



Cumbria Local Involvement Network

Visit Report

**Barrock Court
Thursday 2nd July 2009**

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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.

Barrock Court Nursing Home

Following a poor Commission for Social Care Inspectorate (CSCI) report, and a damning article in the local press, concerns were raised with the Cumbria LINK Governing Body about the standards of care being delivered at one of our local Nursing Homes.

The Cumbria LINK Governing Body made the decision to ask their Authorised LINK Visiting team to carry out a visit, to gather the views of the residents about their care now.

The new Manager, Daniel Clough, was approached and was very keen for the visit to be made. On arrival at Barrock Court Nursing Home, the team were made to feel most welcome. Daniel explained he had only been there a matter of weeks, but that he had already made some major changes for the better. He also told us that there is an ongoing safeguarding issue that he had to report still being dealt with, and that staff or residents may mention it.

Members of the LINK Visiting team were:

Neil Hughes (member of LINK Governing Body)

Margaret Graham

Meryl Parry

LINK support: Kay McGregor

LINK visiting team findings:

The following observations were noted from comments made by some residents able to hold a conversation with LINK visitors who asked the highlighted questions:

Do you feel you are being provided with appropriate activities to prevent boredom?

Too much fussing by staff they think they are doing their best
Many residents are happy to be left
There used to be a minibus, now some boredom, especially in winter –
Christmas activities all involved
More bus trips needed
Plenty of chances to observe wildlife, also on television programmes
Went out in wheelchair, very private lady
At times she gets bored, could do with more activities.
Could do with some (ARAN) knitting wool
Yes plenty to do, enjoy the company of others
Quite happy with everything

Do you feel listened to if you express a concern or complain?

Yes, but staff are very busy and have a job to do, but quite happy to help and listen
Yes he is listened to and feels confident that his concerns are dealt with
Yes she has a loud voice so no option! But they do listen
Yes fine with everything
Staff listen to you
No problems, some residents have complex needs, caring staff
Trust in staff, Manager very approachable
Doesn't like to ask for help, reasonably happy

Do you feel confident that your medication is being given to you correctly and at the right time?

Very confident, right balance of medicine now
No problems here
No problem
Trust the nurses with medication
Sometimes
Yes
Very confident and looked after very well

Can you choose what you would like to eat at meal times? If not, are you offered a choice of what is available?

Menu has 2 choices, but if he wanted anything different, it would be with him within 20 minutes
Offered a choice, and has a menu. Food excellent, he enjoys it
***** is on a diet, so has to stick to it. In between meals allowed a biscuit
Yes, a menu, and he loves fish and chips
Beautiful, meals are gorgeous. Can ask cook for what he wants eg salads in summer
Take what I'm given, would say if I don't want it or don't like it
Food liked and appreciated, some too much weight!
Diabetes taken account of, choice OK, never goes hungry

Would you need any help to manage at meal times? If yes, what can you tell us about your experience generally of the support you are given?

Able to alert staff if difficulties
Most people given help
Staff pretty good
No – do it myself
Manage alright, like a spoon when necessary
Feeds herself (cuts pie up and difficult things like meat)
No she doesn't need any help, manages alone
He manages to eat on his own and food excellent
Manages very well but would get help if he needed

Have you seen any changes for the better to the building recently, for example lighting, and has it affected you in any way?

Decoration and lighting improved greatly
Lighting much better, no changes to building to his knowledge
She likes Daniel and the lighting is better
Lighting much improved, she doesn't get out much, but when family comes she gets outside for a walk
Very good
Haven't seen any changes at all
Not enough involvement ...
Rumour of en-suite bedrooms, bins occasionally not emptied, crockery left and laundry not taken
No problem

Do you find the areas you share with other residents comfortable, clean and tidy?

Some natural friendships
No problems
Very independent person
Very clean, very tidy, immaculate
Excellent, very clean and tidy
Sometimes, it is getting better with Daniel
Very clean and tidy, nurses angels, likes to stay in his own room
Very clean and tidy always

Do you feel in control of your own care and is there always a member of staff available when you need them?

