



## ENTER AND VIEW

### Ladydale Residential Home Follow up visit

Part of the Healthwatch Staffordshire remit is to carry out Enter and View Visits. Healthwatch Staffordshire Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand. Healthwatch Staffordshire 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 Staffordshire safeguarding policy, the service manager will be informed and the visit will end. The Local Authority Safeguarding Team will also be informed.

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## ***Provider Details***

*Name:* Ladydale Residential Home  
*Address:* Fynney Street, Leek, Staffordshire ST13 5LF  
*Service Type:* Residential Home  
*Date of Visit:* 12<sup>th</sup> February 2018

## ***Authorised Representatives***

*This visit was made by two Authorised Representatives of Healthwatch Staffordshire.*

## ***Purpose of Visit***

Following a Healthwatch Enter & View visit in February 2017, Healthwatch advised that they would like to make a follow up visit, although the visit had highlighted some good practice and had noted that plans for improvement had been made and would be ongoing.

Since that date the CQC have visited and published their report in July 2017. The CQC report showed good improvement throughout the service, with a few areas still requiring some improvement.

The CQC report raised concerns regarding the following of the principles of the Mental Capacity Act 2005 and Deprivations of Liberty Safeguards. It also mentioned the application of topical medicines and stated that staff would benefit from medicines training.

We would like to ask about staff training in this respect.

The methodology to be used is to;

- Talk to residents about all aspects of their care and whether this is delivered in a way that promotes their dignity and independence including the ability to make choices about their daily lives.
- Talk to residents about staffing levels and whether they feel safe with the level of the care provided

- Talk to relatives, if they are available to ask if they are happy with the care provided to their relatives and whether they are aware and feel able to report any concerns/ complaints
- Speak to staff about training, turnover, support staffing levels
- Observe interaction at all levels between residents, staff manager, and visitors

## ***Resident Numbers***

At the time of our visit there were 35 permanent residents and 2 on Respite care.

## ***Staff Numbers***

There are currently 7 staff on in a morning, 6 in the afternoon and 4 at night and these staff are deployed across the service, both old and new buildings, as required.

The Manager explained that they use a dependency tool as assess staff requirements and that this is regularly updated, especially when there has been any changes to the residents in numbers or dependency, in order to ensure that the home maintain sufficient staff numbers to meet the needs of the residents.

## ***Agency Usage***

There are now no Agency staff used, Ladydale has built up its own list of Bank staff.

## ***Resident Experiences and Observations***

We talked to residents in all three lounges. We spoke with residents who all said they were happy living at Ladydale.

## ***Activities***

In one lounge there was music playing, in another the TV on and in the third the Activity Coordinator was about to start an 'exercise' session. She visits all the lounges on a rota system and also has everyone together if the activity deems this to be advantageous.

## ***Family and Carer Experiences and Observations***

We spoke with visitors and no issues were raised.

## ***Staff Experiences and Observations***

There was a nice atmosphere in the Home with the staff happy to engage with us. The Manager was delayed this morning due to inclement weather conditions but the Senior Carer was very helpful in her absence. The Manager did arrive whilst we were there and is still working hard to implement the improvements needed.

Records are to become electronic in the near future and training has been arranged for staff.

The Manager explained that a new online training system has been purchased by the owning company, the ELFY Training System.

Each member of staff is required to undertake training identified for their role.

Safeguarding, Mental Capacity Act and Deprivation of Liberties are mandatory training for all staff and all are delivered by the new system.

The Senior Staff undertake medication training. The senior staff explain the application of topical medicines to other staff and this is covered for all new staff as part of their induction.

Where any new medications have been prescribed, this is brought up at staff handover to make sure that all staff are aware of the changes.

The Manager is able to see the training records of all the staff and this is monitored on a weekly basis by the Regional Manager.

## ***Summary, Comments and Further Observations***

The Manager and staff are continuing to make improvements at Ladydale and are clearly happy to listen to suggestions, for example all room doors now have a notice on them indicating when personal care is taking place and something personal to the resident, which also enables residents to recognize their own room. This suggestion was mentioned to them on our last visit and was implemented immediately.

## ***Recommendations and Follow-Up Action***

We do not see the necessity for a further visit unless we are notified to any future issues.

## ***Provider Feedback***

The following feedback has been received from the Manager of Ladydale Residential Home.

When asked what they felt worked well about the way our Authorised Representatives carried out the recent Enter and View visit at your premises?

The Manager advised *“Very professional & did not cause any disruption.”*

When asked were there any aspects of the Enter and View visit which they felt did not work well or could be improved?

The Manager advised *“No.”*

When asked did the Enter and View visit help them to identify areas for improvement and if so, in what way?

The Manager advised *“Not this time.”*

When asked for any other comments?

The Manager replied *“Thank you for your positive comments ladies.”*

### **DISCLAIMER**

*Please note that this report only relates to findings we observe on the specific date of our visit. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.*

