

**HERTFORDSHIRE COUNTY COUNCIL
ADULT CARE SERVICES
DEMENTIA CARE ACCREDITATION**

Summary of Visit to : **Willowthorpe, St Margarets, Ware.**

Date : **12th January 2010.** :

1. Standard

Met

2. Training and Development

Met

3.Care Processes

Partially Met

4.Life in the home

Met

5.Relationships

Met

6. Environment

Met

1 Standards

a) *Provide a copy of the registration certificate.*

Available in home's reception area.
Registered for 56 (32 OP, 53 DE).
No. 1520002743, 10/6/08.

Score 2 - Met

Provide a copy of the latest CSCI report and any response / action plan to address issues raised.

Available in home's reception area.
Dated 1/10/08, two stars.
Annual Service Review available also, 10/9/09, two stars.

Score 2 - Met

Who is the current registered Manager?

Janice Pittom. Registered with CQC as per Cert of Reg.

Score 2 - Met

b) *Please provide a copy of the Homes Statement of Purpose which sets out person centred care for people with dementia.*

Statement of Purpose available in home's reception. Includes detail on the B & M Care Approach to Dementia Care

Score 2 - Met

c) *Please confirm you have specific standards for dementia care that are*

**Used with the staff team*

**In internal audit*

**Evidenced in policies and procedures.*

Available in home's reception. Includes life history, living in the here and now, providing meaningful occupation, focusing on feelings, valuing abilities, enabling surroundings, promoting a sense of freedom, staffing with those who

connect with others, supporting managers to be leaders, training staff, seeing the person before the dementia, providing support for families and friends.

Induction information includes text on dementia care. Induction includes training via video on day 2.

Restraint policy recently reviewed and manager is advised to ensure staff are aware of the scope of the policy – further comments in section 3E.

Score 2 – Met.

d) Please confirm there are enough staff to meet the assessed needs of the Service User and meet CSCI requirements.

What are your dementia care staff ratios?

Home works to 1:5. Rotas for 11 and 12 January evidence staffing across the home – staff board in Willows, DC unit, indicates staffing to 1:5 and this was evidenced on the day.

Score 2 - Met

Score for this section 12 out of 12

2 Training and Development

a) Please provide a copy of the training plan which includes

**what training is to be provided to who*

**schedule of training*

Plan available.

Score 2 - Met

b) Please confirm you use the ‘Skills for Care’ training code.

Code I659.

Evidenced completed induction for five staff, MH, TB, KI and bank staff SS, PH.

Score 2 - Met

c) Dementia care training must be available for all staff who work in the dementia unit.

Please confirm this is part of a specific induction programme and that you provide or plan to provide

**Intermediate training*

**Certificate in dementia care within a two year time scale.*

How do you ensure that any agency staff used by the Home have received the appropriate dementia care training?

Basic training is in-house via BVS DVD.

Intermediate is Alzheimer's Society YTT, recently replaced by Alzheimer's Society 'Tomorrow is another Day'.

B & M managers have completed Dementia Matters/Alzheimer's Society 'Leadership Matters in Person Centred Dementia'. Plans that this is rolled out to other levels of management.

Evidence that MH, TB and KI have completed additional training including 'Assisted Dining', 'End of Life Care'. KI has NAPA qualifications.

Sample of five staff, MH, TB, KI, SS and PH indicates all have completed basic DC training, three non-bank have Alzheimer's training.

Agency staff are not used. Bank staff have completed basic training via DVDs.

Score 2 - Met

d) Confirm training is provided by a suitably qualified and experienced trainer. Please provide evidence to support this

BVS DVD for basic – certificates evidence B&M training manager Patricia Davies as having completed YTT 2/08, ASET Level II 7/07, Unit 9 undated, 'Emotions at Work' 4/08.

Alzheimer's Society for level II – certificates evidence.

Dementia Matters/Alzheimer's Society for level III – certificates evidence.

Score 2 - Met

e) Please confirm if the organisation supports on the job learning and training.

Mentoring policy available. Evidence of meds assessments for TB.

