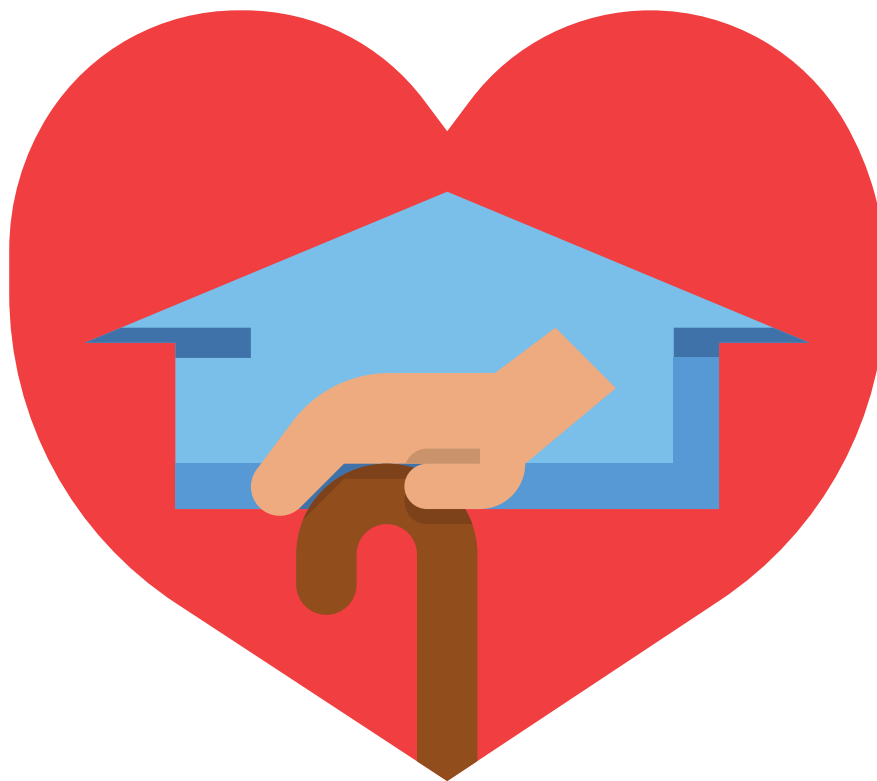


**Spotlight on Care Homes
in Medway
Pembroke
House Care Home,
Gillingham**



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 Pembroke House Care Home, 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 Pembroke House 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 Pembroke House 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 Pembroke House Care Home on 8th 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 three members of staff during our visit. We also heard from two families.

What did people tell us?

In Summary

- All four residents told us that they had a choice when deciding which home to move into.
- The GP visits the home every week.
- Residents talked about the benefits of the enhanced GP service
- Staff talked about a 'vast improvement' since the new GP service commenced.
- All the residents knew about their care plan.
- There is a varied activities programme for residents to get involved in.

What have we recommended?

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

- A long term solution for the main lift needs to be found.
- All residents should have access to dental care on a regular basis.

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 choose Pembroke House Care home, alongside their family and friends.

We heard what was important to residents when choosing Pembroke House Care Home:

“My husband and I had to move into a Care Home. The home had 2 rooms for us so we moved to Pembroke House Care Home so we could be together”.

“Close to family to visit whenever they can”.

“To be looked after and have access to health services”.

“Food, friendliness, cleanliness. Staff knew my name when I arrived and welcomed me personally”.

We asked how long each resident had been living at Pembroke House Care Home and had they noticed any changes in services during that time?

Three of the residents we spoke to had been at Pembroke House Care Home for over two years with the fourth living at Pembroke House Care Home for around 7 months.

Those who had lived at the home for 2 years told us that the services offered at the home were about the same as when they arrived. One residents said “Services are excellent here”.

“If you make a complaint, they do look into it and try and sort it out. I can have my own furniture, everything in my room is my own apart from the bed. It makes it very homely”.

