

Wandsworth LINK

Older People's Enter and View report following our visit to a service, including our observations and pulling together the comments made to us in interviews with patients/residents, their family and friends and with staff

Hospital ward/care home visited : Rosedene Care Home

Date of visit(s): 18 October 2011

Interviewer(s) : Alison Tomlin, Jenny Purkis, Peter West

Summary - What we found that residents think of the service :

Of the 11 residents approached for their views, a significant number had communications or behavioural difficulties that prevented us capturing their experience. From talking to 8 residents we did however get a consistent picture which was largely very positive.

Residents felt they were able to live as they wanted and appreciated that staff worked round their specific preferences – for example for getting up early, for having a locked room for privacy or for not being checked up on during the night (subject to signing a waiver)

Staff were considered to be very kind, supportive and responsive when needed – residents felt that staff knew them well and were observed interacting easily with them. The manager was also felt to be easily accessible if needed.

Most residents liked the food – it was good, hot and there was a good choice. Only one or two were indifferent or had negative comments. Residents thought the home was kept clean.

Many residents referred positively to the outings and activities organised by the home, although one resident described his boredom and another would like to get out more.

A couple of residents mentioned having a cold room (the heating had only just put on for the winter) and one did not like having to share her room.

One resident summed it up by saying the best thing at the home was the way residents were well cared for, a theme repeated in different ways by nearly all the residents we spoke to.

Summary -What we found that friends/family think of the service :

We spoke to relatives of 5 of the residents living at Rosedene.

Relatives were unanimous in praising the care provided at the home for their loved ones. This was sometimes based on relatives having experienced much poorer care standards at other homes that residents had lived in before moving to Rosedene. Other homes were described as awful or poor or were not judged to be able to manage the fragile mental health and moods of residents.

Relatives particularly appreciated:

- The accessibility of the manager and staff and their positive attitude to communicating and working with them in partnership to improve the quality of life for residents
- The flexibility of the care given and the respect the staff showed in allowing residents to choose what they liked to do at different times of the day
- That residents were well fed, well clothed and monitored. Some mentioned that the well-being of the person they visited at the home had improved noticeably over time.
- Activities were arranged and residents could participate these and in outings and parties to which relatives were also invited.
- The staff were notably good at dealing with mood swings and frustrations of residents.

Relatives recognised that the home was not perfect. Whilst the majority of staff were judged to be wonderful and kind, this was balanced by a few staff who were thought to be indifferent. Although very clean, the décor of the home was felt by some to be bleak but this was considered less important than having staff providing a high standard of care.

Overall, relatives felt fortunate to have their loved ones being looked after at Rosedene and could find little that could be improved.

Summary - What we found that staff think of the service :

Many of the 9 staff that we talked to had worked at Rosedene for several years, two of them for over 10 years.

Staff believed unanimously that the strength of the care provided at Rosedene centred on residents being seen as individuals and given choices about what they did. Specifically, giving residents options about bathing, where meals were eaten and following their interests – such as church going – were all quoted. Staff also mentioned that residents were treated with respect and given privacy when they wanted it.

Staff thought that people with high levels of need were responded to sensitively, being offered comfort when distressed and lonely.

Staff were also consistent in referring to the positive way in which staff worked together as a team, to the responsiveness of management to staff ideas and to the good rapport between staff and relatives in promoting the best interests of residents.

Staff found it hard to think of things that could be improved. However, having more male staff, more outings in the summer and more staff when resident tensions were high – were all mentioned.

Staff were clearly happy working at Rosedene.

Summary of our general observations :

We made observations at lunchtime and just afterwards and found positive and negative examples of care as follows:

+ve: Although there was no formal system for identifying special feeding arrangements, the staff knew the residents well individually so that those with special needs – diets or help with eating - were dealt with kindly and without fuss. The food was hot and appetising and was eaten eagerly. Extra portions were given to some and one resident had a beer according to known preferences or arrangements. Staff sat with residents in some cases to help them. The dining room was set out in a homely way with nicely laid out tables of four with napkins and drinks available.

+ve: Some of the rooms were homely, carpeted and with wardrobes/chest of drawers. The newly converted single rooms were spacious with ensuite services and a private sitting area.

+ve: Staff time was clearly focused on care and interacting with residents and there was little obvious intrusion of having to catch up with paperwork.

+ve: The patting a balloon around a circle and dancing activity, we observed, managed to engage residents with limited communication skills to participate in the group.

+ve: An incident with a resident who was shouting and becoming aggressive was dealt with calmly by staff. The system to alert staff to the incident worked well and staff not directly involved in defusing the incident quietly supported other residents and helped them to move elsewhere. The manager put herself in charge of calming the resident down, despite some clear risk to her own safety. The agitated resident was shouting that he was in a prison, to which another resident replied that he was in a beautiful home.

-ve: The dining experience in the lounge was very different from what we had observed in the dining room. There was only one domestic table for four residents, with another twenty residents eating in armchairs with bed tables. The chairs were set out around the room and there was no provision of napkins or drinks during the meal. Staff explained that this arrangement made it easier to assist people with feeding but the residents were not obviously any more dependent than those in the dining room. The result was a less homely atmosphere although the food was still eaten up.

-ve: Some of the rooms were very bleak with bare floors and hospital beds. Staff said that this related to individual preferences. Overall there were still 16 residents in shared rooms – of whom 11 were Wandsworth people. Ensuite facilities are still available to only a minority of residents. A programme of improvements has already started and is due to continue.