



Enter and View Visit

Rosewell Country Home

Church Hill,

BS39 6HF

10:00- 12:00

[Tuesday 14 July 2015](#)

Authorised representatives undertaking visit:

Mrs Diana Hall Hall

Mr Roger Tippings

Ms Zahra Schneider

Mrs Angela Lapthorne

Acknowledgements

The Enter and View team would like to express their gratitude to the residents of Rosewell Nursing home, who generously participated in conversations with Healthwatch.

They would also like to thank the acting care home manager and all the care home staff who were willing and able to engage and answer numerous queries.

Contents

1. Summary
2. Introduction and Background
3. Enter and View Purpose, Aim and Objectives
4. Methodology
5. Findings
6. Conclusions and Recommendations

1.0 Summary

1.1 Healthwatch Bath and North East Somerset undertook one announced Enter and View visit to Rosewell Country home on 14 July 2015 with the purpose of finding out about the residents' lived experiences of the care home.

1.2 Information was gathered from the authorised representatives' subjective observations and in-depth conversations with residents and members of staff. The conversations were noted down contemporaneously. The recording of the observations were underpinned by the use of an observation template.

1.3 Overall, the standard of care and service at Rosewell home was found to be very good. There were no major concerns identified, although several recommendations were agreed.

2.0 Purpose of the visit

2.1 Enter and View visits are part of an ongoing programme of work being implemented by Healthwatch Bath and North East Somerset to understand the quality of residents' experience within local care homes; particularly where residents have, or could be expected to have, dementia.

2.2 A report from a Care Quality Commission (CQC) report in February 2014 found that:

“The provider did not have an effective system in place to monitor the quality of the service they provide. During our inspection on 25 September we saw that the home carried out audits with regards to infection control, cleanliness and the maintenance of the building. We received the audits after the inspection and saw that the areas for concern in the Farmhouse area had not been identified in part of the audit process. This meant the auditing system was not effective.”

3.0 Methodology

3.1 The Bath and North East Somerset Enter and View planning group met on 9 June 2015, to plan the next three Enter and View visits. Rosewell was selected for the first of these visits.

The Care home was then notified of the visit on Monday, 22 June 2015 14:48, prior to the visit taking place on Tuesday, 14 July 2015.

3.2 The visit took the form of a series of semi-structured conversations with some residents but mainly with staff.

3.3 The data collected were the representative's subjective observations and notes taken during conversations. Observations were gathered by the Enter and View representatives, being recorded simultaneously and then collated into a report afterwards. There were no resident's family members or friends available to talk to during the visit.

4.0 Findings

The findings are presented as bullet points taken from the Enter and View representatives' notes. They are grouped according to subject and some are equated to the list of consumer rights.

4.1 Summary of care home

- the home has 77 beds, of which 71 are occupied;
- there is large airy conservatory where residents can sit;
- the main nursing home is split over three floors;
- each floor contained a communal dining room, sitting room and nursing area (i.e: each floor was its own self-contained unit);
- the bedrooms were clean and of a good size with separate en-suites;
- residents are allowed to personalise their rooms.

4.2 Food

- the team found a wide range of choice on the menu;
- food could be taken in the communal dining room or in bedrooms depending on the resident's preference;
- nutrition is taken very seriously, but it is always the resident's right to choose (eg: if a resident chooses to eat only chips despite being taught nutrition it is their choice);
- the dining rooms all appeared clean and well maintained.

4.3 Hygiene

- the home smelt and appeared clean throughout;
- more hand sanitising gel could be placed around the nursing home and in the toilets.

4.4 Activities

- the home employs two activities coordinators;
- activities were wide ranging, from a birds of prey demonstration to chair exercise, but were completely self-funded;
- the activities team regularly hold fundraisers to help pay for the activities schedule;
- the home also has a minibus and uses this to take the residents on trips;

- unfortunately, they have to rely on staff to volunteer for these trips (unpaid), therefore sometimes the trips have to be cancelled;
- the home also holds regular religious services (for all faiths) and a priest visits regularly;
- as a nice impromptu touch we saw a ninetieth birthday being planned for the husband (non-resident) of a resident.

4.5 Staffing

The team had a lengthy (1h30) conversation with the clinical lead and the acting manager. During this conversation we learnt that:

- due to the homes rural location and lack of public transport there were currently vacancies for nurses and nursing assistants. The home was remedying this by holding a recruitment day in conjunction with Bath Job Centre;
- staff are employed with a six month probationary period, after which they have access to professional development training such as moving and handling.

4.6 The right to complain

- the team were informed that weekly meetings are held with the residents and satisfaction surveys are given out;
- the results of this survey go to the regional manager of the company (Embrace) in Birmingham.

4.7 Other Comments

- it was noticed that only the receptionist had a name tag. It would be helpful if all staff had them;
- the home employs a Bio-Dose system, which means that the medicines for patients are supplied in sealed containers with dispensing machines. This prevents over dosing and under dosing;
- the local GP reviews medicines every 6 months and they are taking part in a local enhancing programme, which is a pilot program to reduce hospital admissions.

5.0 Conclusion

The team agreed that Rosewell is a pleasant nursing home and they would happily recommended it. All recommendations made in this report are relatively small and easy to fix.

6.0 Recommendations

| Recommendation | Response from home |
|--|---------------------------|
| Put hand gel on every floor and in the bathroom with a sign reminding people to use it | No Response |
| Name badges for all the staff | No Response |
| Activities budget so that staff can be paid for outside trips (leading to fewer cancellations) | No Response |

Disclaimer

- **This report relates only to a specific visit (a point in time)**
- **This report is not representative of all service users (only those who contributed within the restricted time available)**