



Healthwatch Central West London

**Dignity Champions Visit St Theresa
Care Home**

September 2019

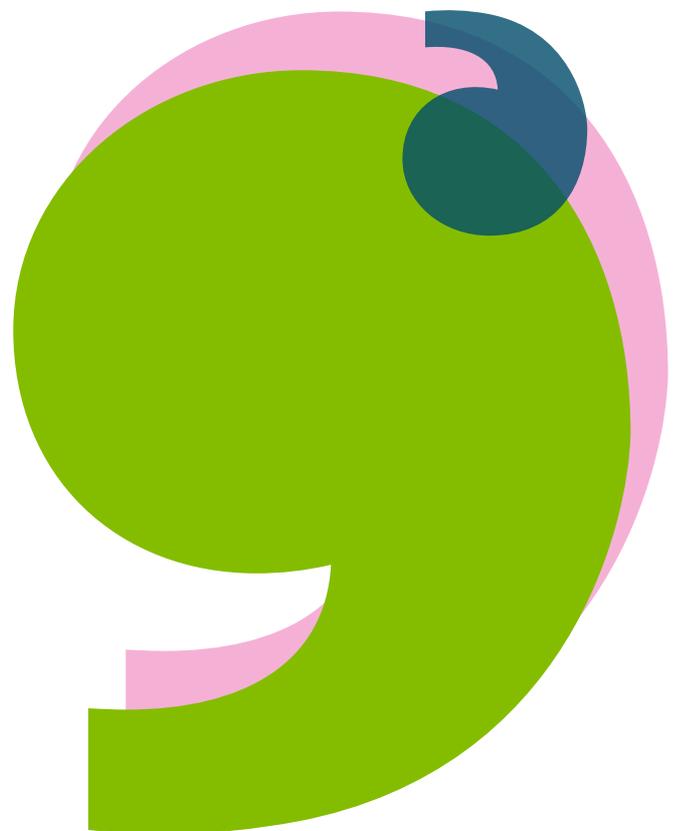


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1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	St Theresa Care Home 40-46 Roland Gardens London SW7 3PW
Service Provider	The Sisters Hospitallers of the Sacred Heart of Jesus
Date and Time	30th October, 3pm-6.30pm 9th November, 10.30am-1pm 8th December, 4pm-6pm
Authorised Representatives	Aliki Myrianidi, Christine Vigars, Minna Korjohen, Nannete Spain, Shamoly Aaron, Carena Rogers, Renata Guninska
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1.2 Acknowledgements

Healthwatch Central West London would like to thank the St Theresa Care Home, residents, relatives and staff members for their contribution toward the Enter and View program.

1.3 Disclaimer

This report relates to findings observed on the specific dates and times set out above. The Enter and View report is not a representative portrayal of the experiences of all service users and staff. It is only an account of what was observed and contributed through interviews during the restricted time of Healthwatch Central West London representatives' visits.



2 Executive Summary

Healthwatch Central West London (Healthwatch CWL) champions better standards of care in health and social care services. Our team of volunteer Dignity Champions are part of the local community. They work to improve standards of dignity in health and social care services.

This report presents the findings of the Dignity Champions' Enter and View visits of the St Theresa Care Home in September 2019. The Home is situated in the Royal Borough of Kensington and Chelsea, and is run by the The Sisters Hospitallers of the Sacred Heart of Jesus.

This series of Enter and View visits are the first visits Healthwatch CWL has made to the St Theresa Care Home. A recent CQC inspection rated the home as “requires improvement”.

The Enter and View visits to St Theresa Care Home were conducted as part of Healthwatch CWL's ongoing work assessing good access to, and provision of, health and social care services in West London.

3 What is Enter and View?

Healthwatch Central West London (Healthwatch CWL) works to ensure local people's voices count when it comes to shaping and improving local health and care services across the London Borough of Hammersmith and Fulham, the Royal Borough of Kensington and Chelsea and the City of Westminster.

Under Section 186 of the Health and Social Care Act 2012, Healthwatch has a statutory power to 'Enter and View' any place that provides publicly funded Health and Social care services¹. This may be unannounced, or through prior arrangement to view and assess a service.

