

Enter and View Report

Details of visit:	Tolson Grange
Service address	12 Coach House Drive, Dalton, Huddersfield, HD5 8EG
Service provider	Anchor Trust
Date and time	Thursday 26 th November, 1.30-3.30pm
Authorised Representatives	Katherine Sharp, Alison Cotterill, Lynne Keady, & Hazel Wigmore
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Acknowledgements

Thank you to all the service users, staff, visitors and relatives at Tolson Grange who spent time talking to us about their experiences of using services or working here.

Thank you to Paula Brownhill for helping us to arrange our visit, for talking to us about how the service operates and for taking the time to show us around Tolson Grange.

Disclaimer

Please note: This report relates only to a specific visit and the report is not representative of all service users (**only those who contributed within the restricted time available**)

What is Enter and View?

Enter and View is a visit to a health or social care setting by Authorised Representatives of Healthwatch Kirklees as a means of gathering evidence of people's experiences. Enter and View is one of the many tools used by Healthwatch Kirklees to gather opinion. The visits are not a formal inspection or part of an investigation.

Healthwatch Kirklees have a right to carry out Enter & View visits under the Health and Social Care Act 2012.

Enter and View visits give service users, carers and staff the opportunity to speak to an independent organisation about their experiences of health and social care services. They may talk to us about things which they feel could be improved, but we also want to find examples of good practice so that we can recognise and promote things that are working well. The visits may look at a single issue across a few settings or may be in response to local intelligence about a single setting or from an area we have not visited before to understand how services work.

The Service

Purpose of the premises/service

Tolson Grange is registered to provide respite and residential dementia care.

Staffing and client numbers of the day of the visit

On the day of Healthwatch Kirklees visit there were 39 Residents at Tolson Grange, the home can accommodate 41 service users when full. Staff on the day were the service manager, care manager, 2 team leaders, 8 carers, 1 admin support 2 house keepers, 1 chef 3 kitchen assistants, 2 laundry staff and a handyman.

The Visit

Methodology

We completed an announced visit of Tolson Grange which took two hours to complete. During the visit we consulted with residents, visitors and staff.

We agreed that this visit would be informal. We used prompt sheets with questions around choice and dignity, activities and food choices, but questions were not asked in a specific order, nor were all questions asked of all clients. It was hoped that this unstructured method of speaking to clients would help to engage them in free-flowing discussion on their experiences of using Tolson Grange. We noted people's comments as they spoke to us, after getting their consent to do this.

In addition, we wanted to report on the overall impression of Tolson Grange, including the atmosphere, appearance and smell, and whether the residents seemed satisfied to be there. We used the five senses method.

Focus/Strategic driver

The focus for this visit was to gather feedback on how the service ensured that residents were able to make choices about their care. Additionally we looked at activities provided and food and menu choices. Healthwatch Kirklees has not visited this postcode area before and wanted to learn more about the service and how it is run.

Who we spoke to

Residents and visitors had the opportunity to speak to us directly. Visitors could also fill in a survey about their friend or family's experiences of Tolson Grange.

Staff were able to speak to us directly and also had access to a survey about working at the service which they were able to post in our ballot box at the time of the visit. Service users and relatives were given instructions on how to star rate the service on our website.

Overall Impressions

Premises

Tolson Grange is in a residential area of Dalton in a quiet cul-de-sac with surrounding care cottages. It's an attractively presented well maintained building. There is an adequate car park at the front of the home and well established shrubbery surrounding it. The home is part of the Anchor Trust group which is a not for profit provider of care homes, sheltered living and retirement villages, with all profits used to enhance the facilities.

On entry to the building there was a secure vestibule with coded door access, signing in book and easy read picture information about the home. The home is spread over three floors with resident bedrooms on all, all bedrooms are en-suite. There are communal areas on each floor, but residents are able to choose which floor to spend time on according to their preference. The home has two large rooms which can accommodate couples. A Companion Care scheme is in the process of been set up for partners, with a bed in the same room at a reduced price with free access to and from the home. Care can be provide on a full care or supported basis where the carer pays 30% of fees, this is a relatively new offer in response to needs and requests.

