

St Vincent's House

Response report following visit from Healthwatch visits to the home November 25th-28th 2013

Findings	Action Plan
<p>Environment</p> <p>The dignity champions found communal areas that they felt were cluttered and the lounge areas and bathrooms were used as storerooms</p> <p>Bad odour in some units.</p> <p>The dignity champions felt that the individual bedrooms had minimal furniture in place</p>	<p>Large storage area is being tidied and cleaned to accommodate the items.</p> <p>Monitor the units for bad odour. Ensure the housekeeping staff are completing the cleaning regimes. Monitor closely the resident's continence requirements and care plans to include all relevant information around continence requirements.</p> <p>Encourage residents and their families to bring in items to personalise their rooms.</p>
<p>Bathrooms</p> <p>The dignity champions felt that the bathrooms were "grubby".</p> <p>A broken toilet seat was found in one of the bathrooms</p>	<p>We will be closely monitoring these areas and the housekeeping records will be checked to ensure that the cleaning is being completed and signed off.</p> <p>Staff are to ensure that they complete the maintenance book to report any faults, broken items as soon as possible and take the item /area out of use.</p>
<p>Privacy</p> <p>The dignity champions stated that many residents reported that they were not able to lock their doors and would like to be able to do so. Staff were also seen to be entering bedrooms without knocking.</p>	<p>All of the bedrooms have a lockable facility and the residents will be risk assessed individually should they wish to lock their doors.</p> <p>Staff will be reminded of the importance of knocking a door before entering a bedroom.</p>
<p>Safety</p> <p>During the visits to the home trolleys of cleaning products were found to be left unattended.</p> <p>A medication Trolley was left unattended.</p> <p>When a member of staff was cleaning a room with a vacuum cleaner the cable was left trailing across the floor presenting a possible trip hazard</p>	<p>All staff to be reminded that the cleaning trolley must never be left unattended</p> <p>Registered Nurses to be reminded that the medication trolley must not be left unattended.</p> <p>Housekeeping staff to use a hazard sign when the cable is across the floor when they are in resident areas.</p>