Enter and View visits are carried out where service users report a problem in the service to Healthwatch CWL, and also where services uphold a reputation of good service amongst service users, where we look to learn about and share examples of their good work, from the perspective of people who experience the service first-hand.

¹ Apart from Children's Social Services



Enter and View visits may be carried out where any of the following are identified by Healthwatch CWL:

1. Service user or public feedback expresses concerns
2. When exploring examples of good practice
3. Part of Healthwatch CWL program work
4. Checking responses of the service following an earlier Enter and View visit
5. Responding to a request or recommendation from a health or social care professional who is involved in the commissioning, contracting or regulation of that service.

The Healthwatch CWL Authorised Representatives who carry out the Enter and View visits are volunteers referred to as *Dignity Champions*. They are trained in knowledge of the Care Act 2014, and the duties and implications in the provision of care around respect and dignity, safeguarding vulnerable adults, and health and safety. All Dignity Champions hold a current enhanced Disclosure and Barring Service (DBS) certificate.

When carrying out Enter and View visits, the Dignity Champions follow the 10 standards set out in the Department of Health's *Dignity Challenge*:

1. Demand for services to have a zero tolerance of all forms of abuse
2. Support people with the same respect you would want for yourself or a member of your family
3. Treat each person as an individual by offering a personalised service
4. Enable people to maintain the maximum possible level of independence, choice and control
5. Listen and support people to express their needs and wants
6. Respect people's right to privacy
7. Ensure people feel able to complain without fear of retribution
8. Engage with family members and carers as care partners
9. Assist people to maintain confidence and positive self-esteem
10. Act to alleviate people's loneliness and isolation

For care home visits, our Authorised Representatives also check the service is delivered in accordance to the eight Care Home Quality Indicators² published by Independent Age:

1. Have strong, visible management
2. Have staff with time and skills to do their jobs
3. Have good knowledge of each individual resident and how their needs may be changing
4. Offer a varied programme of activities

² <https://www.independentage.org/policy-and-research/our-8-care-home-quality-indicators>

5. Offer quality, choice and flexibility around food and meal times
6. Ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists
7. Accommodate residents' personal, cultural and lifestyle needs
8. Be an open environment where feedback is actively sought and used

Healthwatch Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies.

3.1 Purpose of Visit

All Enter and View visits must have a clear purpose identified by Healthwatch CWL to ensure effective evidence gathering and reporting. The purpose of this visit was to assess the quality of the residents' experience against the Department of Health's Dignity Standards. We also wanted to hear the views of the residents and any ideas they may have for improvements.

3.2 Strategic drivers

The latest CQC inspection of St Theresa Care Home took place in November 2018. It received an overall rating for services as "requires improvement"³. The four criteria *safe*, *responsive*, *effective* and *well-led* were rated "require improvements", while *caring* was rated "good".

Healthwatch Central West London (HWCWL) delivers an enhanced Enter and View programme every year. Several nursing and care homes have been selected to be visited as part of this programme in accordance with information received from the local public, service users, carers and monitoring authorities.

This visit was the first Healthwatch CWL Enter and View visit to St Theresa Care Home, to collect views from service users currently in the home. Publishing these findings will help contribute residents and carers' views and feedback to local commissioning groups across health and social care to be an integral part of their decision-making.

3.3 Methodology

The team of Healthwatch CWL Dignity Champions collected data using the following methods:

- Announced visits were carried out on Wednesday 30th October, Saturday 9th November, and Sunday 9th December 2019.



