

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

Summary of Visit to : **Greenhill, Wagon Road, Potters Bar** by Michelle Gallacher and Gisela Nind, Contract Officers.

Date: 13th October 2009. :

1. Standard

Partially 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 reception. Registered for 67 (OP, DE), 1 (LD), 3 (PD).
No. 2000014395.

Score 2.

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

Available in reception – 27/5/09, two stars, no requirements.

Score 2.

Who is the current registered Manager?

Caroline Inch – as per Certificate of Registration.

Score 2 .

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

Available in reception. References B & M approach to Dementia Care.

Score 2 .

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.*

Eight standards underpin the uniqueness of the person. They include provision of meaningful activity, supporting managers to be leaders in dementia care, training staff, providing a comfortable environment, promoting well-being and a sense of freedom.

Staff interviewed demonstrated a commitment to the standards by their responses to interview questions.

It is advised that Greenhill ensure the standards are regularly reviewed and updated as necessary.

It would be beneficial if the restraint policy included information advising staff on the different forms of restraint, once updated this should be discussed with staff.

Score 1 – see recommendations .

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?

Rotas were sampled and evidenced 10 staff over the whole home daily. It was observed that the ratio on the dementia unit is 1:5.

Score 2 .

Score for this section 11 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 for mandatory and dementia training. Ancillary staff have received dementia awareness training. Activities co-ordinator attending NAPA training.

Deputy manager should ensure that all staff files hold copies of training certificates for the most recent training received.

Score 2 .

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

Code provided is I16367.

Score 2 .

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?

Induction programme includes video based training in dementia care awareness on day 2.

Home manager will then train on 'Featherhead' and 'Ex-memoria' videos. Rolling training programme for these videos began week ending 9/10/09 – six staff attended, awaiting certification.

Deputy manager is an approved Alzheimers trainer and trains 'yesterday, today and tomorrow' (Alzheimers Society). All care staff trained in YTT when appointments confirmed. New senior staff member is HCC trained to deliver training – plans for her to deliver 'Tomorrow is another day' training.

Deputy manager has ASET level II dementia. Certificate evidenced. Home manager has just begun a degree in dementia with Bradford University.

Agency staff profiles indicate the date the agency worker has received dementia awareness training. Home seen to have queried profiles where training is out of date or no date available. Home is advised to ensure only those agency staff who can confirm recent training in dementia are employed.

Score 2 .

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

Home manager – completed 'leadership matters in person-centre dementia care' (Dementia Care Matters). Deputy manager – approved Alzheimers trainer. Senior care – HCC train the trainer completed.

B & M training manager is Patricia Davies who will deliver additional training in dementia care.

Score 2 .

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

Clear system of shadowing at induction. Staff interviewed confirmed they felt able to approach management.

Score 2 .

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

Supervision overview records are signed by both participants. Supervision evidenced via the overview records as at least bi-monthly.

Score 2 .

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

Team meeting minutes from recent meetings available – it is advised that an increase in frequency of meetings is adopted.

Communication books and diaries available for main home and dementia unit.

Handover notes available and handover confirmed by staff.

Key worker system confirmed by staff – staff key work three service users.

Score 2 .

- 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.*

Caroline Inch is NVQ4 registered manager (2006) – certificate evidenced. She has completed 'Leadership matters in person centred dementia care' – successful assignment evidenced. She has completed Open University course 'Understanding Management' (2008) – confirmation of achievement evidenced. She is undertaking her degree in dementia with Bradford University.

Manager's statement available.

Score 2 .

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

Pauline Bommbaigh is team leader. Evidenced that she is YTT and HCC trained in dementia care.

Score 2 .

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.

The home has clear procedures in place for when a service user moves in; this includes working with the family to ensure the transition is as smooth as possible and having a familiar face from the staff team on duty when someone moves in.

Score 2

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

Assessments are in place that focus on the service user's strengths, interests and abilities. Assessments include information relating to background, past and current interests.