Score 2 – Met

f) Please confirm that staff supervision occurs no less than every two months. Provide schedule.

Assistant managers supervise care staff.

Clear schedule includes supervisor/supervisee signatures to confirm. Bi-monthly evidenced.

Score 2 - Met

- g) Please confirm you have*
- *Team meetings*
 - *Communication through a day book/diary*
 - *Handover for each shift*
 - *Keyworker system*

Evidenced minutes from team meetings October and November 2009. Full staff meetings held three monthly. Ancillary staff meetings held, minutes available.

Day book evidenced OK.

Handover file evidenced OK.

Keyworker system in place as 'companion' system. Evidenced via staff interviews and photographic evidence.

Score 2 - Met

- h) Please confirm the Home has a competent and effective Manager. Provide copies of qualifications and supply a supporting statement detailing the Manager's knowledge of dementia care and their commitment to providing dementia care within the Home.*

Certificates evidence:

NVQ 5 management 11/06 (CMI)
Aset level II DC 1/08 (N.Herts College)
YTT 3/09 (Alzheimer's Society)
Leadership Matters in Person Centred Dementia Care 6/09 (Dementia Matters/Alzheimer's Society).

Supporting statement has been provided.

Score 2 - Met

- i) Who supervises / line manages staff that work on the dementia care unit, what dementia care training have they received?*

Assistant managers.

Home manager qualifications as above.

Assistant manager LW certificates evidence:

Aset Level II DC
Unit 9
YTT

Score 2 - Met

Score in this section 18 out of 18

3 Care Process

a) Confirm the Home has procedures in place for when new Service Users move in.

There is a clear process in place for when new service users move in; this includes the companion being on duty and a photograph of the allocated companion in the service users' bedroom.

Score 2 - Met

b) Confirm the Home has assessments which are person-centred and focus on the Service User's strengths, abilities and interests.

Assessments advise staff of the services users' strengths and abilities. All assessments seen were person centred.

Score 2 - Met

c) Confirm the Home has care plans that are person-centred, regularly maintained and meet the Service Users needs based on assessment of abilities and preference.

** How often are care plans reviewed?*

** Who is involved in the review process?*

Monthly evaluations take place by staff and family are invited to regular reviews of the care plan.

Documents viewed were clearly working documents, it would be beneficial if the review date could be added to new documents when reviews take place, this will ensure staff view the most recent document.

The manager should also consider including a brief explanation of a care plan in the service users guide and how often the service user can expect this to be reviewed.

Score 1 – partially met – see recommendations

d) *Confirm you have daily recording which is completed appropriately.*

Daily care sheets and activity sheets are completed.

Score 2 - Met

e) *Confirm the Home has a risk taking policy and policy on the use of restraint
Confirm that all Service Users have a risk assessment.*

When are the policies discussed with staff?

Policies were examined and care plans are evident on the individuals' care plan.

Staff are supplied with key policies upon induction and these topics are discussed during training and the induction process.

The manager should consider arranging a refresher course relating to the restraint policy as staff seemed unsure of the entirety of the policy; it would also be beneficial to discuss the different forms of restraint

Score 1 partially met – see recommendations

Score in this section 8 out of 10

4. Life in the home

a) *Please supply a statement detailing activities that are provided by the Home, enclose copy of the last three months activity programme or activity coordinators records*

A good selection of activities are available and the activity coordinator appears very keen to try any possible activity albeit slightly modified.

Life history plays a part in the activity provided and this is evident from the activity records however the life history for some service users appears to be more detailed than others, this could be due to the different documents that have been completed.

Score 2 - Met

b) *Provide a statement detailing how the Home ensures Service Users enjoy a variety of activity based on their preferences, strengths and interests*

Life history information was available on the care plans I examined however the amount recorded varied. A more detailed life history document has been introduced and the activity coordinator is in the process of arranging for these to be completed.

If it is not possible to gather additional life history information from families and friends this should be recorded on the care plan.

I noted that important names i.e. children and grandchildren had been recorded rather than the number of children an individual may have, this can only be beneficial to staff and the service user.

