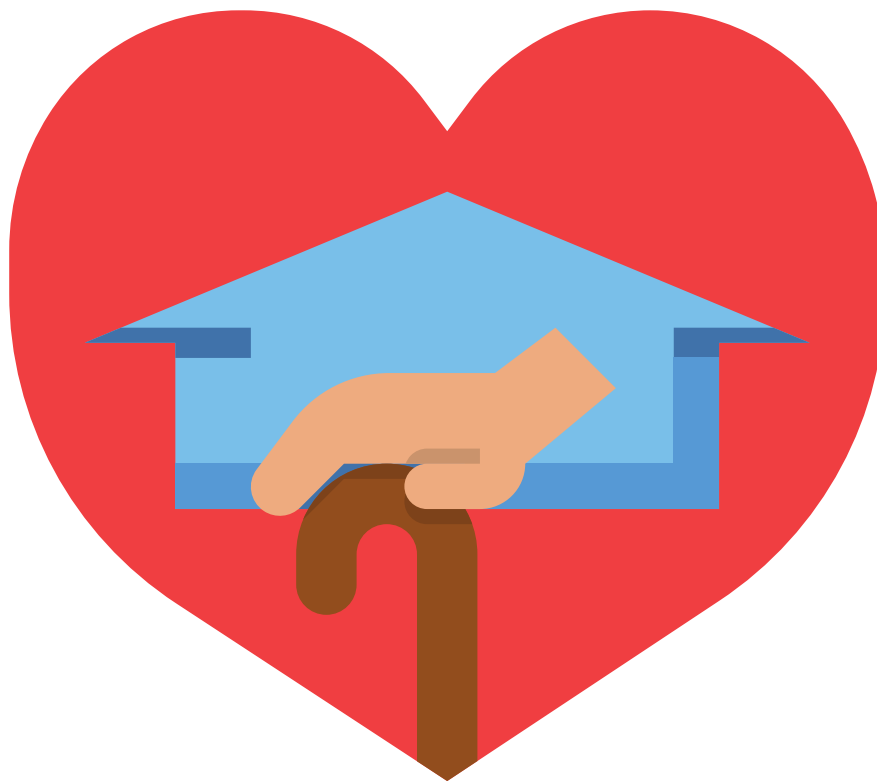


# **Spotlight on Care Homes in Medway**

## **Hawthorn**

### **Manor Residential Care Home**



**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](http://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 Hawthorn Manor Residential Care Home in Gillingham 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 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 Hawthorn Manor Residential Care 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 Hawthorn Manor Residential Care Home on 14th January 2020. 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.

During our visits, we spoke to residents and staff and asked them a series of set questions and we listened to their thoughts and experiences.

The following quotes in “italics” are direct quotes from residents (and family members who were there on the day we visited), taken down by our Trained Volunteers and staff during our visit.

We spoke to four residents and four members of staff during our visit. We also heard from three families.

## In Summary

- All 4 residents that we spoke to said they had chosen Heatherdale Manor Residential Care Home, some making the decision alongside family and friends.
- Three families told us that they did have a choice when choosing a Care Home for their loved one.
- The GP surgery visits the home every week, although it is not always the same Doctor.
- Staff talked about improvements in care since the new GP service commenced.

## What have we recommended?

Based on the feedback from residents and what we saw during our visit, we have made the following recommendations.

- We would encourage the home to let families know prior to a resident having a GP visit in case they have any concerns or questions to send in advance.
- Activities for residents should reflect the hobbies and wishes of all the residents and should be displayed in a clear manor for residents to view.

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 asked residents whether they had a choice of Home when moving to a Care Home, this is what we heard:

All four residents that we spoke to said that they did choose Hawthorn Manor Residential Care Home, two made the decision alongside family and friends.

We heard what was important to residents when choosing Hawthorn Manor Residential Care Home:

Residents told us that they chose Hawthorn Manor Residential Care Home for various reasons including the friendly staff with a caring attitude, location and size of the Home and the fact that the food is home cooked.

One resident told us that they had had an accident a year ago. They had collapsed at home and broke their hip and shoulder. Whilst in hospital they caught pneumonia. They tried another care at home but found it insufficient then had another fall, fracturing their pelvis. They stayed in two different respite homes but told us “they were nowhere nearly as nice as Hawthorn Manor.”

We asked how long each resident had been living at Hawthorn Manor Residential Care Home: and had they notice any changes in services during that time?

Two residents had been at Hawthorn Manor Residential Care Home for over 3 years with the remaining two having moved in within the last six months.

Those who had been here longer, felt the service was about the same as when they moved in.

“I worry about staff shortages”.