- An introductory letter was sent to the Home's Manager.
- A meeting was arranged between a member of Healthwatch staff and the Manager, where the Enter and View visits were discussed.
- We designed and used an Observation Checklist, which Dignity Champions used to record observations of the Care Home environment.
- Three different questionnaires were developed for (1) people using the service, (2) visitors to the service, and (3) the staff team.
- Dignity Champions talked to people who were willing to share their opinion, including people currently using the service, and staff members. It was made clear they may end the interview at any time.
- The majority of service users were able to share their views on the service with the Dignity Champions, however a few people could not directly let Dignity Champions know their thoughts about St Theresa Care Home.
- Dignity Champions spent some time observing interactions between staff and residents to try to get a picture of what the experience of living there was.
- In total Healthwatch CWL representatives spoke to:
 - 11 residents
 - 3 relatives and friends
 - 4 members of staff

3.4 Summary of findings

During the Enter and View visits, the Dignity Champions observed the staff team providing a very high standard of care in relation to dignity and respect. The team demonstrated evidence of delivering person-centered care and promoting residents' independence and choice as much as possible. Dignity Champions did not find any concerns about St Theresa Care Home related to dignity and respect.

During visits, the environment was found to be very nice and welcoming. In terms of Health and Safety, our findings show that St Theresa Care Home generally is in a good condition. However, a few less than safe conditions were noticed, and were discussed with the management.

The quality of food was found to be good, and people said they enjoy it. Members of staff were caring and kind. Our Dignity Champion team found employees to be efficient, to enjoy their work, and to be professionally friendly.

4 Results of visit

4.1 Background

St Theresa is a 26-bed home, providing people with residential care and accommodation. 24 rooms out of 26 have en-suite bathrooms. Each floor has a kitchen for staff to prepare coffee and tea for residents.

Residents live across three floors (ground floor, first and second floor). The third floor is the residence for the nuns, and the fourth floor is the head office. The basement holds the kitchen, laundry, dining room and the chapel.

All floors, including the basement, are accessible by stairs and lifts. There is a ramp to access the main entrance. During our visit, 23 people currently resided in 23 rooms, and three rooms were undergoing re-decoration. 14 of the 23 residents experience dementia.

4.2 Environment

At the time of the Enter and View visit to St Theresa Care Home, Healthwatch CWL Dignity Champions made observations about the environment of the care home. Of all the points raised, few were points of concern.

- In the first visit, the Manager showed the Dignity Champions around the building.
- In the Manager's office, we saw there was a calendar on the wall, which had each residents' birthday dates marked.
- The entrance was secure and accessible, and all floors were accessible by stairs and lifts.
- The décor was very good on all three floors, and the entrance foyer and hall were both welcoming environments.
- The Dignity Champions felt welcomed at each visit. Staff offered them coffee or tea.
- The Dignity Champions had no concerns about the hygiene and cleanliness of the care home. They did not see any issues around odour control either.
- Dignity Champions were concerned most of the rooms have carpets (in a few rooms carpets were replaced with wood floors due to continence problems). The Manager told us that they are planning to change carpets in the rooms of residents to special dementia carpeting.
- The floors were clean and non-slippery.
- Residents can decorate and furnish their rooms as they wish.



- Some residents decorated their room with their relatives' help, and some with the help of staff.
- All residents who spoke to us like their rooms.
- One resident told us their "room is comfortable. I have everything I need in my room".
- Another resident told us "there is a lovely repair guy here who helps us fix stuff in our rooms".
- Another resident told us "I added pictures on my wall, it makes a difference for me".
- Residents' doors have numbers to identify the rooms. The doors do not have the resident's name. It seems that residents are happy with this way, and don't mind. One resident has a picture on their door, instead of a number. This is because the resident has dementia and the picture reminds her of her house.
- The kitchen, where food is prepared, was very clean and had a specific entry sign on the door.
- The bathrooms were nice, clean and in good condition.
- There are no specific visiting hours; relatives and friends can come and go at any time.
- One resident told us "no restricted time for visiting, which is good"
- There is a separate phone line in each of the residents' rooms, so they may each call anyone they want.
- A resident told us "the dining room is nice".

4.3 Health and Safety

The Dignity Champions had no concerns about health and safety. We found:

- Medicine store rooms on all floors were locked.
- All rooms and hallways were wide enough for a wheelchair.
- Flooring was non-slippery and in good condition.
- Fire extinguishers were available.
- There was a fire exit.
- Fire doors were replaced last year.
- There are smoke alarms on each floor.
- Each room had a call bell.
- Most residents have their doors closed while they are in their rooms.
- Dignity Champions were worried about the flooring in corridors - in one place the height of the floor changes, and it looks unsafe. The manager assured us that they didn't have any accidents. Dignity Champions also observed residents while they were walking in that area, and they didn't seem to have any problems.



