

CAERPHILLY COUNTY BOROUGH COUNCIL, DIRECTORATE OF SOCIAL SERVICES

COMMISSIONING TEAM

Contract Monitoring Report

Name/Address of provider: Brodawel, Court Road, Energlyn, Caerphilly, CF83 2QW

Date/Time of visit: 18 August 2017 (announced)

Visiting Officer(s): Caroline Roberts, Contract Monitoring Officer

Present: Deborah McCann, Manager

1 Background

- 1.1 Brodawel is a residential home registered to provide care to 22 individuals with dementia and residential needs. The home is a detached property at the end of a residential road. It has a large garden and it is situated next to Energlyn Resource Centre.
- 1.2 Visiting officers employ a variety of monitoring systems to gather and interpret data as part of monitoring visits, including observations of practice at the home, examination of documentation and conversations with staff, service users and relatives where possible.
- 1.3 Dependent on the findings within the report, corrective and development actions will be given to the provider to complete. Corrective actions are those that must be completed (as governed by legislation); developmental actions are good practice.

2 Previous Recommendations

2.1 Corrective actions

- 2.1.2 All relevant risks should be assessed and have a management plan put in place (NMS 6.3)
- 2.1.3 Formal supervision to be undertaken at least once in every two months. (Care Home Regs. 18; NMS 24.3)
- 2.1.4 Individual records are up to date and in good order, particularly with reference to day and night service plans. (NMS 7.3)
- 2.1.5 The service user's plan is reviewed by care staff in the home at least once a month, and updated to reflect changing needs. (NMS 6.4)

2.2 Developmental actions

- 2.2.1 References are to be kept on file where they have been obtained.

2.2.2 Interview records should also be kept on file.

3 Findings

3.1 Documentation

3.1.1 Two files were examined as part of the monitoring process. Service Plans were viewed and found to be very detailed. The Service Plans are set out as “This is what I need during the day/night”.

3.1.2 ‘This is what I need...’ were very much person centred, with detailed information on what an individual likes, dislikes, their ability, what worries them, what makes an individual feel better, sleep, eating, drinking etc. The reader got a real sense of what the individual is like.

3.1.3 Whilst viewing the two files, there was evidence that relatives had been involved with the compilation of the plans.

3.1.4 Reviews of individual service plans are undertaken monthly and any changes are appropriately recorded.

3.1.5 Daily records reflect the areas set out in the ‘This is what I need...’ in order that the resident is supported appropriately. Again, they are person centred.

3.1.6 There was evidence to confirm that people’s health needs were being addressed, as referrals and visits by appropriate outside agencies had taken place i.e. via Chiropodist, Dentist, Dietician, SALT. All follow up visits were also documented.

3.1.7 There are agreements in place that relatives may be contacted should an incident occur. These relate to hospital appointments, medical check ups and any emergency.

3.1.8 The files viewed contained detailed life history and provides the reader with information that allows you to feel you know the individual.

3.2 Facilities

3.2.1 Brodawel is divided into three households, Woodland View, Sunny View and Garden View. Residents are matched to the appropriate households i.e. those who are at similar experiences in their dementia. Recently staff have commenced a new working pattern, whereby the home matches individual staff skills to work alongside the residents in each household.

3.2.2 As part of the monitoring visit, the monitoring officer walked around Brodawel and all households were seen to be clean, tidy and hazard free. Individual bedrooms were appropriately decorated and consisted of personal items such as photographs, ornaments etc.

3.2.3 The hallways are decorated with different themes and in each household; there are rummage boxes (The rummage box can be used as an activity, as a distraction technique and therapeutically as a reminiscence tool. They may contain various items i.e. hats, scarves, gloves, tools).

- 3.2.4 The bathrooms are also decorated and offer a homely feel.
- 3.2.5 The visiting officer observed the lunch time experience and sat speaking with some of the residents and staff. The residents had a choice of meal but the majority had chosen fish, homemade chips and peas. Staff members were present and chatting informally to the residents and offered support as and when required by the individuals; advising them to take their time, not to rush and supporting them to remain as independent as much as possible.
- 3.2.6 Staff were observed to be friendly and caring. One gentleman requested a bottle of pop instead of a cup of tea to accompany his meal. A bottle of coca cola was promptly provided for the gentleman.
- 3.2.7 Whilst speaking with the residents, they all stated that the meals were lovely and one lady commented on gaining weight due to the amount of food provided.
- 3.2.8 The cook brought out a choice of desserts, allowing the residents to visually choose what they fancied after their main meal.
- 3.2.9 The dining room, where the gentlemen were seated, had the T.V on in the background and in the smaller dining room, where the ladies had chosen to dine, there was low background music playing. Both dining areas were found to be relaxed and homely.
- 3.2.10 Overall the lunchtime experience was positive, and the staff made efforts to offer choice at all times and were seen to be attentive to all residents.

