

CAERPHILLY COUNTY BOROUGH COUNCIL
DIRECTORATE OF SOCIAL SERVICES

COMMISSIONING TEAM

CONTRACT MONITORING REPORT

Name/Address of Provider: Oakdale Manor Residential Home

Date/Time of Visit: 26.09.17

Visiting Officer(s): Andrew Davies, Contract Monitoring Officer

Present: Julya Breacher, Registered Manager

1. Background

- 1.1 Oakdale Manor is registered provide dementia residential care for up to 31 people, the home is split over 2 floors.
- 1.2 An announced visit took place on 26.09.17. At the time of the visit there were 25 residents living in the home.
- 1.3 Oakdale Manor has achieved 'Butterfly Home' status, with a Level 1 award from Dementia Care Matters, in recognition of the high standards of dementia care provided at the home. This approach is supported and encouraged by CCBC, and it is apparent that the Dementia Care Matters ethos has been fully adopted at the home. The Manager advised that the award is due for renewal shortly, and that she was hoping for the same outcome.
- 1.4 Dependant on the findings within the report, corrective and developmental actions may be given to the provider to complete. Corrective actions are those which must be completed as governed by regulations such as the National Minimum Standards (NMS), and developmental actions are good practice recommendations.

2. Previous corrective and developmental actions

2.1 Corrective actions

- 2.1.1 Manager to ensure supervision sessions take place every 2 months. (*National Minimum Standard, 24.3*) **Findings:-** Supervision sessions have not taken place regularly in 2017, with very few sessions attended. The Manager recognises that this is an area that needs improvement. **Not met.**
- 2.1.2 Manager to ensure staff receive an annual appraisal. (*National Minimum Standard, 24.6*) **Findings:-** Some staff received an annual appraisal in the last 12

months, however most had not. As with supervision, the Manager recognises that this is an area for improvement. **Not met.**

2.1.3 Manager to ensure all staff are up to date with mandatory training including refresher courses (*CCBC Contract*) **Findings:-** The training matrix showed that training sessions are regularly booked for all staff, with further courses booked for the coming months. It was noted that most staff were overdue for annual refresher training for moving and handling. **Partially met.**

2.2 Developmental actions

2.2.1 Manager to ensure all audits are up to date and completed each month. **Findings:-** The audits were up to date at the time of the visit as mentioned later in the report. **Met**

2.2.2 Manager to consider arranging regular relatives meetings to obtain feedback and ideas about the general running of the home. **Findings:-** The Manager has tried to arrange meetings, posters have been displayed and relatives spoken to when they visit, however there has been very little interest in attending a meeting. **Met.**

3 Findings

3.1 Documentation

3.1.1 The home uses a service delivery plan format, which has been developed for dementia care. The service plans are written from the point of view of the resident, and are focussed on their strengths in each area, and also on how dementia has impacted on their feelings. It was clear from reading the service plans what support was required in each area, and how the staff could best care for the residents.

3.1.2 The service plans contained information about likes and dislikes, and gave prompts to staff around what the residents like talking about and doing, and what subjects or activities to avoid. The prompts in the documentation include 'what I can do for myself', 'what I find difficult', 'areas of risk for me' and 'what you need to do to keep me safe'.

3.1.3 Service plan reviews had been undertaken on a monthly basis on the files seen, the reviews give a good summary of the previous month, and any changes or updates were documented.

3.1.4 Risk assessments were in place, and were reviewed on a monthly basis with any changes being recorded. It was noted that appropriate measures had been put in place to try to minimise risk. For example, sensor mats and regular checks had been put in place for someone who was assessed as being at high risk of falls.

