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Drake Court Residential Home
Carried out 19th December 2019



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health and social care



Provider Details

Name: Drake Court Residential Home
Address: Drake Close, Bloxwich, Walsall, WS3 3LW.

Service Type: Residential Care Home

Registered Manager: Marie Southall.

Home Capacity: Licensed up to 29 residents. 29 Single occupancy rooms (28 rooms are Ensuite).

Drake Court Home is owned by Drake Court Health Care Ltd.

The Home was inspected by the Care Quality Commission (CQC) in December 2018. It is rated as overall "Requires improvement." Safety/Well led are the current issues for CQC ratings. They were rated as good in other areas: Effective, Caring and Responsive.

Food hygiene has been rated as 5.

Authorised Representatives

Name: Lynne Fenton - Role: Healthwatch Insight Senior Lead Advocate/ Authorised Representative

Name: Tom Collins - Role: Engagement and Information Lead/ Authorised Representative.
Richard Jolly - Volunteer/Authorised Representative.

Purpose of Visit

- To observe the physical environment of the home and the interactions of staff and residents.
- To listen to, observe and capture the experiences of service delivery from the residents and relatives.
- We carried out the visit at the request of Adult social care on their intelligence.
- 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 staff levels.
- Observe interaction at all levels between residents, staff, manager, and visitors.

Physical Environment

External

Access is from a side road to the frontage of the property. There is a wraparound car park at the front of the building, during our visit on leaving there were issues with being unable to gain exit due to car parking bay positions.

The building exterior appeared to be in good repair with no obvious maintenance issues. This is in part a two-storey property. Entrance to the building is via a secured front door and doorbell.

The garden at the Home is to the back of the property and appeared to be maintained. We observed no exterior CCTV.

Internal

Upon entering we were asked to sign into a visitor book. In the reception area there are several certificates with information displayed such as: Insurance Certificate, available CQC report, Fire Action Information. We noted the “red bag scheme” advertised for this home on the inner window in reception area. There is a lift and stairs available to access upper floor.

We also used the available hand sanitiser unit which was working correctly and was full.

Through the main secure doors that led off to the: Office, ground floor main lounge area and dining room. There are a number of bedrooms on the ground floor.

We were led into a small seating lounge/dining room off the corridor, we noted a table was blocking a fire exit, but after discussions this was immediately re sited enabling access to the fire exit more freely. Toilets and bathrooms were located along the ground floor and upper level and were in good repair.

We observed that fire extinguishers were due to be checked in June 2020. Pat testing due September 2020.

Resident Numbers

At the time of our visit there were 27 residents.

Staff Number

- Manager /Deputy Manager (daily)
- Mornings- 4. Seniors/Carers
- Afternoons-4. Seniors/Carers.
- 2 Domestic.
- 2 Cooks.
- Evenings -4. Seniors/Carers.
- Nights -4. Senior/Carers
- 1 Activity co-ordinator
- 1 Maintenance

A total of 24 staff

We were informed that they have a designated activity coordinator who works part-time.

Resident Experiences and Observations

Healthwatch visits are linked to the 8 principles of care:

- Essential services.
- Access.
- A safe, dignified quality service.
- Information and education.
- Choice.
- Being listened to.
- Being involved.
- A healthy environment.

We observed people eating lunch. We were informed that people are asked prior to each mealtime their preferences of menu. We were also informed usually the menu would also be

displayed, but due to a Christmas party in the afternoon, the menu board had information about this on it for people to view.

We spoke with four residents, two relatives and Staff members who were the manager, cook, and a senior carer.

We observed that residents appeared well dressed and cared for during this time.

All the residents we spoke to informed us that they made their own decisions about how they dressed and the time they went to bed and got up in the morning.

We were informed by a resident that “church came into them” to see them. So, they were able to access their religious support/belief.

Some Residents we spoke to said:

“I can’t complain about a single thing, everyone is really good to me”

“it’s a good place to live, I have no problems here”

“it’s quite good living here, I am looked after well”

“I am a 100 percent happy with this home, staff are great”

“I like it here, but I would like to get out more”

“I’m not keen on living in a home, I would rather be in my own home, but mine has been sold”

“Sometimes I am given meals without choice’s”

“We have plenty of drinks here”

“I make my own decisions about the time go to bed”

All the residents we spoke to informed us they can readily access an Optician, GP, Chiropodist and a Hairdresser.

Family and Carer Experiences and Observations

During the visit we spoke to two relatives. One said their loved one had settled in well; they are made to feel very welcome. We are informed if our loved one is ill. We were listened to regarding our loved ones needs.

One relative said: “I am made to feel very welcome when I visit my loved one here.”

A relative informed us that the resident they visit, has a positive experience. This makes them happy.

Both relatives we spoke to said they had not been involved in any resident/relative meetings or knew that they were held.