3.3 Activities

- 3.3.1 On arrival, the visiting officer could hear staff and residents having a sing a long and laughter could be heard from all taking part. It was clear that the residents were enjoying themselves and the Senior Carer explained that it was an activity similar to that used by the Alzheimer's Society (Singing for the Brain), as singing brings together people with dementia or memory loss.
- 3.3.2 Whilst walking around the home undertaking observations, it was noted that staff were actively engaging with residents and undertaking activities with them. Some were colouring, some were watching the television and discussing the programme. One gentleman was eager for the rain to cease in order that he could take his regular walk around the grounds, which is an activity he enjoys.
- 3.3.3 As previously noted, there are lots of rummage boxes and items available around the home for the residents to touch and explore. There were hats, costume jewellery, hair dryers, wigs, mirrors, clips etc. Whilst speaking with a male carer, he advised that he had noticed that one gentleman likes gadgets. Therefore, as a former plumber, the male carer advised that he intended to take some of his old tools in for the resident(s) to explore.
- 3.3.4 Staff at the home do not wear a uniform and this enhances the homely feel.

3.4 Staffing

- 3.4.1 There are two staff on duty in each household during the day, five on nights with three supporting downstairs and two supporting upstairs. The manager explained that recruitment of staff is proving difficult presently. However, new opportunities for recruitment are being looked into.
- 3.4.2 Whilst discussing working hours, the Manager advised the visiting officer that it is very rare for a member of staff to work more than 48 hours per week. All avenues are explored prior to a member of staff working more than 48 hours per week. The Manager is aware of the EU opt out in line with the European Working Time Directive.
- 3.4.3 The supervision matrix was viewed and discussed with the Manager, who advised that supervision is not always undertaken on a two monthly basis. However, staff are regularly observed throughout the course of the day.
- 3.4.4 Training is accessed via the Local Authority's Blaenau Gwent and Caerphilly Social Care Workforce Development Team along with the Aneurin Bevan Health Board, Care and Social Services Inspectorate Wales and other external agencies.
- 3.4.5 Once a member of staff has completed a training course, the responsible manager will observe and monitor the individual staff member to ensure correct procedures are being followed/implemented.
- 3.4.6 Should it be identified that a new or existing member of staff is not competent in any aspect of care, they will go back to "basics" to ensure they understand what is required of them, what the role entails and also their responsibility to the residents.
- 3.4.7 At the time of the visit, there were no residents whose first language is Welsh. However, with the introduction of the Welsh Language Standards being introduced in March 2017, and with the home having Welsh speaking staff, every effort will be made to work toward providing services to Welsh speaking residents.
- 3.4.8 Staff are required to work in partnership with the residents and relatives and are therefore, required to be flexible to people's requests and choices. The day is resident led as much as it can be, with staff offering daily stimulation and communication.
- 3.4.9 The home uses "My Plan", which aims to be more person centred. It should be jargon free and is audited on a regular basis to ensure the terminology used is appropriate i.e. fluid intake should be recorded as 'drink'.
- 3.4.10 During the visit, two staff files were viewed as part of the monitoring process. The files were well laid out and contained an appropriate index system, making it easier for the reader to locate certain required documents. It was positive to note that the files contained most of the required information. Any documentation in respect of interview records, signed contracts are held centrally by the Local Authority's HR department.
- 3.4.11 One member of staff was spoken to and described to the visiting officer how he approaches individuals. The member of staff was knowledgeable about the

individuals who he supports, advising what individuals like, dislike, how residents are to be approached in the morning for example.

The member of staff advised that the management team are approachable and are often seen walking around the home, engaging with residents. The visiting officer was also advised that there is an open door policy; whereby, staff may approach managers, anytime, to discuss any matters of concern or possible ideas/suggestions that may improve service delivery, allowing more time to be spent with individuals.

- 3.4.12 It was pleasant to witness the carer(s) interacting and engaging in conversation with the residents. The residents were seen to be relaxed and comfortable and two ladies were seen hugging each other as they walked along the hallway.

3.5 Quality Assurance

- 3.5.1 At the time of the visit, the Manager advised that the annual Quality Assurance Report had not been compiled. However, monthly Quality Assurance records were available and the Manager will compile the report as soon as possible.
- 3.5.2 There is a Home Action Team, whereby representatives from care, night care, casual care, catering and housekeeping attend meetings with members of the management team. Each representative will record minutes and it is their responsibility to disseminate to their staff, ensuring that all staff are kept up-to-date with any new changes taking place at the home. It is then the team's individual responsibility to read the minutes and to sign as evidence of having read them.
- 3.5.3 Due to the resident's capacity issues, no formal residents meetings are held. However, plans for such meetings regarding residents living in Woodland View are in the process of being arranged. Residents have been involved in choosing the new household names and have input into choosing and purchasing items for their home i.e. internal decoration colours, flooring and furniture.
- 3.5.4 Individual meetings were held with families during the matching process, which allows family members to discuss any matters they wish. As previously noted, the home operates an open door policy, also allowing family members and residents to approach members of the management team at any time.
- 3.5.5 During the handover process, appropriate information i.e. change in behaviour, change in need/support/ sleeping pattern are shared with staff commencing their shift. Any such changes are also appropriately documented and made available for staff to read.

