanced GP service was making on the resident’s lives at Durland House Residential Care Home we asked family and friends whether they had noticed any changes in service. Do their loved ones have regular visits from the GP, has there been more support with their medical needs and therefore, has there been less visits to hospital and less outside medical intervention?

When choosing Durland House Residential Care Home, was the new enhanced GP service discussed with you?

Five residents said the GP service had been discussed with them. One resident said they decided to stay with their own GP.

We asked whether residents had encountered any problems in seeing a GP when the need arises?

There were no negative comments regarding this question.

One resident said, “No, no waiting and I am very satisfied”

Our Findings in Detail cont.

If the resident is using the care home's GP, have you noticed any changes or differences to the medical support over the past six months, for example, regularity of visits by the GP; less need for hospital visits/outside medical intervention?

None of the resident who answered this question had any negative comments.

Comments includes, "No, it's a good service."
"No change noticed except less visits to hospital."

On the day that the GP is due to visit, are residents asked whether they would like to be seen during this visit?

Every resident apart from one said that they were asked if they would like to be seen by the GP when they visit.

We asked whether it was easy to access the GP outside of regular scheduled visiting times?

Six out of 7 residents said it was difficult to see the GP outside of their regular visit.

When we asked how satisfied family and friends were with the GP service at Durland House Residential Care Home:

Six residents responded saying they were satisfied with the GP service at Durland House Residential Home with one resident saying they were very satisfied.

Do family members feel involved in their medical care?

All seven residents said that their families were involved in their medical care.

When asked whether they knew of a Care Plan in place for their family member:

All seven residents responded that they were aware of their care plan.

We asked, was the resident able to go outdoors unaided? If so, do you think they would like to be taken out by staff?

All seven residents said that they were able to go outside. Comments included,

"I require a walker, but I enjoy going out."

"Yes, but I would rather be assisted by staff."

How often is the resident taken outdoors?

Three residents said that they were taken outdoors on a weekly basis with another three people reporting that they were taken outdoors on a monthly basis and one said they were taken out every 6 months.

What did the Staff at Durland House Residential Care Home tell us?

We asked staff whether they had noticed any improvement since the enhanced GP service commenced, this is what they told us:

Staff told us that the enhanced GP service was working well. The home changed its GP when the new enhanced service came in. The GP will now come out and see residents within the home, rather than expecting them to travel to the surgery. The GP visits on a Thursday evening and sees residents in the quiet lounge or communal bathroom, or in their own bedroom but staff said they would come out any time that is needed.

How often does the dedicated Homes GP visit?

Staff told us that the GP visits every week on a Thursday.

Does the GP refer residents to other healthcare specialists such as physiotherapists, dieticians and Parkinson disease nurses as frequently as you think they should?

“The GP will refer residents to specialists such as OT’s, dermatologist, gynaecologists, dieticians, Parkinson’s disease nurse, diabetes nurse”.

Do you have an Infection Prevention Lead at this residence?

“Yes, this is the Manager. We use air mattresses”.

How do you ensure residents are hydrated and are eating well?

Do you have a schedule which includes checking on each resident at regular intervals?

Staff told us about the nutritional food intake assessment which is undertaken when someone moves in. There is also a food fluid chart for a minimum of one week on arrival. After that, they told us that they do not monitor what people eat and drink as they are a residential home, not a nursing home.

Staff told us that all the residents have good appetites but if there is a problem they will do another food and fluid assessment if needed. All the residents eat lunch together and we were told they enjoyed the social element of eating together.

Are refreshments offered to residents through the night? Is this logged?

Staff told us that there is no limit of food served and they work around peoples’ timetables. For example, one resident gets up at 5am, another at 1pm. Residents are asked if they are happy with the menu choices and specialist diets are catered for we were told.

What did the Staff at Durland House Residential Care Home tell us cont.

Activity's for the residents: Do you have a weekly schedule of activities for the residents to take part in if they wish to?

Staff told us about the weekly schedule which includes a 'Keep Moving' class.

Each month there are motivation sessions, quizzes, and games. There are also games such as quots, bingo, board and card games.

We were told that children from St Margaret's primary school visit for poetry reading. We also heard about a resident who visited Sandwich Bay Bird Observatory and stayed overnight.

Are residents offered time outdoors and if so, how often do staff take residents outdoors (whether into the home's grounds or further afield):

"We have trips to Dobbie's, Riverside or more locally walking round the park. Residents are all quite mobile.

"Residents go out for the day on Age UK outings. We pay membership fees for residents then there is a choice of dates and destinations, with additional costs the resident must pay. Residents can choose the staff member to accompany them".

Befriending Service - we asked both Staff and family and friends whether they thought a befriending service would benefit the residents:

Befrienders would be a group of volunteers who would be appropriately vetted and trained and residents and their families would be approached and could sign up to the service.

Four residents told us that they would like a befriending service to visit the home.



General observations made by Healthwatch staff and volunteers during the visit:

Healthwatch were welcomed on arrival and staff were helpful and friendly. On the day of our visit the home had 8 residents, including one married couple.

During the day there were three members of staff on duty, one in the office and two carers on the floor. The home has good security with a key code to exit the building.

The Home has in-house chefs and laundry services.

CQC rating:

Current CQC Rating of Durland House Residential Care Home - Good. Visited on 7th August 2018.

Acknowledgements

Healthwatch Medway would like to thank the residents, family, friends and staff along with our volunteers for taking the time to contribute to this piece of work.

Disclaimer

Please note this report relates to what we saw and heard on the day of our visit. Our report is not a representative portrayal of the experiences of all patients, family, friends and staff, only an account of what was contributed and observed during our visit on those days noted.



Healthwatch Medway

5A New Rd Ave, Chatham ME4 6BB

 **enquiries@healthwatchmedway.com**

 **@healthwmedway**

 **@HWMedway**

 **@HealthwatchMedway**

 **0800 136 656**