



**Cumbria Local Involvement Network
Visit Report**

**Silloth Nursing Home, Silloth CA7 4JH
Wednesday 3rd November 2010**

DRAFT

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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 resident's personal experiences of what life is like for them living day to day in that particular residential home.

Methodology

The LINK Visiting Team has been established and members have received appropriate training in Safeguarding (level 1), Interviewing Skills, Listening Skills and LINK visiting training. This visit was carried out by the following members:

Anna Brooks

Arrangements were made to visit on Wednesday November 3rd at 10am

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

LINK Visiting Team Findings:

The following observations were noted from comments made by the residents who spoke to the visiting team.

The findings have been placed under different sub-headings to cover a twenty four hour period of a resident's care.

Morning:

The residents we spoke to all told us they could get up when they wanted to. Help to get dressed was always available for those who needed it.

Some residents were in charge of their own medication, which was kept in a locked cupboard in their own rooms. Others were woken to have medication like Insulin administered for them by staff

They had a choice of where they had their breakfast, either in their own rooms or in the dining room. Cooked breakfasts were available if they wanted them, and a wide choices of other things.

If residents wanted it, they were offered a supported bath or shower twice a week, but it was their choice if they accepted this or not. Some residents had showers in their own rooms and managed to use them.

The resident's personal laundry is marked with their names and washed on the premises to a high standard. They reported always having their own clothes returned in good order.

The residents we spoke to all felt that they could be private if they needed to be, either in their own rooms, or one of the small sitting rooms near to their rooms. There was clear evidence of places to go throughout the building for private meetings with visitors

Residents, who were able, could go out in the mornings. When leaving the building they needed to let staff in the office know. Some went for walks on their own, or with staff support, in the grounds, or even further a-field.

There is a hairdresser who comes to the home, and it was evident that lots of the ladies appeared well groomed.

Every Wednesday there is a coffee morning, we actually attended and were made very welcome. It was very busy, lots of chat and laughter by residents, local people, members of their League of Friends, and relatives.

There are regular trips out. Recently they had been taken to places like Houghton Hall Garden Centre in Carlisle, or Cockermouth on a shopping trip

Trips and other activities are decided upon at the resident's meetings once a month. These meetings take place so that residents can voice their opinions about

many aspects of their lives in their home, around food, outings entertainment, visitors, classes and anything else that they need.

Lunchtime:

Lunch was served between 12.30 and 1.30pm. There were 2 'sittings', those who needed support to eat would attend the first sitting.

The meals were excellent, and sometimes they had things like langoustine once a month. Special requests from residents, like one lady loved curry, would be taken into consideration and put on the menu whenever possible. Special requests are also provided if they don't fancy what is on offer.

There is also a choice of where residents want to eat, either in the dining room or in their own rooms.

Drinks are provided throughout the day to residents wherever they are mid morning, afternoon and evening. However if someone wants a drink at any other time, that is not a problem

Afternoon:

If residents are staying in they can do what they want to, including things like watching their own televisions in their rooms or in the main sitting room with others. They could read their papers they have individually ordered. There are things like the organised trips mentioned in the mornings, or there is a lady who comes in to do exercises with them all. One gentleman had his own means of exercising set up in his room, his own inventions, showing that even at his age (well into his 90's) it was very important to exercise.

'Pensioners with style' clothes sales are held regularly. This is very important and useful to some residents. One lady was particularly keen to tell us about it and found it very useful as she had gone up two dress sizes since she had become a resident there.

Evening:

Visitors are encouraged to come any time, nobody had experienced any restrictions. There wasn't any mention of any particular evening activities but this does not mean there were not any. Some residents we spoke to kept themselves busy with knitting, embroidery, painting or any other personal hobbies.

Night time:

All residents had the peace of mind that they were regularly 'looked in on' during the night to see that all was well.

Privacy:

The residents we spoke to felt they were able to have privacy if they so wished. They had their own rooms, and nearby small sitting rooms where they could take visitors if they so wished.

It was noticed that staff knocked on resident's doors before entering.

Religious & Cultural Beliefs:

Everyone we spoke to had their religious and cultural needs met within the home through regular visits from local clergy from various denominations.

Personal Belongings:

Residents are encouraged to bring their own furniture, beds, and personal photos etc to make their rooms feel like home.

We saw evidence of some residents in their own chairs, surrounded by family photos. One lady had some magnificent examples of embroidery work she had done on the wall

Control of your surroundings:

The residents we spoke to felt as much in control of their own surroundings as they could be. They recognised and appreciated the need for help and support with certain parts of their lives

Money Matters:

Some residents were able to access larger amounts of money from the office, where it is kept for them. They keep small amount of money for papers etc, but are discouraged from keeping large amounts in their rooms. One lady told us a member of her family managed all her money for her and was very happy with that arrangement as she worked in a bank

Aides to Maintain Independence:

There was lots of evidence of motorised vehicles parked in various places, and stories of residents riding them down into Silloth and as far as Skinburness.

There were lots of zimmer frames, walking sticks and other walking aides.

The main bathroom had a hoist to assist accessing the bath.

Some residents who had lived locally were still seeing their own doctors. If dental treatment was required they would either be visited at the home, or taken to see a dentist

Any other comments about living here:

'It's not home, but it's a good second best'

The matron is lovely and encourages residents to talk about anything they are unhappy with, and will try to resolve any problems. She has told the residents that they are paying for a service and should get good quality care and value for their money

General:

There was a very relaxed, calm feel to this Home, and it did not have the very unpleasant distinctive smell associated with some establishments or homes for older people.

There was a lot of activity on the morning we attended, with a lot of people coming in from outside for the coffee morning

Recommendations:

Whilst talking to one resident he told us that when he goes out on his motorised scooter he mentioned that he takes his mobile phone with him, but that he hadn't had time to put in the phone number of Silloth Nursing Home. We passed this information on to the Matron who immediately got another member of staff to put the number in his phone for him.

One lady mentioned that if she had a magic wand that could change something for her, she would like a bigger toilet, as she was beginning to find it difficult accessing hers. She loves her room, and doesn't think anything could be done to make that easier for her.

One lady was not joining in as many activities with others as she would maybe like to as she is hard of hearing, and finds background noise very distracting preventing her from joining in conversations. She has not tried a different hearing aid. We mentioned this to the Matron and suggested the idea of looking into finding out if introducing a loop system would be helpful in rooms where there were a lot of people and activities that created the distracting background noises.

Any areas of Concern

There were no areas of concern

Any areas of Best Practice

- There was evidence of staff helping residents to achieve as much independence as possible
- Very helpful popular Matron at the helm who encouraged training for her staff
- Multi – disciplined staff members with a wide variety of expertise
- Clean, inviting environment
- No visiting restrictions

- Residents meetings to discuss their needs, and, even better, their requests being acted upon
- There are double rooms available for married couples
- There was good liaison between family members and staff at the home, they were encouraged to work together for residents benefit
- The residents we spoke to were all able to converse well. It was noted that others in the home were not so physically or mentally able. Those we spoke to were very understanding of other resident's difficulties and limitations and accepted things like noises occasionally at night. It appeared that overall the home was able to cater very well for all needs very successfully and with the absolute minimum of disruption for any residents.

DRAFT

Circulation

Matron of Silloth Nursing Home for comment

Then to:

LINK Governing Body

Adult Social Care

CQC

Upload onto LINK website

Contact Details:

Cumbria LINK can be contacted via the Host Organisation,

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