



Enter & View Report

Care Homes - Knowle Manor

Service address: Knowle Manor, Tennyson Terrace, Morley, Leeds, LS27 8QB

Service Provider: Leeds City Council

Date and time: 23rd November 2016

Authorised representatives: Parveen Ayub, Tay Babbage and Jane Moulson

Acknowledgements

Healthwatch Leeds would like to thank the residents, relatives and carers and staff at Knowle Manor Care Home who gave us a warm welcome and spent time talking to us about their experiences of living at the home or having relatives/friends staying at the home.

Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

The visit also takes into consideration the fact that many of the residents spoken to will have an illness and/or disability, including dementia, which will have an impact on the information that is provided.

We recognise that providers are often able to respond to us about any issues raised and we will include all responses in the final report.



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What is Enter and View?

Part of the Healthwatch Leeds work programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who use the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch safeguarding policies. If at any time authorised representatives observe anything that they feel uncomfortable about, they need to inform their lead who will then in turn inform the service manager, ending the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the Care Quality Commission where they are protected by legislation if they raise a concern.



Summary

Having visited Knowle Manor in 2014, and received generally very positive feedback, we decided to do a revisit following some concerns we had received. The feedback highlighted a lack of activities within the home. There has recently been a change in management, with a new manager recently in post at the care home. Healthwatch and Adult Social Care were interested to see what affect this change had had on resident's experience of their care.

Most of the residents appeared to be happy and were satisfied with the care and support they receive at the home. Based on the information we received from residents at Knowle Manor we have no concerns with the way that residents are treated and cared for.

Key Findings

- At the time of our visit, the home appeared to be operating to a very good standard.
- During our visit we observed residents to be relaxed and comfortable.
- The staff were praised, and the residents appreciated the kindness and support given to them.
- Initiatives such as a newsletter and residents meetings have been put in place, to increase resident participation and involvement.
- Residents were complementary about the availability and choice of food.
- Residents told us there were a lack of activities available. We were also told that activities advertised didn't always take place.

Key Recommendations

For a full list of recommendations please refer to page 8.

Background

Knowle Manor is a local authority residential care home in the town of Morley, in Leeds. The home is arranged over 2 floors and registered to provide accommodation and personal care for up to 29 people aged 65+. On the day of our visit 23 residents were living at Knowle Manor.



Why we did it

Having visited Knowle Manor in 2014, and received generally very positive feedback, we decided to do a revisit following some concerns raised by Leeds Adult Social Care. They had received feedback which highlighted a lack of activities within the home. There has recently been a change in management, with a new manager recently in post at the care home. Healthwatch and Adult Social Care were also interested to see what effect this change had had on resident's experience of their care.

What we did

A team of 3 Healthwatch Leeds staff and volunteers visited Knowle Manor for 2 hours between 1.30pm and 3.30pm on 23rd November 2016. We met with the manager to discuss details of the home. During the course of the visit we spoke with 9 residents. We also took time to observe the environment.

What we found

Environment

We spent time observing the general environment of the home and had a look around all the communal areas, as well as spending time in the different lounges and conservatory.

The front door was secure and visitors gain access by touchpad or door bell. The touchpad is controlled by the staff and the door was open before we could find the doorbell. The front entrance has a signing in/ out book for staff, visitors and residents, but we were not asked to sign in. However, we noted that the book had been used on the day to sign in and out.

There are a number of shared toilets and bathrooms all equipped with mobility aids and alarms. They were clean and appeared to be in working order. All communal areas were spacious, clean and free from any unpleasant or artificial smell. There was a warm homely feel with pictures mounted on the walls in communal spaces.

In the foyer, we saw a leaflet rack that contained minutes from the last resident's meeting, a poster inviting relatives to a relatives' meeting, and the care home's own newsletter. There was a generic Leeds City Councils complaints procedure letter on the



wall that was difficult to read due to the size of the font. There was also a poster about our visit.

On the wall in the corridor leading to the dining room, there were two posters about forthcoming events.

Daily Life

We asked residents to let us know what daily life was like for them at Knowle Manor. Everyone we spoke with made positive comments about the home and how they liked living there. Residents said they felt safe and comfortable and were complementary about the staff. Three residents said staff were “helpful and kind” and that they were looked after well. One resident said “it is very nice” and another resident described the home as being spotlessly clean and commented about the good food.

Activities

We asked residents what they liked doing in the home including activities they can do or would like to do.

The majority of the residents told us they did not do much besides watch TV. One person said “I sit in here (conservatory) most of the day, its warm and peaceful I can watch people from the window because it’s a nice view”. Another resident said “I haven’t done a lot, just eat, drink, and sleep”. One resident told us they had “put on a stone and a half since being in the home due to being less active, which is bad”.

There was a mixed response about whether there were any activities on offer at the home. Most residents said there was very little to do and were unaware of when activities take place. One resident told us about a librarian visiting every three weeks. Another resident told us activities did not always take place when they should and informed us about a planned activity for the afternoon of our visit. During the course of our visit no activities took place.