Some floors had more than one lounge enabling families to spend time in private or hold special occasions when needed. The décor was pleasant and in a good state of repair. There were large well-appointed bathrooms on each floor which were very accessible. We were told records were kept relating to the bathing and showering of residents.

The building layout is open plan modern looking which is well designed to promote freedom and ease of movement in a safe environment. The lounge chairs were set out in small clusters to encourage conversation. Residents were encouraged to use the kitchenettes on each floor, with supervision if needed and could get involved in kitchen activities including peeling veg, washing up, making simple meals and drinks.

Dementia clocks are placed in communal areas and numerous amounts of black and white pictures and photographs of different areas of Huddersfield in the 1920s - 1940s line the walls giving a familiar and homely feel. There are notices in corridors with information or forthcoming birthdays and parties that are taking place, and there were photos on display of residents enjoying activities which was positive to see. There is a lift to all floors and a staircase, residents only use the lift, not the staircase.

The Lower floor

Along with the residents bedrooms there was a quiet room with soft lounge style sofas with booster cushions should they be needed and small café style dining tables and a kitchenette. There were games, drawing equipment, song books and large style cards to use in this room. Also on this floor was the small shop for residents to purchase everyday items. Residents were not using this area at the time of our visit.

Ground Floor

There was a large dining room, lounge and Sensory Room with a number of coloured lighting features and activity stimuli. This room was open to anyone seeking peace and tranquillity, with soft constantly changing lights to look at focused on a butterfly wall and sensory items that were well placed for use. There was a slight unpleasant odour of urine in this room which we didn't notice elsewhere but the manager did explain they were aware of this due to an incident prior to our visit. There was a large dolls' house ready to be set up with furniture near the entrance and a post box located along the corridor.

First Floor

The dining room was really well set out to enable carers to get all the way round the tables whilst residents are seated at them. Residents were participating in craft activities in this area. There was a communal lounge, in which some residents had their own chairs, brought from home. There was another sizable room with juke box which is used weekly for a disco or for cinema viewing.

There is a secure garden area that residents can access via the French Doors in the lounge on the ground floor. This is open during better weather, and residents are able to walk around the building safely. Bird feeders are attached to the outside of windows to watch the wildlife. Residents are able to eat outside in warm weather, under a gazebo; sometimes barbeques take place.

The home felt to be the correct temperature for residents, especially those with limited mobility who may always be sitting. There is a pet friendly policy at the home and a visitor is welcomed regularly with their dog, the residents enjoy this.

On our departure from the home we noticed numerous cigarette stubs in the shrubbery area, near the front door which spoiled the entrance to the building.

Accessibility

The building was well signed with ramp access. Handrails were placed along the corridor walls to support independent movement, with wide corridors providing easy access for wheel chair users. Pictures are used to guide residents to areas in the home. The access to the other floors is by a key-code door at the bottom of the stairs but residents only use the lifts. The lift had a drop down seat and easy read buttons with pictures displayed on them to help understanding of which floor to access. There was also a dementia clock and soft music playing in the lift.

The bathrooms contained a bath with adjusting seat and wet room style shower area. This is fitted with sensory equipment for assisted bathing. The toilet was positioned so carers could support residents at both sides if needed.

All residents bedroom had pictures and their names on the doors and the kitchen, laundry, toilet and bathroom areas were all well signed.

Health and safety

The fire doors were all well signed, one representative observed that a door on the first floor (near the lift) didn't close automatically and noticed that when some staff passed through it, no action was taken to manually close it. We are not sure where the smoking area is positioned but all representatives on the visit noticed the smell of smoke on the staircase near the wheelchairs on the lower floor near the door, we mentioned this to the manager.