We asked residents whether they had a care plan?

Staff informed us that care plans are reviewed every 6 months with all relevant personnel and family members.

All four residents told us they were aware of their care plan.

“Yes, and I have regular appts at Medway Maritime Hospital. Staff help organise these appointments. The patient transport service collects me and brings me back which helps my family as they can't always take me.”

“I can inform staff of what I need or think, they always listen”.

“Everyone has a care plan”.

“I have seen my care plan and I understand it”.

Our Findings in Detail cont.

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. According to NHS England's plan, GPs should carry out a weekly round in the care homes that they cover.

3 residents told us that they had seen the GP within the last two months.

"If I wanted to see the GP, staff would put me on a list for the next GP visit".

"Different GP visits and some do not know me".

"I can ask to see the GP and I will be put on the list. GP service is pretty good. They keep an eye on the hospital appointments. I take a briefing note for the hospital to fill in for the GP, and then I bring it back".

"Sometimes the hospital appointments are not always convenient. If I miss a mealtime, staff here will provide something when I get back".

"Appointments are convenient".

"I feel that the care is joined up and well co-ordinated between the home, hospital and the GP services".

"Yes, I do use the GP service, but I don't think it is very good". If I wanted a GP I would ask. If I'm not happy with the home's GP in the next year I will ask to go back to my original GP".

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

"Yes, there are regular staff meetings where residents care is discussed. Referrals are made if appropriate. I was recently referred to hospital for a chest x ray".

"Yes, if I need to see a GP and the staff think it's necessary they would call the GP and put me on the list for the next GP visit".

We asked residents whether they had been offered support by staff to access other health services such as a 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.

We heard that the Home has a hot tub where a kinesiologist therapist can work with residents.

Our Findings in Detail cont.

Does a Dentist visit Pembroke House Care Home to examine residents? Residents didn't seem to have seen a dentist since they had moved to the home.

"I visited the dentist two years ago. I don't know if the home provides a dentist. I went to a local NHS dentist".

"I've not needed a dentist recently. I have my own dentist and my daughter would take me."

"I last saw a dentist before I came to the home two years ago".

Does an Optometrist visit Pembroke House Care Home to examine residents: We heard that an optician does visit residents in the home.

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

Social activities at Pembroke House Care Home:

All the residents we spoke to told us that there were lots of activities to get involved with and there was a weekly schedule which is shown to them by staff.

"Activities are very good. I take part in lots of things. I went to poetry reading this morning. Good mix of things with a weekly programme which changes, there is something every day, including a trip out each Friday".

"Very nice garden here for the good weather. My friend and I walk in the garden every day in the summer and there is a park opposite".

"Lots of activities morning and afternoon but not all geared to my interests. Thursday afternoon is a quiz which I go to and there are Christmas parties. I do Sudoku."

Staff told us that there is a representative who visits the home every month to advocate for residents to the Manager. The advocate works with the home to sort out any issues before the next visit.

The first floor lounge/conservatory is being changed into a games room, with darts, card games etc, at the request of residents.

What did family and friends tell us?

Family and friends of the residents of Pembroke House 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?

Both families who answered our questionnaire told us that they had chosen Pembroke House Care Home for their loved ones as the home offered the care and support they needed.

Health and GP service at Pembroke House Care Home:

To gain an insight into the impact the new enhanced GP service was making on the resident's lives at Pembroke House 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 Pembroke House Care Home, was the new enhanced GP service discussed with you?

Both families who responded said the new enhanced GP service was discussed with them. One family said they did not realise that their family member could keep their own GP.

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

No one had encountered any problems seeing a GP when the need arose.

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

One family told us they were very dis-satisfied with the GP service but another told us they were satisfied.

Are family members involved in the medical care of the resident?

Both families said they were involved with their loved one's medical care.

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

Both families told us they were aware of the care plan in place.

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

Both families told us their loved ones were unable to go outside unaided with one family commenting that they take their loved one out as they need assistance.