- There is a house laundry service, and residents' clothes are labelled to help the laundry in returning clothes to the resident.
- Hosts were seen in some rooms, to help with residents' care.

4.4 Care

To learn about residents' experiences, the Dignity Champions spoke to eleven residents and three visitors who were residents' relatives and friends.

All residents we talked to were very happy with the staff. They felt that they were treated with respect and dignity. We found that:

- Residents are called by their preferred names.
- Most residents like the care workers.
- Few residents told us "there is discipline amongst the workers".
- A friend of a resident told us "staff are really caring".
- A resident's relative told us "mum is well looked after, not alone".
- The same relative told us "most staff are smiley and happy".
- One resident told us that they "don't like the new charge for medication". When Dignity Champions asked why that might be, the resident replied, "because she wants to feel important".
- When asked if there is anything residents would like to change or be improved, all residents said that they can't think of anything. A resident told us "I can't think of anything that could be better, everything is perfect".
- The Healthwatch team observed the staff team at St Theresa Care Home treating people in a caring, kind and respectful way. The residents seemed to be comfortable with the staff.
- The Dignity Champions thought that all members of staff on the shift had a good understanding of the residents they were supporting. When staff members spoke about the residents they had a genuine caring smile on their face. They demonstrated that they knew the people they were caring for, including their preferences in relation to their care.
- A GP visits the residents once a month, and a district nurse every week.
- One resident told us "I see the district nurse every week" and "I am happy with the district nurse".
- A dentist comes sometimes. Most residents have a private dentist.
- One resident told us "my glasses were wrong, so they arranged for a person to come and take measures for new glasses."
- Nuns accompany the residents to hospital most of the time.
- Most residents told us that they were able to be visited by their GP when they requested it.
- One resident told us "I am very happy with my doctor and the service I get, I can see my GP when I want".



- Another resident told us “I have asked for my GP and he came here”
- One resident told us “I would like to see the GP, but I haven’t”
- Relatives can be invited to attend their family member’s planning care meetings, with their consent, or if it is in the resident’s best interest.
- Residents were provided with good, comfortable chairs with a foot rest.
- A resident told us “the sisters are wonderful, and you can speak to them about whatever you want”
- Another resident told us “workers are very nice, they keep you informed about your care and we laugh a lot which makes the difference.”
- Another resident told us “this place is very well run”
- All residents told us that they are comfortable to say their opinion and if they don’t like something, however most residents told us that they didn’t have to.
- A resident told us “Yes, but don’t need to”
- Another resident told us “sisters are always around, and you can tell them if you don’t like something and they sort it out”.
- Another resident told us “No complaints. I think if I would ask particularly for something, I would get it.”

4.5 Activities

The Dignity Champions spoke to the home’s Activities Coordinator, and to residents, about available activities:

- Activities are held in a shared living room on the ground floor.
- Activity group sessions are held every afternoon Monday till Friday.
- There is a chapel service on Sunday.
- The Activity Coordinator arranges days out for residents on some Saturdays.
- Residents like the activities.
- One of the residents told us that there is stuff to do and she likes the activities.
- A staff member told us, “When residents have exercise activity, the nuns sometimes participate with residents, and it is more fun.”
- When we asked the residents if there are enough things to do that interest them, one of the residents told us “I think they try very hard to entertain the residents.”
- Another resident told us “not enough going on to keep me interested, but I like instead to watch tv”.
- There is a library, with a collection of books. It also has a big screen, and there is a collection of movies. The residents and can read or watch the movies here.



- Sometimes volunteers come to help with the activities, or to generally provide company to residents.
- A hairdresser comes every Tuesday.
- One resident told us “I like the hairdresser”
The same resident told us “when a care worker washes my feet, they tell me if my feet require a pedicure, and a [private] lady comes and does it”.
- A resident told us “I like the flexibility - if I don’t want to go to chapel on Sunday I can stay in my room”.
- Another resident told us “there is a nice room downstairs with a great big tv to watch nice movies - a lot of things to do”.
- Another resident told us “I don’t feel safe to go out on my own, but if I have someone to take me to a pub, I wouldn’t say no”.