3.6 Training

- 3.6.1 Whilst viewing two staff files, it was evident that staff had a wide range of specialist training i.e. Extended Diploma – Movement to Music, Activities for People with Dementia, Defibrillator, Parkinson's.
- 3.6.2 For the most recently employed member of staff, it was good to see an induction checklist which had been signed by the Manager. The member of staff had signed to confirm that he was aware and knowledgeable of HR policies and procedures and Data Protection.

- 3.6.3 The Manager explained that it was sometimes difficult to free staff to attend training due to present staffing levels. However, any such difficulty is discussed with the Workforce Development Team and if possible, additional dates are added to allow staff to attend future training dates.
- 3.6.4 The Manager advised the visiting officer that the home has a high percentage of staff who are QCF (Qualifications and Credit Framework) qualified. Only newly appointed staff have yet to gain this qualification. The Deputy Manager is currently undertaking the QCF Level 5.
- 3.7 General
- 3.7.1 The Manager advises that Dewis is accessed should a resident require advocacy support. The Manager was able to describe the appropriate process, should an individual require an advocate.
- 3.7.2 The Manager informed the visiting officer that there is no Dementia Champion at the home, it is expected that all staff perform at the same level.
- 3.7.3 When discussing accessing medical support, the Manager advised that the home has a good professional working relationship with the local GP surgeries and regular medical reviews are undertaken.
- 3.7.4 In 2015 the Welsh Government announced a new programme to improve the Oral Health of older people. Brodawel is taking the lead in Caerphilly borough and it was nominated as a care home to visit in order to demonstrate positive introduction to the Oral Healthcare plan. On 8th August 2017, the Cabinet Secretary for Health, Vaughan Gethin, visited Brodawel and tweeted “Really good way to end today; seeing progress on the programme I launched in 2015 to improve oral health for people in care homes”.
- 3.7.5 The home has also secured student nursing placements with the University of South Wales in order to promote positive approaches in Dementia Care. It has also been visited by the Welsh Ambulance Service Trust in order to discuss approaches by paramedics.
- 3.7.6 Staff at Brodawel have taken part in making of videos, of those living and working at the home. The Video played an important role in the Dementia Awareness week.
- 3.7.7 The home recently entered Caerphilly County Borough Council’s internal garden competition. Woodland View won 3rd place for renovated unused space, for their greenhouse and vegetables and fruit. Garden View won 3rd place for themed garden – beach hut, beach, individualised pebbles and sandcastle planters. Whilst Sunny View won 2nd place for their sensory garden.
- 3.7.8 Brodawel has also retained their level 3 Butterfly Award. The ‘Butterfly Service’ status is a nationally recognised kitemark awarded by Dementia Care Matters to identify care homes which are committed to achieving excellent dementia care and providing residents with a high quality of life.
- 3.7.9 The home encourages people to visit their relatives and there are no restrictions.

- 3.7.10 Whilst speaking with a relative of a resident, Brodawel was described as “lovely, they took my mum to my daughter’s wedding, they can’t do enough”. The relative went on to say that she would not want her mum to go anywhere else.
- 3.7.11 The relative continued to advise that her family are always made welcome and enjoys being involved in activities held by the home. The relative went on to explain that Sunny View, where her mother lives, recently had a successful beach theme day. Relatives are informed of activities via letter or in person, when visiting.

4 Corrective and Developmental Actions

4.1 Corrective

- 4.1.2 Formal supervision to be undertaken at least every two months. (Care Home Regs. 18; NMS 24.3). **Timescale:** Within three months from the date of this report.
- 4.1.3 To ensure that appropriate dates and signatures are recorded on monthly My Plan reviews (NMS 6.4 & 7.2) **Timescale:** Ongoing

4.2 Developmental actions

- 4.2.1 None noted.

5 Conclusion

- 5.1 The atmosphere at Brodawel was positive and it was pleasing to witness staff interacting with the residents. Brodawel is bright and homely, with a warm atmosphere.
- 5.2 It was extremely positive to focus this monitoring visit on how people live within the home and this gave an insight into how the residents spend their days and how they are supported by staff to do so.
- 5.3 Routine monitoring will continue at Brodawel, and the monitoring officer would like to thank all involved for their time, the information shared and the hospitality shown during the visit.

Author: Caroline Roberts
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Date: 12 September 2017

N.B. This report will be made available via Caerphilly County Borough Council’s Internet site. Hard copies of the report will also be made available to prospective residents and/or their families should they ask to see them.