



## Rock Cottage

### Follow Up Enter & View visit 16<sup>th</sup> June 2017

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:* Rock Cottage

*Address:* Breach Road, Brown Edge, Stoke On Trent, Staffordshire,  
ST6 8TR

*Service Type:* Nursing Home

*Date of Visit:* 16<sup>th</sup> June 2016

## ***Authorised Representatives***

*Name:* Sandy Turner

*Role:* Author / Observer

*Name:* Glenys Robinson

*Role:* Observer

## ***Purpose of Visit***

This is a follow up to the visit Healthwatch Staffordshire made in November 2016. There were a number of concerns raised in the report of this visit, a summary of which is as follows: -

There was a fire extinguisher obstructing the doorway and a lot of clutter on the stairs leading to this room posing a potential health and safety hazard.

We observed a vacuum cleaner in front of a fire exit creating a Health & Safety hazard.

We found it of great concern that the senior staff member did not seem to be coping with his responsibilities and that a resident had been ignored when asking for a drink. Whilst it was acknowledged that this was unacceptable we were not confident that this would be addressed by the management team.

It appeared that residents were encouraged to sit in the lounge as there was a typed notice in the bedrooms saying that the Nurse in Charge had to be notified if a resident was left in their room. This raised questions with the ARs as to the degree of choice and control that residents have over their daily lives. The overall feeling that the ARs had was of institutionalisation.

### ***Healthwatch Staffordshire made the following recommendations in their report of that visit:-***

As a matter of urgency corridors should be de-cluttered to prevent a potential safety hazard to residents. If cupboards and storerooms were sorted out this may create space to store items leaving the corridors and fire escapes clear.

The time and process for serving residents with drinks needs to be reviewed to ensure that they do not go thirsty or worse become dehydrated.

Security of the building should be reviewed to prevent people walking in and out at will and unchallenged.

If possible the carpets in rooms 1 & 5 should be either replaced or made safe to alleviate the trip hazard for residents.

### ***Findings of this visit***

At this visit we met with the registered Manager who was on annual leave on our last visit, and although security was lacking once again as detailed below there was a totally different atmosphere about the place. We were introduced to a young man, who has been the activity co coordinator at Rock Cottage since 2004, although he was not present on our last visit. He is a highly motivated young man who has some of the best ideas for different activities we have ever heard of and was 'as we left' Skyping a resident's relative in Canada so that they could speak to their son over there. It appears the Activity room we were shown on our last visit, which contained mugs of coffee covered in mould etc was an old store room which is never used but which has now been cleaned up

In addition to the more usual activities such as bingo, colouring, reading, music etc, they also have an Entertainer twice a month, Musical Movement weekly, Pet Therapy weekly, Children from Nursery visit frequently, A BBQ is planned for next month and last month they had a horse in the lounge.

**Have corridors and hallways been decluttered?**

The corridors have been decluttered since our last visit

**Have any of the worn carpets been replaced especially in rooms 1 and 5?**

Carpets are in the process of being replaced with Room 1 next on the list

**Has the security of the building been increased?**

We entered the property through an unlocked front door straight into the hallway where there was a 'signing in' book. In the office to the left was a gentleman who, although we had rung the doorbell before going in, did not even look up from his desk, we therefore went through the next door and up the stairs to the Home totally unchallenged. We did discuss this with the Manager who was not happy about the fact that the person in the office, who turned out to be owner of the home, had not acknowledged us or our ring on the bell and that we had been able to walk up the stairs to the bedroom floor. During our conversation with the manager the owner called her out of the office briefly but did not acknowledge us in any way

**Is the liquid intake of the residents monitored and are drinks etc served on time**

A recorded check is now kept on all liquid intake and the forms have been changed to document a running total.

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

Apart from the security of the building as outlined above, we found that most of the recommendations that had been made have been acted upon leading to improvement of the home meaning that residents comfort and wellbeing had been improved.

The overall atmosphere of the home was pleasant and a great improvement since the last visit.

We were pleased to find the activities are innovative and have an important place within the home and that individual residents needs are considered.

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

That the security of the building is reviewed.

## ***Provider Feedback***

*No feedback has been received*

### **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.*