Just has to press buzzer and someone comes
Always ready to listen to you and you feel in control of your own care
Generally
Yes staff always available
Don't interfere if want to wash myself. Do need help with bathing. Taken on hoist to bathroom
Don't know
No problem
Good understanding with staff, 'what, why, where ' quietening down

Are your religious, social and cultural needs being met?

Vicar comes in. Catholic/Protestant come in. Schoolchildren come at Christmas
Able to visit Mother fortnightly
Personal view respected. Can have conversations with staff
Service every month (e.g. communion yesterday)
Church service if she wanted, and all other needs met
Sometimes, it's getting better with Daniel
Methodist, very happy with his care
If a Minister was needed, one would be contacted. He reads the papers and talks to other patients, and his memory is very good

Can you get in touch with or speak to your own doctor, dentist, optician etc

Doctor comes to see patients and he's happy with that
Optician when needed
Don't need dentist
Whenever he needs his doctor, but a local one comes usually

No Dentist
Optician comes to home – pleased with him, got 2 glasses last time
Don't know
Yes, she can contact dentist, doctor, and optician
Doctor on call when necessary, doesn't feel it matters that she doesn't see her own doctor anymore
Yes do have own doctor

Do you think you are always made aware of all decisions made about you and your care, and does it always take into account your wishes?

No problems
Very open, however, routines have changed, not always made aware of oncoming changes (access to bath or shower and bed stripping not always predictable)
Doesn't get a clear picture of what's happening as they use medical jargon
A sense that staff sometimes a bit tired
Definitely, food is gorgeous, so clean, washing and cleaning all done
Yes she is always made aware of things concerning her and she is always listened to
Only sometimes, she likes the staff
His wishes are respected at all times, a very happy man
Within reason, you have to make allowances, it is now his home, and he realises it has to be slightly different

General

Overall the visit was very positive and the impression was of being a well run organisation. The Staff present on the day were friendly, helpful and supportive. One resident spoke of being very satisfied with being a resident there, and was able to move freely around the building and chat with staff and other residents. The building generally appears very clean and tidy and well carpeted. However, the front door is quite difficult to open, and was observed as being difficult for wheelchair users to negotiate, even with help

There were some residents who were unable to communicate their experiences to the LINK visitors.

Daniel (Manager) seems to have made some major positive changes in the very short time he has been there, and is certainly very keen to continue to improve the way people are cared for at Barrock Court. He admitted that the problems were a lot worse than he had initially thought and would not be put right overnight, but he welcomes the challenge. He did tell us that staff didn't speak to residents in passing when he first arrived. There was a lot of evidence of some good communication going on throughout the building whilst the visiting team was in the building, and it appeared natural by the way residents responded. One resident commented that staff are not left to work alone during staff break-times, and that is an improvement.

One resident wanted the LINK visitor to keep coming back to make sure the quality of care continues to get better.

Recommendations

Access

We noted during our visit that the front door is very heavy, and very difficult to get out of on your own, or in a wheelchair. We would recommend that necessary changes be made to the front door to allow ease of use for all.

Patient and Public Involvement

The residents we spoke to were not always aware of changes and don't have a clear picture of what is happening. We would therefore suggest that regular residents meetings are held to involve and inform them on changes.

Activities

Some of the people we spoke to said that they were sometimes bored and also spoke of the mini bus that had been available for them. We would therefore recommend that the management consider a programme of day trips/excursions for the residents of Barrock Court. This and other activities could be discussed and planned at resident's meetings. (We noted that one resident particularly requested some Aran wool)

Patients/Residents

During the visit, the people in Barrock Court were both referred to as both 'patients' and 'residents' we feel it would be helpful to agree with staff and residents on the most appropriate and preferred term.

Staffing

During our visit we were aware of there being plenty of staff about, however, some residents felt there were times when this is not the case, and for Daniel and his

team to continue improving the standards, we do feel that it is important that appropriate staffing levels are maintained at all times

Policies/Procedures

We are aware that one member of staff is also the daughter of one of the residents. Whilst on the one hand this clearly demonstrates the trust and good faith in the establishment, we would like to be sure that there are clear policies and procedures in place to address any potential issues.

Circulation

Manager Barrock Court
Care Quality Commission
NHS Cumbria
Adult Social Care
Scrutiny Committee

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