3.1.5 The daily records were detailed, although some were quite task focussed. Some recordings did comment on what the residents did each day, their mood, and any changes in their health

- 3.1.6 There was evidence in the files of regular communication and referrals to professionals, such as GP, SALT, and CPN. There was also evidence that families are informed of any significant changes regarding their relative
- 3.1.7 The home uses a 'This is me' document to record life history information about the residents, and these had been fully completed on the files seen, with obvious input from family members. The document has prompts for information regarding past occupation interests, family life, and likes and dislikes, and this information is used to assist the staff to provide personalised care.
- 3.1.8 The home also uses a one page profile, which summarises the support plan for ease of reference, it also covers some of the information in the 'This is me' document.

3.2 Training

- 3.2.1 As mentioned, it was apparent from the training matrix that staff were up to date with most mandatory training and refresher training. Some staff were overdue for refresher courses in subjects, although some sessions had already been arranged.
- 3.2.2 Most care staff have completed at least an NVQ/QCF level 2 qualification, with some also having completed (or were working towards) level 3.
- 3.2.3 The Manager advised that the home does not use any e-learning courses, preferring to use face to face training. The Manager is able to deliver some training courses, including a dementia course which is tailored to the needs and personalities of the residents in the home.
- 3.2.4 The Manager asks the staff to complete feedback forms to assess the quality of training, and also uses observations to ensure that training is being put into practice.

3.3 Staffing

- 3.3.1 Staffing levels at the home at the time of the visit were as follows:-
Morning: 4 care assistants and one senior care assistant, plus an additional member of staff from 8am to 11am.
Afternoon: 3 care assistants and one senior care assistant
Evening: 3 care assistants and one senior care assistant, plus an additional member of staff from 5pm to 11pm
Overnight: 2 care assistants and one senior care assistant
Activities Co-ordinator: 20 hours per week over 5 days
- 3.3.2 Two staff members' files were viewed, and were generally in good order with necessary documents present e.g. two references, an application form, an employment contract, proof of ID, evidence of DBS check etc.
- 3.3.3 The supervision file was seen, and as mentioned it was apparent that supervision and appraisals had not been taking place regularly in 2017, and this is an area for improvement.

3.4 Activities

- 3.4.1 It was apparent from the photographs and notices in the corridors that there is an ongoing programme of activities at the home, including regular trips out, and themed days, where the staff and residents dress up. There were photographs of visiting entertainers, the open day in the summer, and residents participating in arts and crafts. There are also visits from local schools, choirs, church services and entertainers during the year. The activities co-ordinator is very enthusiastic and is always looking for new ideas, and the other staff are happy to get involved as well.
- 3.4.2 The activities co-ordinator keeps a file which has an activities profile for each resident, showing which activities they enjoy. Some of the regular activities that go on include games like darts, skittles, and bingo as well as household tasks like pairing socks, laying the table, and folding napkins. There are film afternoons, craft activities and reminiscence.
- 3.4.3 The Manager and activities co-ordinator advised of upcoming events that were being planned. There are plans to organise activities for Halloween, and arrangements were being made for some Christmas activities, including visits from local schools.

3.5 Facilities / Observations

- 3.5.1 The home is set up and decorated based on the approach recommended by Dementia Care Matters. The corridors have been broken down into sections and decorated in different themes, such as a beach theme, an indoor garden, music section, and each section has things hanging from the walls that people can remove if they want to. One small lounge has been set up as a pub, and there are also reminiscence items in the room. There are different areas of the home that have been set up to provide support for people at different stages of dementia. The foyer has been set up with items and pictures of coal mining, including two models of a mine. There are also miner's lamps, helmets, books and other items.
- 3.5.2 The main lounge also has several objects to occupy people, with rummage boxes, books, items with different textures, and several other items used to fill up the room such as dolls, and soft toys. There is also another small lounge, which has reminiscence items, as well as computer. The activities co-ordinator advised that one resident enjoys sitting at the computer and searching the internet for information relating to his past employment, and she was planning to spend some time doing this with the gentleman on the day of the visit.
- 3.5.3 Various other practices have been introduced as part of the Dementia Care Matters approach, such as removal of traditional staff uniforms and the removal of routines wherever possible. Residents were seen being encouraged to help with day to day tasks, such as laying the tables for lunch.
- 3.5.4 Observation of the mealtime experience was very positive, there was a very friendly and homely atmosphere in the room, with background music playing, tables laid out nicely, and residents sitting together enjoying their meals. Some