Score 2 - Met

c) Confirm Service Users have use of the garden.

Yes and three small court yards

Score 2 – Met

d) Please supply a statement as to how Service Users are offered help and encouragement with eating and drinking.

Diets are clearly recorded and should a service user require assistance with eating this is carried out in an appropriate manner.

Plate guards are available should they be required and service users are able to eat with their fingers if desired.

Jugs of water were noted in bedrooms as well as sitting areas.

Lunch time appears to be a very relaxed social event; tables were set with table clothes, flowers and jugs of juice; many had a glass of sherry.

Discussion took place regarding enabling service users to help themselves to vegetables at lunch time.

A member of staff confirmed that toast, butter and jam are available to service users on the breakfast table.

Score 2 - Met

e) Please confirm food and drink intake is carefully monitored.

Food and fluid intake is generally monitored however appropriate documents are used where required.

Weights are also recorded, an issue regarding one service user's weight was discussed and the manager advised that scales are presently being repaired.

Score 2 - Met

Score in this section 10 out of 10

5. Relationships

a) *Supply a statement as to how you ensure Service Users maintain relationships.*

There are no set visiting times at Willowthorpe and the manager has an open door policy

Appropriate individuals are invited to the service users care plan review and a selection of informative information is located around the home

Score 2 - Met

b) *Please provide a statement as to how the Home ensures relationships with*
**Family and friends are supported*
**Relationships within the Home are supported.*

Coffee mornings have been introduced for families and the manager uses this opportunity to provide some 'lite-bite' training, recently the Alzheimers' Featherhead video

Staff are very aware of the individuals need for space and privacy and the activity coordinator has produced some signage for bedroom doors that advise the visitor that they wish not to be disturbed.

Discussions with staff confirmed that new relationships are supported.

Score 2 - Met

c) *Provide a statement detailing how bereavement is dealt with in relation to*
**Family and friends*
**Staff*
**Service Users.*

Staff confirmed that they feel very supported by the senior team and can chat to the manager when needed.

Staff are able to attend funerals and the manager confirmed that other service users close to the deceased are advised of the situation during the illness and after.

Families have been supplied with photographs that may be located round the home and in some cases the memory box has also been given to relatives.

Documents in the care plans detail wishes at this time, however the manager should ensure these are completed for all service users, if this is not possible this should be recorded

Score 2 – Met

- e) *Provide a statement detailing how staff are trained to deal with sexuality and intimacy sensitively and afford Service Users privacy.*

When do staff receive training on this topic?

Discussion with staff confirmed that they are very aware of the importance of an individual's privacy and sexuality being maintained.

The activity coordinator advised that she encouraged service users to dress up for the tea dances.

Score 2 - Met

6 Environment

- a) *Provide a statement detailing what steps and consideration you have given to promote an independent and enabling environment.*

Willowthorpe is a very homely, comfortable, enabling environment and many items of interest can be found in the corridors, lounges and dining rooms.

Daily living tasks can be completed by the service user when wished due to the selection of equipment located around the home.

Signage is clear however consideration should be given to the size of the print on service users' bedroom doors and the size and format of the print accompanying visual information.

Score 2 - Met

Score in this section 10 out of 10

Score in section 1 - 12 out of 12

Score in section 2 - 18 out of 18

Score in section 3 - 8 out of 10

Score in section 4 - 10 out of 10

Score in section 5 and 6 – 10 out of 10

Total Score – 58 out of 60

97 %

Willowthorpe has been awarded dementia care accreditation

Recommendations

3C – Documents should be dated appropriately, this is particularly important when the old document is retained for reference.

This will enable the reader to check they are reading the most recent document.

3E - The manager should consider arranging a refresher course relating to the restraint policy as staff seemed unsure of the entirety of the policy, it would also be beneficial to discuss the different forms of restraint.

Completed by: _____ *Gisela Nind and Michelle Gallacher* _____

Signed: _____

Designation: _____ *Contract Officers* _____

Date: _____ *14/1/10* _____

Contract Manager _____

Signed _____

Date _____