We noticed that yellow hazard boards were in use in bathroom areas to prevent slipping.

We were told that sun cream is applied and sun hats used, when residents spend time outdoors to prevent sun burn.

Interactions between staff and residents

Staff were visible throughout our visit and the interactions between the staff and residents were warm and caring with good rapport. Residents had varying degrees of dementia and staff dealt with each individual with patience and compassion. Staff were observed sensitively supporting residents with snacks and drinks as required, but they did not prevent the person from doing what they could for themselves. Staff encouraged residents to sit next to their friends when moving areas, it was nice to see friendships were noticed and encouraged. The alert bell was heard a few times and this was responded to very quickly. Staff seemed relaxed and in control of situations even though it was busy during our visit.

Resident's comments about staff:-

"There is nothing wrong with the staff. If you ask for anything, like a cup of tea, they will get it for you."

"Carers are very good"

We were told staff supervisions take place at least every 12 weeks, but generally every six to eight weeks, with monthly staff meetings and additional team meetings held. Paula explained they had a low staff turnover as the policy is to use own bank staff, although they currently have an agency chef.

Staff agreed that they knew the residents very well but opinion was mixed about having enough time to speak to them, with three saying yes one saying most of the time and another stating some of the time.

Staff said they got to know the residents by:-

"Talking to them, care plans, friends and family"

"Daily conversations-families, monthly reviews"

"Reading individual care plans, talk to individuals, family and friends"

Four of the staff felt the overall service for residents was very good with one saying good. All the staff who answered the question said they would recommend the care home to their own family and friends.

One person suggested that *“To buy a minibus to go on more outings”* would improve resident’s services

Food

All food is cooked on the premises and residents are given a choice of food before the meal is served. Breakfast is a cooked meal or cereal and lunch has recently changed to a snack or sandwiches due to the fact that residents were not ready to eat another full meal after a big breakfast. The evening meal was now the main meal of the day with two options and a pudding, the only day the main meal is served at lunchtime is on a Sunday for the Roast lunch. Meals can be obtained at other times, an example of this was that one of the residents enjoys egg on toast during the night and this is accommodated. There is also a supper trolley provided. Resident diet and fluid charts are set up for use, as required to ensure hydration. Picture menus are being developed for residents with limited understanding or communication difficulties. Assisted eating is provided as needed.

There was a food menu in the foyer and these were also displayed on the walls of each floor, there were references made to food allergies or special diets too on a separate notice on each floor. The menu is changed four weekly and was varied with seasonal products used, they also provide specialist food when requested, such as Polish food.

Residents said that the food was *“Good”* and *“Nice”* and they could eat where they wanted to. One resident voiced that *“Sausages”* were their favourite food.

“Food, good yes, some is”

“It’s very good. Most of them are my favourites. I was surprised how good it is”

“All good”

“It’s perfect”

“Same, perfect” After listening to another residents comments.

“Food is good and can have what you like at any time even during the night”

Visitors can have a two course meal with the residents at a cost of £1.50 if required.

Activities

The manager told us that many activities and trips take place at the home from baking mornings to discos with the old style Juke box, which had lots of old songs to sing along to. They are intending to install a bar in the room with the juke box for residents to enjoy, this room is also used as a cinema with a projector. Another activity that took place during March to September of 2015 was a virtual cruise. The staff and residents ‘visited’ different locations along the way, like Jamaica or Las Vegas. The staff and residents dressed up and enjoyed food from the chosen place and activities such as playing roulette in a Virtual casino. Other festivals and celebrations are enjoyed throughout the year and visits arranged

to garden centres; barge trips and meals out. Local school children come in throughout the year, singing carols at Christmas and participating in competitions. Outside entertainers have also been invited in, such as 'zoo visits' where someone has brought in Spiders, Birds of prey and other animals for residents to experience.