residents ate while sitting in their armchairs with a table in front of them. It was noted that staff gave the residents a visual choice of meals, and then some staff sat at the tables and ate with the residents, while prompting and assisting those who needed help. The staff were also attentive to residents who were eating their meal in their armchairs, regularly checking everyone was ok, and if they were enjoying their meal and if they wanted some more. All residents were offered a choice of drinks with their meal, and a dessert.

3.5.5 A good relationship between the staff and the residents during the day, and a nice atmosphere was observed throughout the home.

3.5.6 The Manager advised that she is always looking for new activities and different ideas to put into practice. There are plans to keep some chickens in one area of the garden, and the handyman has been building a shed that the Manager thinks some of the men in particular will be interested to spend time in; this was almost completed at the time of the visit. The Manager has also made contact with a local school to see if they are interested in using part of the garden for the pupils to grow plants and vegetables.

3.6 Feedback from visitors

3.6.1 The monitoring officer spoke to a regular visitor to the home, who was very complimentary about the care her relative receives.

3.6.2 The visitor said that she always felt welcomed into the home, and the atmosphere was always really good, because everyone likes to have a laugh and a joke. Good feedback was given about the activities that are arranged at the home, and the quality of the food. The visitor said that she has not had any reason to raise any issues, but felt confident that if she did so the Manager would make efforts to address them.

3.7 Quality Assurance

3.7.1 The last quality assurance survey was undertaken in February 2016 and a report was written to show the findings. The feedback received from relatives was very positive, with most responses rating the home as excellent or good in all areas such as the attitude of the staff, the quality of the environment, the atmosphere in the home, and the quality of life their relative has. The Manager was in the process of undertaking a new quality assurance survey at the time of the visit.

3.7.2 Staff meetings are held regularly, these can either be full staff team meetings, or focussed on smaller groups of staff, such as a kitchen staff meeting, senior carers' meeting. Meetings are held every two to three months; the last one was in June 2017.

3.7.3 The home uses a communication book for staff to share important information to ensure all staff are aware of changes. All care staff also attend a handover at the start of each shift, and there are at least two handover meetings per day.

- 3.7.4 The Manager undertakes various audits each month, including an accident and incident audit, medication audit, resident's weight audit, and infection control audit, to look for any issues and to see if any measures need to be put in place.
- 3.7.5 Most recent audits resulted in positive results, and where any errors were found actions were put in place to address these. The accident audit identified that there had been a large number of falls in early 2017, but these had reduced in recent months. The Manager explained that the high number of falls were attributed largely to one resident, who is no longer at the home. All efforts had been made to reduce the risk of falls to the resident, including working with professionals for advice and intervention.

4. Corrective / Developmental Actions

4.1 Corrective

- 4.1.1 Manager to ensure supervision sessions take place every 2 months. (*National Minimum Standard, 24.3*)
- 4.1.2 Manager to ensure staff receive an annual appraisal. (*National Minimum Standard, 24.6*)
- 4.1.3 Manager to ensure all staff are up to date with manual handling refresher training, and other mandatory training (*CCBC Contract*)

4.2 Developmental

- 4.2.1 None.

5. Conclusion

- 5.1 The visit was very positive, and it was clear that the staff have adopted the Dementia Care Matters ethos. Positive feedback was received from residents, visitors and staff both during the day, and also through the quality assurance survey.
- 5.2 It was clear that there was a caring relationship between the staff and residents, and a very relaxed and pleasant atmosphere during the day. The Manager and staff are continually looking for ways to improve the service they provide, and are always coming up with new ideas.
- 5.3 The visiting officer would like to thank the staff for their hospitality during the visit.

Author: Andrew Davies

Designation: Contract Monitoring Officer

Date: 25.10.17

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.