“There is a new Manager starting this week”.

“It changes when staff change, but they have always been good. I have no complaints at all”.

“I don’t think it’s changed. My room is spacious to move around. There’s always someone to help you”.



## Our Findings in Detail cont.

### We asked residents whether they had a care plan?

The two residents who had moved in recently weren't aware of their care plan. Those who had been at the home longer had more awareness of the plan.

"Yes, the management keep the care plan". This resident had family visiting when we were there, and they told us they had worked with the home to create the care plan when their loved one moved in.

"No, not really aware of a care plan but my daughter takes care of business. Care is excellent. I'm confident of referral to the GP or Nurse if necessary. I have had several short hospital stays".

### We wanted to know when residents had last seen a GP or practice nurse, and were appointments well co-ordinated and convenient:

Staff told us that their GP visits regularly on a weekly basis and is nearly always the same GP. According to NHS England's plan, GPs should carry out a weekly round in the care homes that they cover.

"I do not get to see the GP regularly. I have not seen a GP since coming to the home 5 years ago. I would like to see GP regularly"

"I had to register with a local GP when I moved here. I would prefer own GP".

One resident's daughter told us that she feels involved in her loved ones care, and attends appointments with them. In the last month, the daughter has a question about the medication and it was answered promptly.

### We asked residents whether they made decisions around their medical needs?

All four residents told us that they, along with family members, were involved in their medical needs.

"Yes, I am able to communicate problems. The District Nurse visits a few times a week for a leg ulcer and if necessary, the District Nurse will make a referral to the dermatologist".

"If Mum requires an appointment, I ask for them to be put on the list. I am involved with Mum's care all the time".

"I told the Head of Care immediately when I found a lump and was seen at the hospital within a week".

### We asked residents whether they had been offered support by staff to access other health services e.g. dentist, chiropodist?

The CQC published a report in 2019 on oral care in Care Homes.

Their findings show us that people in care homes do not always get the support they need with oral care with one third of care homes saying they found it difficult to access routine NHS dentistry services. Domiciliary dental services should be in place in every town to support the needs of residents in care and nursing homes, whether this is through visits from dentists or the training of staff to support them in offering general oral care and hygiene to their residents.

## **Our Findings in Detail cont.**

### **Does a Dentist visit Hawthorn Manor Residential Care Home to examine residents:**

We were told that there is a dentist next door to the home who visits residents.

“Probably saw the dentist about 2 years ago, before moving in.”

Two other residents told us that they visit their own dentist regularly.

### **Does an Optometrist visit Hawthorn Manor Residential Care Home to examine residents:**

Residents told us that an optician does visit the home.

All four residents that we spoke to said they had been offered access to other health services such as chiropody.

### **Social Activities at Hawthorn Manor Residential Care Home:**

The Home has an Activity Co-ordinator and activities are shown on the notice board. Activities include singing, bingo, drawing and painting and quizzes. Staff ensure that residents are included should they wish to be.

“She had a big party for her birthday and a telegram from the Queen. She particularly liked it when singers used to come in to entertain. They made such a fuss of her.”

“I used to do knitting but can't do it now due to arthritis”.

## What did family and friends tell us?

Families of the residents of Hawthorn Manor Residential Care Home kindly answered a questionnaire for Healthwatch, here is what they said:

Please note: The word ‘resident’ is used to identify the resident in the home that family and friends are commenting on behalf of:

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

Three families told us that they had chosen Hawthorn Manor Residential Care Home for their loved one and offered some insight to why:

“Very friendly staff who had worked here a long time”.

“Care home is very clean. Nice friendly staff. It was no trouble showing us around”.

“Home had a homely feel, liked the rooms and layout of communal areas”.

One family told us that Hawthorn Manor was known to relatives and when their loved one was discharged from hospital, Hawthorn Manor had a room available.

Health and GP service at Berengrove Park Nursing Home:

To gain an insight into the impact the new enhanced GP service was making on the resident’s lives at Hawthorn Manor 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 Hawthorn Manor Residential Care Home, was the new enhanced GP service discussed with you?

All the families we spoke to were aware of the new enhanced GP service and that residents have the choice of keeping their own GP or registering to use the GP allocated to the home.

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

No-one had encountered any problems accessing their GP whilst living at Hawthorn Manor Residential Care Home.

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

Two families said they are aware that their loved ones are asked whether they would like to see the GP when they visit.

One family told us that they were not aware when the GP visits.



## What did family and friends tell us? cont.

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

Two families told us that they were people were 'satisfied' with the GP service at the Home.

One other family told us they were 'fairly satisfied'.

Are family members involved in the Medical Care of the resident?