Normal household tasks are encouraged to promote independence for residents- cooking, polishing and vacuuming. A resident told us later in our visit they enjoyed helping folding laundry. Gardening is also encouraged. Staff obtain life history stories and any information relating to the likes or dislikes of residents.

When language and other communication skills are limited or impaired, picture cards on ring holders are used by staff. The home is in the process of setting up pictorial menus. Due to knowing the residents well, staff are able to understand what is needed by the resident's body language. Although they have never needed to translate in another language, an interpreter would be used if required.

Carers are currently filling the activity coordinator role between them, the time that they each spend on the role is protected. An activity store room was positioned on each floor with boxes labelled for Easter; Halloween and Christmas and additionally separate ones for day to day activities. Residents are involved (as far as is possible) in planning activities.

There were numerous sensory objects around the home along the corridors for residents to enjoy, such as locks, keys and switches, to pull and push, many noise generating objects too such as a tambourine and many other interesting things to touch and feel. One of the staff explained that a twiddle tabard had been designed for one resident with limited movement and advanced dementia. There was an activity box on a table which contained shape sorters and soft shaped objects to squeeze.

Drawing and colouring were encouraged at the home and this activity was taking place at the time of our visit. We observed residents who were engaged in this activity, some were using pictures such as "Tom and Jerry" or everyday items around the home with some even drawing each other. This activity had clearly been done before and enjoyed. Staff complimented the residents on the quality of their colouring and this appeared to be very positively received. We were shown a resident's "sparkle picture", which had been nicely framed and had been put up in their bedroom.

The hairdresser was at the home during our visit the salon was on ground floor by main entrance - good size and well laid out for a pamper experience. We observed staff complimenting two residents on their appearance, who had just returned from having their hair styled, the residents both smiled in response.

When asked about activities, residents said:

"Cinema" "you can get lost here"

"I can do the activities if I want to".

"I could but I choose not to." When asked about going out on trips

"I have a friend from school here but I am still lonely"

There was an activity board in a prominent position on the ground floor, with plenty of information on it, including an invitation for visitors to attend the Christmas party. Family and friends support and involvement are encouraged.

Visitor's comments

"They know my father very well. He has settled in well and enjoys the craft activities."

"Lots of activities, Good staff to resident ratio"

Staff comments

"Outings include a river cruise on a barge at Shepley Marina"

"We link with schools who come for baking sessions with residents which is much enjoyed"

"A Christmas Card competition is held with the local school"

"Activities include a Virtual Cruise going from Ireland to Las Vegas and Jamaica with all the pictures and music which was enjoyed"

"We have themed evenings and Involvement in Life History stories"

"Hairdressers come every Thursday she's brilliant with residents"

Choice and Dignity

We asked residents about the choices they were able to make about their care and they responded positively. *"I can do what I want, I live here, I like singing and dancing"* the resident then had a short singsong with the authorised representative to demonstrate, another resident join in. *"Knitting, I used to knit"* The residents appeared happy and relaxed when we approached and engaged them in (sometimes very limited) conversation due to varying degrees of dementia. No one appeared anxious or distressed and staff responded promptly to residents' requests for assistance. All residents looked well-dressed, clean and tidy and comfortable. Residents confirmed that they were given a choice about when to get up.

"I can get up when I am ready and go to bed when I want to."

"In summer, you can sit outside if you want".

"I can have a bath or shower when I want and be assisted."

"I was late getting up today, so I am having toast and marmite and a drink. I will have my tea later"

"My family can visit when they want - they are very good here about people coming to see me."

“Some do, some don’t.” When it was discussed about a residents privacy and staff knocking prior to entering a bedroom.

‘We like living here because it’s nice and sunny’

There were snacks served during our visit and it was nice to see that individual needs were supported with different snacks provided for different service user’s choices and dietary requirements, e.g. Marmite toast, pots of yoghurt, selection of fresh fruit.

