



Cumbria Local Involvement Network Visit Report

**Five Oaks Retirement Home
Crook
Kendal**

**Visit Date:
Tuesday 16th November 2010**

Contents:

Cumbria Local Involvement Network (LINK)	3
Purpose of Visit	3
Methodology	3
LINK Visiting Team Findings	4
Recommendations	7
Circulation	7
Contact Details	7

Cumbria Local Involvement Network (LINK)

Local Involvement Networks (LINKs) were established in April 2008 to give people the opportunity to influence local health and care services by representing their views to those responsible for the planning, commissioning and delivery of services.

LINKs may, in certain circumstances, enter health and social care premises to observe and assess the nature and quality of services and obtain the views of the people using those services. Properly conducted and co-ordinated visits, carried out as part of a constructive relationship between LINKs and organisations commissioning and/or providing health and social care services, may enable ongoing service improvement. LINKs' role is not to seek out faults with local services, but to consider the standard and provision of care services and how they may be improved.

Purpose of Visit

Cumbria LINK Visiting Team will be looking to gather individual residents personal experiences of what life is like for them living day to day in that particular residential establishment.

Methodology

Cumbria LINK were approached by Adult Social Care to carry out visits to specific residential homes named by them, specifically asking for residents views about their care and how 'at home' they feel.

The LINK Visiting Team has been drawn from the membership of the LINK. Those members who volunteered to be part of the LINK Visiting team have received appropriate training in Safeguarding (level 1), Interviewing Skills, Listening Skills and LINK Visiting training. Further training opportunities will be available as and when required

A questionnaire was designed by the team to help them gather the resident's perspectives of their day. The questionnaire was designed to include prompts for the visiting team members. Residents were not given the questionnaires to complete on their own.

If individual residential homes request a copy, this will be sent in advance of the visit.

This particular visit was carried out by the following LINK Visiting team members:

Neil Hughes

Supported by Kay McGregor

Arrangements were made to visit Five Oaks Retirement Home on Tuesday 16th at 2pm

A copy of the final report will be sent out to the Officer in Charge for comment, before forwarding to Adult Social Care, the Care Quality Commission, then to be uploaded onto the LINK website.

LINK Visiting Team Findings:

First impressions:

Five Oaks is a beautiful home in an isolated quiet location with fantastic views of the surrounding area. There is a beautiful garden for residents to sit when the weather is more suitable, and a cosy conservatory where residents can sit quietly and take in the views even in the cold. The place is a home from home, and only has 4 elderly residents, the oldest being 104. All of them were able to hold a good conversation with us.

The owner lives in the house with the residents and is the person who responds during the night if they are unsettled. She has other members of staff on different days of the week.

It is very much a family atmosphere with comfortable furniture, thick carpets, and smells of home cooked food. The owner told us that she has to choose her residents carefully as the quietness and isolation does not suit everyone. All the residents she has now told us they love it for those reasons.

One of the ladies had her niece visiting while we were there, and she visits on a regular basis as she lives locally. She went to have a cup of tea in the large kitchen with the owner while we talked to her Auntie. Visitors can come and go whenever they want to and are made to feel welcome

Mornings:

Residents can wake up and get up when they want, and can have as much or as little help with getting washed and dressed. One lady makes her own bed once she has got up.

The residents we spoke to did not like lying in, all wanted to be up and about quite early.

They can have what they like for breakfast, even a cooked meal, but most choose porridge and toast.

Some of the residents were perfectly capable of feeding themselves during breakfast, but help would be there if necessary

One lady is diabetic and gets her medication administered by a member of staff. Others rely on staff to help and advise them about medical matters

If residents choose to be private that is absolutely fine, and there are plenty of places to go to find privacy and time to themselves.

One lady has a trolley with her personal belongings on it that she can use to take her own things with her from room to room and use it as a walking aide. Others can get help whenever they need it to move from room to room.

It seemed that residents told us they chose to bath or shower once a week, and they chose to just have washes the rest of the time. They were offered help and support to do this whenever they wanted.

There is a hairdresser comes to the home and all the ladies look very well kept, one lady had her full make put on for her by a member of staff

All laundry is done in house and washed and ironed immediately and returned to each individual

After breakfast, one resident said she liked a snooze in front of the television.

Most of the residents seemed to like to watch the television for a while in the morning, or read the newspapers they had ordered. Some chose to listen to the radio.

One lady used to get the speaking books from the library as she has problems seeing, but has not had any recently. When we spoke to the Owner she is aware of the problem but thinks this particular lady has probably heard them all. The man who used to look after her from the library has left, so its a bit hit and miss now as to what she gets.

Lunchtime:

The food is very good and home cooked, but there is not any choice. Sometimes residents eat in their own rooms or together in the dining room, it is their choice. One lady told us she has put weight on since coming into Five Oaks.

Afternoon:

After lunch is a time for watching television, chatting to others or being with visitors. One lady had her niece visiting when we were there. They can go out with others or on their own, going to doctors, dentist etc – in fact one resident was heading off in a taxi on her own to go to the dentists while we were there. The owner is very willing to take residents out but they prefer not to.

Teatime:

We were told that it is always sandwiches for tea, and one lady had asked for scrambled eggs for a change and had been given them and really enjoyed them. We asked if they ever had take-aways and were told there was no need as they got plenty of food, beautifully cooked in house.

Evening:

One resident goes to bed shortly after she has eaten her tea. Others watch television, chat together then go to their beds when they are ready.

Night time:

Residents have a buzzer to press if they are unsettled at night. They are always dealt with kindly, and get a cup of tea and a kind word to help them settle. One lady said she had been elsewhere before coming here, and was far more settled and felt safe here. Some are very sound sleepers but one is a very light sleeper. None of them said they were disturbed by others

Communications:

Some residents write letters, or can contact relatives and friends by phone. The owner or staff will help with this

Privacy:

There is no problem for residents who want to be private finding somewhere, either in their own room or within the building

Religious & Cultural Beliefs:

One lady told us she used to go to church but doesn't want to now. One lady has communion once a month and other residents can join her if they want, so they are all having their religious needs met

Personal Belongings:

Residents are encouraged to have their own things around them like personal photos.

Control of your surroundings:

They feel as much in charge as they can be, certainly nobody said they felt out of control

Money Matters:

Residents either have relatives who take care of money matters for them, with a little bit of money kept in the office for them.

There have been some difficulties with one resident's relative as they have not been forthcoming with regular monthly amounts of money for any extras, therefore the Owner has found herself out of pocket on many occasions buying things for this lady when she has asked or needed things.

Any other comments about living here:

Consider it as home, wouldn't want to change anything
I'm quite happy really
Quite contented without any change

Recommendations:

There are no recommendations from this visit

Any areas of Concern:

There are no areas of concern raised during this visit

Any areas of Best Practice:

There are many areas of good practise at Five Oaks, mainly achieving providing a home from home for all residents. Even though, or even because there are only 4 residents in total, the owner new them all very well, and talked about them all very fondly and in a very caring way.

Circulation:

Owner – Five Oaks for comment
LINK Governing Body
Adult Social Care,
Care Quality Commission,
uploaded to LINK website

ontact Details:

Cumbria LINK can be contacted via the Host Organisation,

Cumbria LINK, Cumbria CVS, 27 Spencer Street, Carlisle CA1 1BE

01228 512513

link@cumbriacvs.org.uk

www.cumbrialink.org.uk