<p>Eating and Nutrition</p> <p>The Dignity Champions had mixed views with regard to the food. It was also not clear that the residents had a choice of meals.</p> <p>A resident commented that her gluten free diet was catered for however the home offered her a lot of fish and she did not particularly like fish all of the time.</p> <p>There appeared to be a lack of napkins and cutlery available at mealtimes.</p> <p>The dignity champions noted a lack of jugs of water on tables. Residents were offered juice or water with their meals .At some meals only juice was available. There are water machines available in the units however there were no cups available.</p> <p>A concern was raised regarding the temperature of the food being served as it was observed that food was left on the side before being served.</p> <p>It was felt that mealtimes could be a more sociable event.</p> <p>Support for assisting residents to eat was variable with some staff providing the assistance required whilst other staff were talking about their shifts rather than supporting residents.</p> <p>A resident did not eat her meal and was not offered an alternative.</p> <p>The dignity champions questioned the times the meals were served as with the evening meal there was a large gap between this and breakfast.</p>	<p>Residents are provided with a choice of food and this is documented and will continue going forward. The staff must make sure that the residents are provided with a variety of meals even if they require a special diet.</p> <p>We have ordered more linen napkins for the units and will provide paper napkins until they have arrived. Staff must also make sure that there is sufficient cutlery available at all times.</p> <p>Staff are to make sure that water jugs are placed on the tables at mealtimes and a selection of water and juices/squash should be available throughout the day in lounge areas. Glasses are available for use with the water machines and a notice is to be displayed to inform residents and visitors of this.</p> <p>The food is probed before serving and this must continue to ensure that foods are being served at the correct temperature.</p> <p>To encourage the residents to sit together at the dining tables to eat together and the staff to assist residents where required at this time as opposed to leaving them on their own.</p> <p>Staff will be reminded of the importance of mealtimes and assisting and encouraging residents to eat. Staff should not be talking about their workload in front of the residents.</p> <p>Staff must offer an alternative if the resident does not like what is being offered. If the resident still refuses to eat the nurse in charge must be informed and it must be documented on the food and fluid chart and monitored closely to ensure this does not continue. We offer night bites and snacks at the home for residents to have in between meals .Where these are offered and eaten this must be recorded.</p>
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<p>They also stated that one man was given a shower at 6.30am and stated that he was hungry before breakfast was served. It seemed that residents were also being woken for showers a long time before breakfast.</p>	<p>Residents are able to have breakfast when they want it to be served. We will remind the staff to offer breakfast earlier to those residents who require it Residents are not woken for showers .If they are awake they will be offered the opportunity to have a shower should they want one.</p>
<p>Activities During the time of the dignity champions visit three of the advertised activities were cancelled. This was felt a “Poor Show” in a home that promotes activity based care.</p> <p>Lack of activities at the weekend</p> <p>A relative felt that staff did not ask residents in an appropriate manner if they wanted to attend the activities sessions. They felt that during the karaoke sessions the songs were not appropriate for the residents and there was a lack of trips outside of the home.</p> <p>It was felt that the home could build better links with the community to assist in helping with residents feeling lonely</p>	<p>Where possible we do endeavour try to ensure that activities that are planned go ahead. We will discuss with the activity staff that when activities are planned they should take place so that residents are not disappointed. Residents are encouraged on each floor to come together for activities and this will continue. Staff need to be more involved in activities and they will be reminded of the importance of this at staff meetings going forward. Activities are arranged for the weekends and staff attend these, however we are looking at increasing the activities provision at the weekend to enhance the service provided.</p> <p>Residents will be asked if they would like to be involved and attend activities in a positive manner. Staff to ensure that appropriate music is available for karaoke sessions. We will be looking at the possibility of trips outside.</p> <p>At present residents are accompanied on shopping trips and visits to parks. We will continue to liaise with the local community groups to build better relationships and to assist in making the lives of the residents more fulfilling.</p>
<p>Residents well being</p> <p>Residents were seen to be distressed on the dementia unit and two were seen to be shouting at each other and swearing. Staff took one resident away but the other was left alone shouting.</p>	<p>Staff are to talk to residents who are being disruptive and take them to somewhere private so that the situation can be dealt with promptly to prevent any situation escalating. We will be asking our dementia specialist team to provide some further training to the staff.</p>

<p>Staff and Communication</p> <p>The dignity champions felt that the staff made little effort to interact with residents. They perceived staff to be frustrated or anxious at times and thought they could be abrupt with residents.</p> <p>They felt that the staff took their time to respond to residents at times and that they spoke inappropriately to them.</p> <p>It was reported that staff spoke in their own language.</p> <p>The dignity champions also observed an incident where a resident was shouting at a member of staff to try and get their attention regarding a toilet that had faeces all over it. When they did deal with it was not dealt with in an appropriate manner.</p> <p>The staff found little evidence of residents being involved in the care planning process and the residents did not think they had a key worker.</p>	<p>All staff will be reminded of the behaviours that are expected toward the residents. Supervision will take place to cover this.</p> <p>Staff will be reminded that they need to respond in a timely manner when residents are requesting assistance.</p> <p>Staff will be told that they are to speak in English when they are working.</p> <p>This will be investigated to ascertain what happened on this occasion and again staff will be informed of the behaviours expected of them whilst they are working. Staff should clean any body fluids promptly without making comment to the residents Dignity training to be repeated.</p> <p>Residents and relatives are encouraged to be involved in the care planning process but some choose not to. We will continue to work with them. Residents and relatives are to be reminded of the key worker involved in their care.</p>
<p>Call Bells</p> <p>There seemed to be a problem with peoples call bells. One was out of reach and the resident did not know where it was.</p>	<p>All staff to ensure that residents call bells are within reach</p>
<p>Complaints and Abuse</p> <p>The dignity champions found varying degrees of comments made about how comfortable people felt about making a complaint.</p> <p>One resident felt that staff who administered her tablets delivered them in an unsympathetic way Residents felt they were woken too early for showers</p>	<p>All complaints when they are made are followed up and discussed with residents.</p> <p>Talk to staff about this resident and explain the way she is feeling so that they are aware. At the present time residents are not made to have a shower/bath early. The staff will continue</p>

	to offer residents a bath/shower at a time of their choice. We will be monitoring the residents to gain feedback on the time that these are taking place.
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