Residents are encouraged to personalise their rooms as they wish, with their own furniture and décor. For those residents who need support in this area staff look at what things the individual likes and help to design the room especially for them. For one resident who spends a lot of time in her room, staff had redecorated her room with butterflies on the walls and attractive butterfly lamp shades to finish off. The Dignity Champion organises this for residents, she also updates the Birthday list on the wall and makes Story blankets and picture boards with photographs on for residents. Some residents who have the capacity are able to have their own bedroom door key. Residents can bring their own pets should they wish, the home has its own cat already.

Residents we spoke to told us they enjoyed living at Tolson Grange saying *“Yes”* they did enjoy it and other told us they were *“Happy”* other comment about what was good at the home were:-

“I am happy living here.”

“Everything”

“I’m Happy”

“I am happy here - absolutely - yes.”

“Perfect here”

“Truthfully, it’s quite nice here and I enjoy it.

“I am happy to live here.”

“It is nice in the garden”

“Nicely decorated with carpet and good chairs”

When asked if there was anything they would change about Tolson Grange:-

“Not change anything”

The home encourages visitor to come at any time. A visitor said they had asked the home if they could stay for a week in the respite room, they thought it was

“An excellent home”.

Staff told us:-

“They love to have their meals in the garden in summer when they have sun cream and sun hats on.”

“Care plan picture cards help the residents and they make Key Rings”

Additional Findings

Visitor’s comments

A lady came to speak to us whose parents used to reside at the home before they passed away, she still visits with her dog for the resident’s enjoyment. It was lovely to see that she still chose to do this and was welcomed by the home. Another visitor informed us that they thought the person they visit seemed very well and content at the moment.

“It’s the best home you will ever come to.”

“You can’t get better staff than here they will do anything to help”.

On the survey visitor said that the service and personal care for the person they visit was good and they catered for their individual needs and they thought they felt safe. They felt informed of their care but didn’t feel they were encouraged by staff to get involved in planning of activities. They didn’t feel they would change anything at Tolson Grange.

Staff comments

“I have been here for 8 years now and I love it”.

“I have worked at a number of different care homes and this one is by far the best”.
“It is great working here, I would not change back as it is so friendly and a good team”.

Four of the staff members said it was very good working at Tolson Grange with one saying it was average. Three staff said they were happy with their workloads with another saying most of the time, and one saying sometimes but all agreed they are offered further opportunities for training. Four staff said they would feel comfortable speaking to senior member of staff if they had a problem or concern relating to work with one saying not sure. Staff told us what they thought was good at Tolson Grange and there were no suggestions that anyone would change a thing.

“It’s very person centred and a great place to work”

“Staff are very caring and helpful and are always happy to try new things to improve individual’s day to day life”

“Activities and staff interaction”

Conclusion

Tolson Grange has a welcoming atmosphere and seemed a well organised, calm and caring homely environment, with many ongoing activities taking place for residents. We were very

impressed by the amount of sensory items around the home and corridors for residents to experience and enjoy; the sensory room was most impressive. We felt it was self-evidence that the investment in these items had enhanced the quality of life for residents. Tolson Grange appeared to structure the day around residents' needs and continue to explore the best way to run things and to be continually responsive to residents, as opposed to having a tried and tested 'formula'. The open plan layout of the service gave good access to communal area enabling residents to wander freely around as required. We witnessed a good rapport between residents and staff during our visit and it was evident that residents were happy and comfortable living here. We thoroughly enjoyed our visit to this service.



Recommendations

Enter and view Recommendations	Feedback from Tolson Grange
<p>We recommend that a disposal unit should be placed outside the home to provide visitors somewhere to dispose their cigarettes before entering the home. Steps should also be taken to clear the cigarette ends from the flower beds.</p>	<p>I can confirm the handy man clears this area once a week but we have also purchased a cigarette Ashtray for this area for people to put their cigarettes out instead of throwing them on the floor and have displayed a polite notice asking people not to smoke near the main entrance.</p>