



Cumbria Local Involvement Network

Visit Report

**Stobars Hall, Kirby Stephen CA17 4HD
19th October 2010, 2pm**

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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 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

Evelyn Bitcon

Supported by Kay McGregor

Arrangements were made to visit Stobars Hall on the 19th October 2010 at 2.00pm

A copy of the final report will be sent out to Euan Bell at Stobars Hall for comment, before forwarding to Adult Social Care, the Care Quality Commission, then to be uploaded onto the LINK website.

LINK Visiting Team Findings:

The following observations were noted from comments made by some of the residents spoken to by Evelyn and Neil.

First impressions:

Stobars Hall is a beautiful large old house, with many original features. It is very well furnished, very clean with no evidence of any unpleasant smells that can very easily occur in establishments looking after elderly people.

It was continually busy, with many visitors popping in. Just in the time we were there, the hairdresser arrived, someone to check people's hearing aides, and a man came to change the library books and videos.

One visitor had recently lost her Mother in law who lived there, and she was still visiting, and bringing her dog, to see some residents she had got to know when her mother in law was still alive and living there.

The grounds outside were very well kept, with some impressive chickens in a large cage! Spectacular views from the windows were well appreciated by some of the residents in a position to do so. There seemed to be a mixture of residents, some with very good communication skills and others without.

For the sake of this visit Euan, the officer in charge, pointed us in the direction of those people who would understand the questions we were asking and could give us a true reflection of what their lives were like living in Stobars Hall

Neil and Evelyn talked through the questionnaire with 4 residents, but chatted to others throughout their visit

The residents were asked what the mornings were like for them:

Those residents Evelyn and Neil spoke to found the staff very helpful, if they needed help. If they wanted to lie in, that was fine, and the staff would check on them if they were ill. One resident started their day by staff giving them their tablets at 6am, then giving them their breakfast in their own room. They were helped by staff to get washed. They could come downstairs if they wanted to, usually down by 9.30, then they would get coffee at 10am.

Another resident chose to eat their breakfast in their own room every day.

They all said they had privacy if they needed it.

Those that needed medication said that the staff organised that for them, and they seemed quite happy with that.

Getting bathed or washed in the morning was something 2 of them felt they were able to do themselves, but all 4 appreciated help when they needed it. 3 of the residents had their laundry done for them and had no problems getting it back. One resident could either use the in-house services or sometimes family took it for them, or one resident even used both.

After breakfast one resident liked to tidy up, whilst the others either read newspapers, or went to the day room, where there were activities organised. When asked if they went out, three residents replied sometimes with staff, and family come occasionally. Another likes to walk around the grounds, and their daughter sometimes takes them out.

They all manage to get their hair cut regularly, either by the hairdresser that comes to Stobars Hall, or by family doing it themselves or taking them out to get it done, or sometimes the staff have cut people's hair for them.

When they can't manage to get out they can watch TV, sometimes in their own rooms so they can watch what they want. There is a gentleman who comes in and organises activities both in and out.

The staff are very helpful.

Lunchtime:

Everyone eats together, but they can have their meals in their rooms if they want. Lunch is served at 12.30pm, and there is a routine, but if they wanted to eat at a different time, there wouldn't be a problem. Those who need help are supported by staff.

Visitors can also stay for lunch if they so wish.

The food is beautiful and residents get a choice every day

Afternoon:

Sometimes they go on a trip out to Tebay to a restaurant.

There is entertainment organised during the afternoon.

A man sometimes comes and gives some talks, and organises activities

Some residents do go out with family, or if they are taken

They can watch television in their own room, or communally, the television is very large.

The local Church of England vicar does come up to the home to visit.

One lady was helped to keep in touch with her family by Euan, the officer in charge, sending emails on her behalf to Australia, and giving her the responses.

None of those spoken to were interested in any life-long learning opportunities.

One lady enjoyed knitting, and another had recently discovered water colour painting through the entertainments person.

Visiting times are flexible. Residents liked the fact that there is a 'family room' where they can eat with visitors if they want, and more importantly, if they need it for something special.

Evening:

Sometimes someone comes and plays the piano for them all
Meal times are set as supper at 5pm, food is excellent and there is plenty of it, and it is cooked on the premises.

One resident chooses to go downstairs in the evenings to see people and talk. Watching the TV News, or it varies depending on how alert they feel that evening. They can have a drink in the evenings but it sometimes depends on their medication, so OK in moderation. One person likes to have a drink with Sunday meal, or with visitors in the evening.

Night time:

No one reported being disturbed by other residents. Occasionally, they can hear floorboards creaking, but it doesn't bother them.

They feel very confident that if they need anyone they can press a buzzer and staff respond well.

One resident reported that they felt it was nice and quiet during the night, and they slept well

The night staff are very helpful, they respond well if the buzzer is pushed for help.

2 residents reported that they felt able to ask for help going to the toilet during the night, and there was no problem

Communications:

As reported earlier, one lady keeps in touch with her family in Australia by being helped by Euan to send and receive emails.

Relatives can phone residents or they can phone out.

One resident's grandchildren visit sometimes with their children, very interested in the home, and who built it.

One resident had their own mobile phone so no problem keeping in touch with people.

Another resident has his own telephone line in his room for family contact.

Privacy:

They were asked if they could have private time if they chose, and all of them said that was no problem

One resident chose to walk round the grounds of the home to have some time for themselves

Religious & Cultural Beliefs:

All those spoken to had no problems with their religious needs being met. Some went to Church services, and the local Church of England Vicar, and Methodist Minister do visit regularly

Personal Belongings:

All residents spoken to said they had their own belongings around them and were encouraged to bring things in with them

Control of your surroundings:

One resident said they felt in control of their surroundings but would really like to go out of the grounds occasionally

One resident commented they felt as much in control as they could be considering they were ill.

Another resident commented that they felt happy and contented and well cared for.

Money Matters:

When asked if they controlled their own money matters one resident replied very strongly that yes they did.

Staff will buy things for residents then they will get paid back

One resident said their daughter controlled all their money matters for them

Aides to Maintain Independence:

One resident needed to use a wheelchair and had no problem getting what they needed

Any other comments about living here:

These are some of the individual quotes from residents spoken to:

‘Can’t find any fault

Loves the setting’

‘Staff and the food is good’

‘Don’t want for anything more’

‘Amazing place’

‘Better than my previous place in Penrith’

Recommendations:

Any areas of Concern:

There were no areas of concern that came to light from this particular visit

Any areas of Best Practice:

- Stobars Hall achieves a friendly non-institutionalised atmosphere
- Visitors are encouraged, made very welcome, no time restrictions on visitors.
- The provision of a ‘family room’ for those who needed somewhere to just be with family to celebrate or have special time together
- Flexibility of Activity co-ordinator – for example, one resident taking the co-ordinator to an auction

Circulation:

Stobars Hall for comment
LINK Governing Body
Adult Social Care,
Care Quality Commission,
upload to LINK website

Contact 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