Some residents said they would like more days out and would like to go for walks. Other residents said they would like to take part in quizzes and do jigsaws. We saw evidence in the minutes from the residents meeting that people had asked for more activities, including trips out.



We saw an activities list on the notice board near the lift on the ground floor. We observed this could be missed due to its location. The activities list included a range of activities such as dominoes, card games, nail care afternoon, reminiscence evening, and bingo.

According to the activities list residents should have been engaged in an 'afternoon quiz' at the time of our visit. We asked the manager when the quiz would take place she told us it would take place in the evening.

Involvement of residents

Residents were asked if they have a say in the activities that are organised, and how they are involved

Two residents told us that there were no regular residents meetings. However, one resident said "it has not happened for a long time but has started again since the 'new girl' has joined. A resident told us there had been an introductory meeting with the new manager, and they were asked if they had any ideas, comments, concerns or suggestions about the care they received and facilities at the home. Minutes of the recent residents' meeting show residents had requested more activities and trips out.

At the time of our visit the new manager had been in post for just over 2 weeks, and had introduced a monthly newsletter for the home. It contained information about upcoming events and social gatherings. There was also an interactive page at the back with quizzes, and a section inviting residents to share their stories, write a review or become an editor of the newsletter.

The manager informed us about new initiatives such as the newsletter she has introduced to increase participation and involvement of residents. Delivery of activities was one of the areas she said she was aiming to improve.

Most residents told us that if they were not happy about anything they would speak to a member of staff. We saw an unlabelled black post box outside the ground floor lift. We were told this will be labelled and used for residents to place any suggestions or feedback about the home.

Care and help

We asked questions around general help, privacy and dignity.

All the residents we spoke with said that their privacy, dignity and personal choices were



respected.

Whilst we were being shown around the home, we observed staff knocking on residents' doors before entering their rooms. During our discussions with residents, we observed staff addressing residents by their first name and asking if they were comfortable or if they wanted anything.

One resident said "I can get up when I like". Another resident said "they knock on my door and address me by my first name, and that's how I like it".

We noticed some residents wearing a pendant round their neck or wrist. Residents told us it was a call for assistance bell in case they needed help. A resident told us there is always someone to help, including at nights and the weekends. One resident said "I just ring my buzzer and someone comes".

We saw evidence of staff interacting with residents in a friendly and positive way and there appeared to be a good understanding of the residents' individual needs and personalities. One resident appeared distressed, and a staff member was quick to realise their hearing aid had become loose. The staff member pointed towards her ear to make the resident aware, then gently assisted the resident in putting it back in place.

The manager told us in the last two weeks the staffing levels have been increased from three, to four care assistants per shift, to allow time and availability for more one to one time. One resident said "I was sat in here (conservatory) with two members of staff for about quarter of an hour yesterday, we had a good old chat, and it was lovely". Another resident said "they come and talk to us, even 'the boy' and they are lovely".

All residents appeared happy, and would not make any changes to the care or help they receive. Most residents had not had a change in their routine but were confident that if they did want to change anything, they would be able to.

One person said she used to get woken up at 6am, but that was too early for her, so now staff wake her up an hour later. Another resident said "I choose when to go to bed and get up".



General Feedback

We asked residents if they would like to add anything else good or bad about the care home or the care they receive at Knowle Manor.

One resident said the home has a good reputation and it's the closest to their family. She said there is an area for relatives to sit where they can help themselves to drinks.

Three residents were complimentary about the food. They said it was of a good standard, with a lot of choices available at mealtimes, and snacks available throughout the day.

Our Recommendations

We heard about and saw evidence of improvements since the new manager had been in post, particularly around involvement of residents. However, some areas still need addressing such as activities and clear information. Following our visit we make the following recommendations:

- Review where the activities list is placed to ensure it is in a prominent position e.g. notice board near the dining room.
- Clearly indicate the date, time and place of where the activity will take place and ensure copies are available and accessible to residents.
- Inform residents if planned activities are running behind or not taking place and provide a reason as to why it is not happening.
- Consider ways to make it easier for residents to identify staff e.g. name badges, photo board.
- Any signage or written information on the wall to be clear including a clear sign for the doorbell.
- As well as the Leeds City Council complaints procedure the home to consider having its own specific complaints procedure to better meet the needs of their residents or relatives.
- Ensure that regular residents/relatives meetings are scheduled for the next 12 months.



Next Steps

This report and its findings will be shared with Knowle Manor Care Home as well as Leeds City Council Adult Social Care and the Care Quality Commission.

The report will also be published on the Healthwatch Leeds website.

We will agree with them the next steps to be taken in response to our recommendations and work with them to ensure any agreed actions are followed through and implemented. We will undertake any follow up work required to ensure there are real changes made to the service so that it is a good experience for everyone.

Acknowledgements

This report has been written by Parveen Ayub - Community Project Worker at Healthwatch Leeds, in collaboration with Tay Babbage (Senior Administrator) and Jane Moulson (Healthwatch Volunteer).

We would like to thank the Manager at Knowle Manor for their welcome on the day and for the information they shared with us. We would also like to thank the residents for taking the time to speak with us on the day of our visit.



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