Score 2

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?*

Care plans are person centred, evaluated four weekly and reviewed with the family at least twice a year.

Abilities and strengths are clearly recorded with information on how to meet these needs.

A comprehensive life history document has been introduced which supplies staff and the activity coordinators with additional vital information to improve quality of life.

Score 2

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

Appropriate daily recording takes place.

Score 2

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 evidenced which are discussed with staff during training, a number are also supplied in the home's induction pack.

It would however be beneficial if the restraint policy included information advising staff on the different forms of restraint, once updated this should be discussed with staff.

Risk assessments were evidenced in the care plans.

Score 1 – see recommendations

Score in this section 9 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*

Activity programme was evidenced in both the dementia care unit and main home.

A good selection of activities and outings are available in addition to the daily living objects and rummage boxes placed around the unit.

The activity coordinator advised that activity also includes daily living tasks/skills and 1:1 time

Score 2

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

Information relating to interests is gathered as part of the admission process and appropriate activity is provided. A comprehensive life history book is also being implemented for all service users and this information will be used to introduce more meaningful 1:1 activity.

There are animals in the unit and service users are involved in the care of these animals.

Score 2

- c) *Confirm Service Users have use of the garden.*

Service Users have access to a pleasant garden and log cabin.

There is also a small secure courtyard that can be accessed from the unit; this is where the unit's guinea pigs are located.

Score 2

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

Service Users are provided with a choice of meals at meal time.

Service users were able to eat with alternative cutlery where needed and assistance is offered, where required, in an unobtrusive manner.

Soft and alcoholic drinks are offered at lunch time and the process appeared to be a relaxed and social event

Score 2

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

Food and fluid intake is monitored where required.

Score 2

Score in this section 10 out of 10

5. Relationships

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

Staff were clear on how relationships should be maintained which included discussion on new relationships that may develop in the home; privacy, freedom and choice were key topics in discussions with staff on the unit.

Score 2

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

The home's open door policy assists this process however there is also a support group for families run by the home, a selection of informative information is available around the unit and families are also included in the review of care process.

A daughter of one service user explained how her mother had settled well into this home and attributed this to the use of doll therapy and the physical contact she receives from staff.

Score 2

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

Staff and service users are able to attend funerals or say their goodbyes in the home if they prefer.
Funerals may leave from the home and wakes can also be held in the home in addition to memorial services that can also take place at Greenhills.

Staff feel very well supported by the senior team and advised that they are able to discuss matters with family, staff or members of the senior team.

Score 2

- 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?

Interviews with staff, observation on the unit and discussion with staff on the unit confirmed that there is a good clear understanding of the possible needs of the service user and how these should be met while taking into account any possible risk factors

Score 2

6 Environment

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

A very comfortable, homely, relaxed environment where service users are able to partake in daily living skills as they wish or more structured activity.

Lighting was good and the signage in the unit, with the exception of one toilet door, was very enabling.

The walking area of the unit provides service users with a continuous route if required, there are a number of rooms in the unit that ensures service users can move around and choose to sit in a quite or active area of the unit.

The numerous objects, pictures and photos provide many points of interest on a journey around the unit.

Score in this section 10 out of 10

Score in section 1 - 11 out of 12
Score in section 2 - 18 out of 18
Score in section 3 - 9 out of 10
Score in section 4 – 10 out of 10
Score in section 5 and 6 - 10 out of 10

Total Score = 58
97 %

Greenhill has been awarded dementia care accreditation

Recommendations

1(c) It is advised that Greenhill ensure the dementia care standards are regularly reviewed and updated as necessary.

It would be beneficial if the restraint policy included information advising staff on the different forms of restraint, once updated this should be discussed with staff.

3 (e) The restraint policy should include the different forms of restraint a service user may be subject to.

Completed by: _____ *Gisela Nind and Michelle Gallacher* _____
Signed: _____
Designation: _____ *Contract Officers* _____
Date: _____ *15/10/09* _____

Contract Manager _____
Signed _____
Date _____