

Visit to Henford House, Warminster on 27th October 2016

This was a planned visit initiated by the manager of the home. We had previously agreed that the visit would focus on talking to staff and residents about their experience of being discharged from hospital and living with dementia. We also said that we would talk to people generally about Healthwatch Wiltshire and listen to anything they wanted to tell us about health and social care in Wiltshire. This visit wasn't carried out as a formal 'Enter and View' visit although we did follow our usual enter and view processes.

Here is a summary of our observations and the feedback people gave us about Henford House:

When we arrived we were let in by a member of staff. We were greeted politely and asked to sign in. There was a lot of building work going on in reception and staff explained that the home was being refurbished. A member of staff went and got the deputy manager who took us into an office. The deputy manager explained that the manager who we had arranged the visit with was on holiday. She said she wasn't aware of our visit but was happy to help us. She asked about Healthwatch Wiltshire and we explained our role and showed our ID and left some of our leaflets.

The deputy manager then said she would introduce us to other members of staff who had worked at the home longer and some residents who may like to share their experiences with us. During the visit we spoke to the deputy manager, two staff members and two residents.

Hospital discharge

We asked staff about their experience of hospital discharge. It was explained that the home had experience of both their own residents returning from hospital and new residents coming in for respite following being in hospital who may then return home. Staff said that when they get detailed discharge forms and are able to talk to hospital staff about what has happened, then the process can go smoothly. This sometimes happens but not always. Staff gave examples of residents being discharged home to them in the evening without discharge notes, medication, or clear instructions of how medication should be administered. In some cases the GP had also not received information electronically either and had to contact the hospital to get the information needed. Staff said that they had encountered some difficulties accessing physiotherapy and occupational therapy for respite residents so they could not make the progress they should. It was also raised that sometimes people could do with more time to get better and/or would like to stay longer but were not able to because of funding restrictions.

Staff also mentioned that there had been a number of different managers at the home (four or five over the last five years). They said that this had affected the content of assessment paperwork that care teams received where the home assessed potential new residents. We were told that things were more settled now and they felt it helped that the current manager had more direct experience of care.

One resident we spoke to who had recently been discharged from hospital didn't feel that the discharge process had been well explained to them in hospital. However they did say that they were happy with the care that was provided by the home and that they were there. We were told about visiting professionals who provided treatment. Although the resident wasn't clear exactly where they were from, they said they were happy with the quality of the care provided and felt that they 'got things done'.

Full details of the interviews will be incorporated into our report on hospital discharge.

Peoples experience of living at Henford House

The residents we spoke to talked about their experience of living at Henford House:

The people we spoke to said they were happy living at the home. They said they felt that they got good care there. The care was compared favourably against care provided in hospital and in a previous home. One resident said that she was supported to have more baths at this home than in a previous care home and that this was what she wanted. A resident said that they had talked to staff when they had not been happy with things and that this had been taken on board and rectified. Problems with the laundry were mentioned although it was felt that these had recently improved.

Residents said that they could use the call bell for help when they needed it and that staff would come. A resident told us that when they were in pain the staff member had fetched a nurse who was able to get them pain killers. Residents said that they could see a doctor or optician at the home when they requested it.

The residents we spoke to said that they felt staff were helpful and spoke to them well. One occasion was mentioned where a resident felt that staff were 'short' with them although they emphasised that this wasn't typical. It was also felt that sometimes communications within the home could be better.

Residents said that generally they liked the food, although one person mentioned that it was plain. People said that their dietary preferences were catered for. People said that they could have their meals served in their rooms or in communal areas with others as they wished.

A resident told us about several activities they had been involved in at the home. They said that they had recently started doing pottery at the home and were enjoying this. The residents we spoke to said that they had regular visits at the home from friends and family.

General observations of visiting team

Staff were pleasant and helpful when we arrived and checked our identification. The staff on duty weren't aware of our visit. The home may wish to consider a procedure verifying identification (for example phoning our office) in future.

The home was undergoing renovation work during our visit. This meant that some rooms and areas were out of use and the environment was not as it would normally look. However the areas of the home that were in use by residents were clean and we saw a pleasant dining room nicely presented with table clothes, condiments and cutlery on the tables. Two residents were happy to speak to us in their rooms and we noticed that one was personalised to a much greater degree than the other. Both rooms were clean, well-

furnished and had comfortable arm and chairs for visitors. It was explained that many of the areas, including resident's room, would be improved by the works. The residents we spoke to were aware of the work taking place but did not mention that it had been overly disruptive.

The visiting team observed that there was a differences in some of the residents they spoke to. For example one resident appeared smartly presented, whilst another was less so and had some food marks on their clothing. Both residents said they were happy with the care provided so this may have been due to personal preference. However the home may wish to review whether residents are asked if they would like to change clothing after lunch if food has been spilt.

Overall the visiting team felt that the residents we spoke to were happy at the home and the care they received. The staff we spoke to and observed were pleasant, polite and helpful. The renovations were obviously causing some disruption at the home but the impression we got was that efforts were being made to minimise any detrimental effect to residents.

The team would like to thank the residents and staff we spoke to for their welcome and for sharing their experiences with us on the day.

Provider response

This write up has been shared with the manager of the home. They have thanked us for the positive feedback and said they would pass it on to staff. They said that they took on board our comments about verifying visitor's identification and would reiterate this with the staff team.

Disclaimer

This report relates to this specific visit to the service, at a particular point in time, and is not representative of all service users, only those who contributed. This report is written by the Lead Enter and View 'Authorised Representative' who carried out the visit on behalf of Healthwatch Wiltshire. © This report is the copyright of Healthwatch Wiltshire CIC and may not be reproduced, in whole or in part, without the prior written consent of Healthwatch Wiltshire CIC. This includes, where present, the Royal Arms and all departmental and agency logos and images. Any enquiries regarding this publication should be sent to us at info@healthwatchwiltshire.co.uk you can download this publication from www.healthwatchwiltshire.co.uk