All four families who answered this question told us that they are involved with the medical care of their family member with one family commenting:

"Yes, the home has always contacted me if necessary".

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

Three families told us that they were not aware of their loved one's care plan at the Home. One family told us they were aware of the 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?

Three families said that their loved one was unable to go outside alone with one commenting that they think the resident would like to go outside, with assistance.

How often is the resident taken outdoors?

One family commented that it was dependant on the weather and that their loved one was taken out regularly in warm weather.



## **What did the Staff at Hawthorn Manor 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:

The Home had just taken on a new Manager who had only been in post for one day at the time of our visit.

Two members of staff told us that they had seen an improvement in the GP service since the enhanced GP service came in.

“Patients can choose to stay with own GP, all except one of our residents are registered with the Home’s dedicated GP”.

**How often does the dedicated Homes GP visit?**

The GP visits every Thursday, but also comes in to see individual residents should the need arise. The Head of Care makes a list of residents for the GP to see, determined by need. It is nearly always the same GP who visits.

The Head of Care is responsible for ordering all of the medication and we heard this is this much easier now that there is a dedicated GP.

**What proportion of residents are seen on those occasions and does the GP have enough time to see all the residents who wish to be seen?**

“Yes, End of Life residents have to be checked fortnightly”.

“The relationship with the GP is good, if more residents need to be seen then the GP would stay longer”.

“Yes. There are strong links with the District Nurse team - if residents are ill then the District Nurses come in”.

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

Staff told us that the GP does refer residents as needed.

Residents also talked to us about attending other appointments.

“In the last week I visited my consultant at Medway Maritime Hospital”.

“In the last six months, I went to Ashford for Glaucoma and I have had an appointment re rheumatology”.

“Yes, if you need urgent care for example, transport to hospital it is organised within an hour”.

## **What did the Staff at Hawthorn Manor Residential Care Home tell us cont.**

Do you have an Infection Prevention Lead at this residence?

There was no infection control lead at the time of our visit. The Head of Care supervises any protocol for infection we were told.

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 that residents all have jugs of water in their rooms. Residents are offered plenty of drinks. If necessary, residents are put on 'fluid watch' and intake is logged.

All food is cooked on site and they cater for special diets. Residents are assisted to eat if needed. There are always staff members in the dining area at meal-times who monitor what residents eat and drink and it is documented on the residents care plans.

We heard about a choice of menu at meal times.

"Our Head of Care has found that a good way to increase fluid intake is to give residents one tablet at a time to ensure they get plenty of water".

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

Staff told us that refreshments are available in the evening. There are no limits on what residents can have. If they want to eat in the middle of the night that's not an issue.

Pressure Sores/Pressure Ulcers - What is the procedure for checking residents and are all staff trained to identify early symptoms?

All permanent staff are trained to identify early symptoms and can refer to the District Nurse if residents is at risk we were told. There are nursing beds and air mattresses and all new residents are checked on moving in.

Staff told us about a specific End of Life team linked to the local hospice.

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 talked to us about daily activities are run by a Co-ordinator. The activities list is shown in the residents' rooms. There is also a monthly Church service monthly and in the summer there are BBQ's in the garden.

If residents don't wish to leave their room, staff will do 1:1 activities with them.

Staff told us that each resident can give ideas of three achievable wishes such as, visiting the shops and going for a walk.

Staff told us the home plans to put a 'buddy' system in place, and that they have good links with local schools and volunteer services.

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

Staff told us that a lot of residents do not go out for trips outside the Home. The home used to arrange trips but weren't at the time of our visit.

The Home does not have its own transport, but residents are encouraged to go out with families. Some go to the pub opposite the home.

The home has a courtyard with seating and a large fishpond as well as a garden.

If residents are taken outside less often than on a monthly basis - what is the reasoning for this?

Staff told us this would depend on the weather and personal choice of residents.

**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.

Three people told us they thought it would be nice to have a befriending service in place for when family and friends can't visit.

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

Healthwatch were warmly welcomed on arrival and staff were helpful and friendly. There was a new Manager who had only started that day.

We found the Home very clean with a pleasant atmosphere. There are a number of small lounge areas, including a conservatory, all which looked comfortable and homely. Signage throughout the home was clear.

The Home has in-house chefs and laundry services. Hawthorn Manor offers residents access to other health services including a Podiatrist, who visits regularly.

### CQC rating:

Current CQC Rating of Hawthorn Manor Residential Care Home - Good. Visited on 11th October 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](mailto:enquiries@healthwatchmedway.com)

 @healthwmedway

 @HWMedway

 @HealthwatchMedway

 0800 136 656