What did the Staff at Pembroke House Care Home tell us?

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

All three members of staff who spoke to us said they have seen improvements in the GP service since the enhanced GP service was put in place.

“Much better, appointments easier to get. GP comes in weekly with the practice nurse. We do not have to take residents to the surgery as most residents have signed with our GP”.

“We used to have seven different GP's visiting the residents but now we only use one practice. Visits alternate between two GP's and a Nurse Practitioner”.

“Residents like it, it is good there is a regular visit schedule and we don't have to make appointments at different GP Surgeries”.

How often does the dedicated Homes' GP visit?

The GP visits the home every week for several hours we were told.

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?

Staff told us that they give the GP a list of residents who need to be seen.

One member of staff told us that they felt that appointments could be a bit short at times.

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

“If we think another professional is needed, we ask the GP initially. Sometimes I feel the GP should be more proactive in suggesting other services that could help”.

Do you have an Infection Prevention Lead at this residence?

Staff told us that there is an infection control lead and that staff have regular online training too.

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 fluid charts are used, and the intake is logged onto a computer. Staff on the ground and first floor have ipads to record food and fluids of residents. If staff on the top floor, where residents are independent, notice that food is not being eaten they investigate.:

“Drinks come with each meal. There is a refreshment trolley and jugs in each room”.

“Regular drinks are offered to those who need or want it. Regular tea, coffee and supper is offered. We also have a coffee shop where volunteers input fluids taken by residents”.

What did the Staff at Pembroke House Care Home tell us?

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

Staff told us that they log refreshments that are taken during the night.

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

“Some residents are turned every 2 - 4 hours depending on their specific needs. All the checks are logged”.

“Staff have face to face learning for moving and handling residents safely”.

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 that they have an activity co-ordinator plus an assistant and volunteers who help. There is a weekly schedule given to residents, this is also shown on noticeboards in the corridors. There are a variety of activities including trips out to Buckingham Palace and the Cenotaph.

There is a beautiful large garden and public park opposite the home. Beyond the garden is a school playing field so residents can watch the children playing on the field. We heard that sports day is very popular amongst the residents.

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 residents are offered time outdoors every day or every week.

“There is a minibus which takes people out every week. We take residents out to the Sava Centre or Dockside in the minibus every week. In the summer residents can go into the garden every day, which is lovely, or the local park for a walk. Residents like to go to the park and watch other people and see dogs etc”.

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.

One family told us that they thought their loved one would like a befriending service. However staff felt that it wouldn't work for their residents.

“Because this home is for Royal Navy ex-service people mainly, they have a very specific culture and past experiences and memories. They tend to share these with each other. Many of them may have witnessed or experienced horrific things in service and they can only share these with each other. They even stop speaking when staff come by, maybe they feel staff would not understand”.

“The home has 30 volunteers who visit and build rapport with residents. Many volunteers had parents or relatives who were in the service, or who were residents in the past”.

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

Healthwatch were warmly welcomed on arrival and staff were helpful and friendly. The atmosphere was friendly and all the staff we met were approachable and several told us they enjoyed their work at Pembroke House. Most of the residents at Pembroke House have served in the Royal Navy, or are spouses of ex-service personnel.

Pembroke House is bright and friendly. There is a relaxed atmosphere and the staff and residents are obviously at ease and friendly together. The décor at Pembroke House is pleasant and there is artwork on the walls that the residents have produced.

The Home is spaced over 3 floors. Each floor has its own dining room, lounge/day room and bath/showers.

There is a main lift which was out of order on the day of our visit and had been for around four months. The problem with the lift seemed to be ongoing and was a cause of frustration for both staff and residents.

There is a coffee shop and a bar where residents are offered a drink before dinner. The Home has in-house chefs and laundry services. Pembroke House offers residents access to other health services including a podiatrist, who visits regularly.

CQC rating:

Current CQC Rating of Pembroke House Care Home - Good. Visited on 13th June 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.

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