4.6 Food

- Food is prepared in a special kitchen.
- Vegan and vegetarian options are included.
- Lunch opens at 12.30pm and dinner at 6pm.
- Residents have tea and coffee twice a day.
- Breakfast is served to residents’ rooms early in the morning.
- People were provided with proper cutlery and napkins with their meals. Salt and pepper shakers were placed on the table.
- There was a menu on the table with the weekly meals and today’s options.
- Most of the residents we talked to said that they enjoyed the food.
- Residents have the choice to have lunch or dinner in the dining area or in their rooms.
- Residents may have their own fridge in their rooms.
- One of the residents told us the “soup and pudding are excellent”
- Another resident told us “I think they have two cooks, and one cook cooks to my taste”
- Another resident told us “They give wine with lunch. I like it.”
- Another resident told us it is “very good food, every day there is something different.”
- The same resident said “I like supper and lunch, as I can see other people”
- Another resident told us “I can have food in my fridge to eat when I want”.
- The same resident told us “the food is pretty good, it varies.”
- One resident told us “the food is terrible because it is repetitive and with no imagination.”
- The same resident told us “meat in smaller pieces would be nice”.
- Another resident told us “breakfast is delicious and comes to your room”.
- A resident’s relative told us “not-noticed people are encouraged to eat”.



- One resident told us “if I ask nicely for something out of the ordinary, I get something”.
- The same resident told us “if I don’t ask for anything out of the ordinary, I will get it”.

4.7 What works Well and What Could Be Improved

Dignity Champions asked residents what they thought worked very well at the care home, and what could improve their experience at St Theresa Care Home.

Overall the responses that we got from residents and their families were very positive.

- Among the main things that worked well were:
 - Hairdresser every week
 - Staff and Sisters are friendly
 - High Standards of care
 - Flexibility in activities and visiting times
- The main areas for improvement were:
 - Environment
 - Food
 - Activities

5 Additional findings

Healthwatch CWL representatives talked to four members of staff to find out what they thought about the services they were delivering.

- Most of the staff have worked at St Theresa Care Home for many years.
- All staff have received various topics of training, which helps them to provide better care.
- Staff without an NVQ are encouraged to do it.
- Each staff member has regular supervision and appraisals with the Head of Care and the Home Manager.
- Staff are happy with the working environment.
- There are 31 members of staff including the Management.
- Staff were happy with the support received from management.
- All the staff we talked are enjoying working in St Theresa house.



- A staff member told us “for me it is the best place to work as I have experience elsewhere and it wasn’t that good”.
- Another staff member told us “because of the nuns, the quality of care is much better”.
- Another staff member told us “training is helpful, we can put it into practice”

6 Recommendations

6.1 Healthwatch CWL Recommendations

By listening to people and recording their experiences, Healthwatch CWL has formulated some recommendations designed to help the management to improve residents’ experience.

Based on the Enter and View visit to St Theresa Care Home, Healthwatch CWL makes the following recommendations:

General

- The service provider should continue to maintain the high standards that our Dignity Champions witnessed and heard about during their visits.

Environment

- The service provider should continue with the plan to change the carpet in residents’ rooms to a carpet designed especially for those with dementia.
- The Manager should continue to monitor residents’ needs for their doors, changing the number for a name or picture when the resident feels it is needed or when it is determined that numbers are no longer helpful to the resident.

Food

- The service provider should consider asking residents how they would like their meat to be cut, as one resident would prefer smaller pieces.
- Care workers should continue to encourage residents to eat.



Activities

- Service provider should consider offering a wider variety of activities.
- Service provider should consider arranging the opportunity for volunteers to go out with residents, when possible.

6.2 Service Provider comments

Responding to the Healthwatch CWL recommendations:

“I [Home Manager] have no issues with the report, you have highlighted the things I would like to improve on for the service.”

