

### Enter and View visit to Wiltshire Heights on 24<sup>th</sup> June 2016

This visit was part of Healthwatch Wiltshire's dementia engagement and therefore we spent the majority of our time on the first floor which specialises in dementia care. We completed general observations, joined some of the residents for lunch and had informal interviews with 10 people: 5 residents, 1 relative and 4 staff members including the manager. We also spoke to another relative shortly after our visit. They were all able to give us very useful information about their experiences and views.

Here is a summary of our observations and the feedback people gave us about Wiltshire Heights:

When we arrived we were greeted and welcomed by staff at reception. There was a hand sanitizer where people signed in and a pleasant waiting area. When we returned in the afternoon the front doors were open and we didn't immediately observe and staff member. Shortly afterwards staff member on their way to one of the floors checked that we were Ok and the reception staff returned from another floor. The manager told us the front door would usually be shut with access via a key pad and the visiting team felt that this would be more appropriate in these circumstances. Access to the lift and stairways was via key pads. The home appeared to be clean, and very well decorated and furnished with pleasant lounges, dining rooms and gardens. We did notice a slight odour in one area of the first floor which was difficult to place, possibly a recently shampooed carpet. All other areas smelt pleasant. On the first floor, which specialised in dementia care, there was appropriate signage which used pictures and words. The handrails and flooring were contrasting colours but as they were different shades of beige and white we felt that still might be difficult for some people living with dementia to see clearly. Resident's rooms had memory cabinets outside them and these contained personal items for example ornaments and photographs to support people to recognise their rooms. Some signage had been personalised according to the wishes of particular residents with involvement of their families. Large faced clocks were visible and there was a board showing the date and what was planned for the day. Residents appeared relaxed in the environment. We observed residents on this floor walking around, chatting in different seating areas and in the dining room and it seemed that good use was made of the communal areas. We observed that there were magazines, some puzzles and some other reminiscence items in these areas and the manager said that they were in the process of developing this further. There was also a good stock of activity items available in the activities room and the home had a hairdressing salon where residents could use either the homes hairdresser or their own one.

The residents we spoke to were very positive about the care they received at Wiltshire Heights. All the people we spoke to said that staff listened to them and talked to them nicely. For example: "Staff are charming – always so pleasant", "Everybody is kind". Residents said that they felt that staff understood the care and support that they needed. Residents told us that they were able to choose what they wore, what time they got up and went to bed, and how they spent their day. One resident mentioned some problems with the laundry with items occasionally going missing, other residents said they were happy with the laundry service. During our visit we observed many positive interactions between staff and residents. Staff members were polite and friendly towards residents and appeared to know them well. On one occasions where a resident was tired after lunch and wanted some time alone, staff sensitively intervened to support them to leave the dining room and go and have a rest in their room.

The people we spoke to said they liked the food and were given a choice. We were told that the food “looks nice and tasted nice”. One person told us that if they didn’t like either of the options the home would prepare something else, for example an omelette. We joined some of the residents for lunch. The tables were attractively laid with table clothes and condiments. Residents were offered a choice of soft drinks and/or a glass of wine and were shown plated meals to help them choose their meal. One resident asked for some chips with her starter and staff added these. One of the resident’s relatives had joined them for lunch. The atmosphere was pleasant and relaxed, there was background music and residents chatted to staff and each other. The meal was unhurried and people ate at their own pace. Residents were supported to eat sensitively and staff were obviously aware of when people might need support and when they could manage independently.

We spoke to one visiting relative briefly who said that they were very happy with the care that was given to their relative and thought that the staff were “lovely”.

One of the Activities Coordinators told us about the activities programme that the home offered. There was a wide variety of activities which included cookery, arts, talks, games, exercises and some outings. We were told about activities that had involved residents giving talks to each other about their careers or interests. We were also told about residents being supported to do activities with visiting family members. For example, one resident had painted Easter Eggs with their grandchildren who were visiting. The residents we spoke to said that they were able to join in activities if they wished. People told us that they enjoyed playing games and going out. During our visit we saw a staff member kicking a ball with a resident who was enjoying this activity. Staff also gave manicures to some of the residents and a film was going to be shown in the afternoon. One resident told us: “I never been bored since I moved here”.

We spoke to four staff members at the home including the manager. Staff members told us that they were given good support and said that they had opportunities for training both internally and externally. Staff members said that they worked as a team and generally felt that they had enough time to talk to residents. The manager told us that the home had previously had quite an unsettled period prior to them taking up their post and the home had been rated ‘Inadequate’ by CQC. There had been a lot of staff changes since then and the manager said that with right settled staff team now in place they felt that the home had been able to make improvements. CQC revisited the home in May and the overall rating is now ‘Good’.

We would like to thank the residents, visitors and staff at Wiltshire Heights for their welcome and the time they spent with us.

### **Provider Response**

The report was shared with the Manager of Wiltshire Heights who provided the following points:

- With regard to the handrail the provider has asked us to add the comment that the handrails are mounted on a white board and that they have not experienced any difficulties with residents using them.
- The provider has confirmed that a carpet had been cleaned on the morning of our visit in the area where we noticed a slight odour.
- The provider has stated that the laundry issue referred to in the report was a delay in returning items to a resident rather than them being missing.

- The provider has stated that either the administrator or the manager are in their office if the receptionist is away from her desk and the door is open and reception is not left unattended.
- The provider said that it was a good visit and that we are welcome to come back at any time.

### **Further feedback**

Shortly after our visit we spoke to another resident's relative at one of our engagement events. They said that there had been some previous occasions over the past year when had not been happy about the personal care provided to their relative at the home and had complained to the home about this. They said they did feel that this had improved recently and hoped that the home would continue with this.

The provider expressed concern that this information wasn't detailed enough to allow them to look into this complaint further. We have explained to the provider that we cannot give further information as the information was given anonymously and to do so may identify the person concerned. However we have assured the provider that the person concerned felt that the issues they had raised had now been dealt with satisfactorily and were pleased that things have improved, but were anxious that the improvements that the home has made are maintained.