Activities

We observed no activities during our visit, but preparations for the afternoon Christmas party were taking place and most of the people we spoke to were looking forward to the party. We were informed that an entertainer was appearing in the afternoon for people to participate in if they wished to do so.

Catering Services

The home has a food hygiene rating of 5 out of 5.

We were informed that residents are offered a varied choice of menu. We observed a cooked lunch and there was party food being prepared for the afternoon. We observed condiments on the table for residents’ use. Staff were in the dining room supervising/assisting people to eat those that needed or requested assistance.

We entered the kitchen area. Which appeared to be clean and well organised. Food was kept in a pantry and fridges. We observed a good amount of fresh vegetables and fresh fruit available.

We asked to see the food hygiene certificate for the cooks. These were dated April 2019.

Speech and Language Therapy - (SALT). Each person was recorded for dietary/requirements which was observed.

Staff Experiences and Observations

We met with the manager. The deputy manager was not on duty at the time of our visit, We were informed by the manager they had achieved NVQ level 5, but their target is to achieve NVQ level 7.

Redcrier provide the formal training for the home with a mix of electronic and hands on training.

A member of staff informed us they feel very supported by the manager, they have regular staff meetings every 3 months, and seniors' meetings are held monthly.

We were informed by a staff member that the manager has an open-door policy for everyone.

Summary, Comments and Further Observations

- The home was very welcoming, and the residents engaged with us.
- All the residents informed us they can access Opticians, Chiropody, GPs and the hairdresser who visits once weekly.
- The décor/furnishings all appeared well maintained.
- We observed cleaners in the home.
- We observed three residents being assisted with their lunch by staff.
- We observed a bathroom pull chord tied over a shower rail so no access for someone to pull in an emergency (this was actioned immediately by manger)
- We observed fire exit doors were impeded, in the satellite lounge area we sat in. This was due to the positioning of tables chairs in the way of the exit. (the chairs and tables were moved, actioned by the manager whilst our visit continued).

Recommendations and Follow Up Action

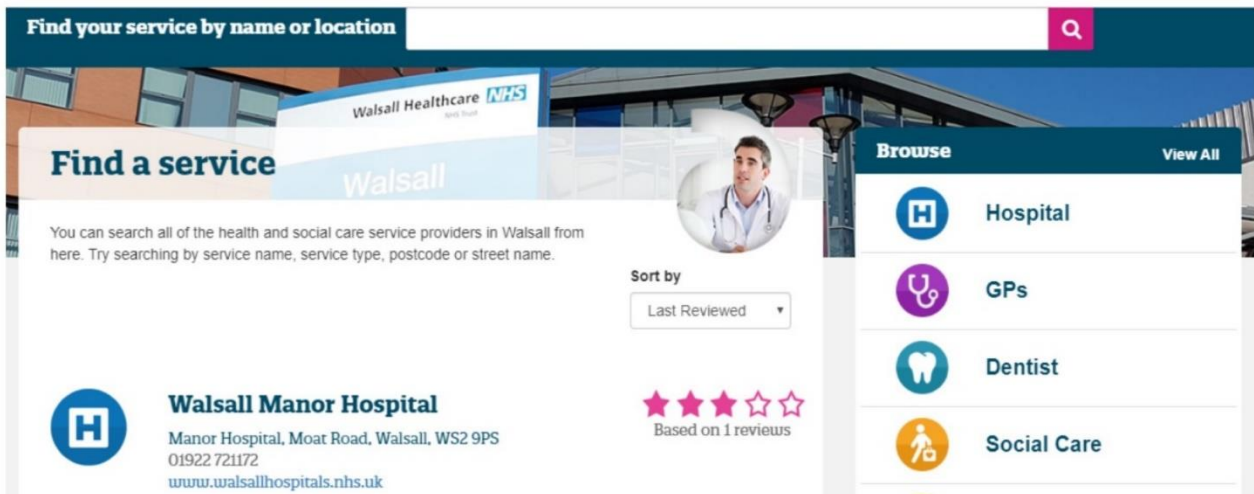
- To hold regular Resident /Relative meetings to enable people to have their views heard, and to be updated from the team with any home news. To make relatives aware, and invites shared with them.
- Monitor pull chords and ensure all are FREE hanging to access in an emergency situation.
- Thought to be given to the layout of dining area which currently can lead to restrictions of access in the dining room for people with limited space for tables/chairs.
- Look at enabling exterior activities/visits for residents such as day trips.

Provider Feedback

The provider was asked to give feedback, but we received no response.

If you have any NHS or Social Care service experiences that you wish to share, you can visit our online 24/7 Feedback Centre. Whether it's a: compliment, concern or complaint.

Link: <https://healthwatchwalsall.co.uk/services/>



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.



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