

Enter & View Report

Waring Close
August 2023

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Report details

Details of Visit	
Service Address	1-3 Waring Close, Glenfield, Leicester, Leicestershire, LE3 8PZ
Service Provider	MacIntyre Care
Date and Time	Tuesday 15 August 2023, 10am
Authorised Representatives undertaking the visit	Moraig Yates and Chris Bosley

Acknowledgements

Healthwatch Leicester and Healthwatch Leicestershire would like to thank the service provider, residents and staff for their contribution to the Enter & View Programme.

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. 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.

This report is written by volunteer Enter and View Authorised Representatives who carried out the visit on behalf of Healthwatch Leicester and Healthwatch Leicestershire.

Purpose of the visit

Independent Age, a national charity, supported by Healthwatch, have developed a set of eight quality indicators for care homes. We are including an evaluation, based on our findings on the visit, of these quality indicators.

A good care home should:

1. Have strong, visible management.
2. Have staff with time and skills to do their jobs.
3. Have good knowledge of each individual resident, their needs and how their needs may be changing.
4. Offer a varied programme of activities.
5. Offer quality, choice and flexibility around food and mealtimes.
6. Ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists.
7. Accommodate resident's personal, cultural and lifestyle needs.
8. Be an open environment where feedback is actively sought and used.

For further information: www.independentage.org/policy-and-research/our-8-care-home-quality-indicators

Methodology

Our Authorised Representatives (volunteers who have undergone specialist training and are DBS checked) attend and make observations.

Where possible, talk to residents about aspects of their care and whether this is delivered in a way that promotes their dignity and independence including the ability to make choices about their daily lives.

Where possible, talk to relatives, if they are available to ask if they are happy with the care provided to their relatives and whether they are aware and feel able to report any concerns/ complaints.

Speak to staff about training, turnover, support and staff levels.

Observing interactions between residents, staff, manager and visitors.

Results of the visit

External

The buildings are well maintained and easily accessible but not well signposted. We did observe a welcome sign on one door.

There are parking spaces at the front.

At the rear is one large central garden connecting to smaller ones on each side. The gardens are well maintained. The gardens are easily accessible for residents and there is a garden house which we were told was well used during the COVID-19 pandemic.



There is no CCTV.

There is an access bell and keypad for entry and exit to the home.

Internal

The property is purpose-built with three interconnected houses each with a similar pattern of kitchen/diner, large lounge and individual en-suite bedrooms. The central house includes offices upstairs.

This is a home for learning and severe learning difficulties and is split between three houses, two of which are interlinked. One of the buildings is 2 storey with a lift.

The rooms are nicely decorated and the furniture is well-maintained. The corridors are free of clutter and there are no odours in the home.

All areas are clean.



Residents

The home can accommodate 16 residents. The home is fully occupied.

There are five residents in each of the two houses and six residents in the other.

Staffing

We met with the frontline manager who was very pleasant, positive and has been at the home for 23 years. The registered manager has been in post for 27 years. Some other staff are also long-term, but there has been some staff turnover. Agency staff are sometimes used who are familiar with MacIntyre's needs.

There are 62 support workers in the home.

- Four staff – AM
- Four staff –PM
- Four staff and one on call – Evening

More staff are available for outside trips.

Cleaning, catering and activities are all part of the support worker's role. External contractors will come to the home when needed, minor tasks are completed by support workers. The garden is maintained by a gardener who is a volunteer.

Quality Indicators

Quality Indicator 1: Have strong, visible management.

The manager has allocated residents and staff to separate houses based on similar personalities so that they are most likely to get on, e.g. young, lively and loud.

The only significant challenge mentioned was the impact of low wages on staff recruitment and retention.

Quality Indicator 2: Have staff with time and skills to do their jobs.

Support workers felt confident with the training provided by MacIntyre. We spoke to two support workers. They told us that there is regular e-learning. The most useful learning was on-the-job from other staff.

They told us that they had ongoing training which is delivered in-house and they feel well supported by management.

Quality Indicator 3: have good knowledge of each individual resident, their needs and how their needs may be changing.

The ethos is that the houses should be like any typical family dwelling. Some features and practices that you might expect in an institutional setting are therefore not appropriate for a family home. Support staff get to know the individual personalities, likes and dislikes and capabilities. Where possible, some residents will help with tidying up and other small tasks.

Each resident has different physical and personality needs and staff respond accordingly.

Quality Indicator 4: offer a varied programme of activities. Activities are provided for residents.

There are a variety of activities. Three minibuses enable them to arrange trips out. On the day of the visit, four residents were going to Drayton Manor theme park. The home works with other local organisations to extend the range of activities.

With 'Wheels for All' (W4A) residents can use bikes that are designed for any disability. They fundraised for a wheelchair platform bike but were unable to use it due to the unsuitability of the local road, so donated it to W4A.

Working with the 'Speech and Language' charity, they have found that using electronic devices with images has helped non-verbal residents convey wishes and choices.

There are parties such as barbecues held to celebrate birthdays and special occasions. The home will have as many special event parties as they can, "any excuse to celebrate".

Quality Indicator 5: offer quality, choice and flexibility around food and mealtime.

Residents are allowed choice over food which is cooked in-house. Special diets are catered for and help is given to residents who need it. Nutrition and hydration are monitored by charts. The home has a hygiene certificate.

Some of the formalities that are needed with care homes catering for mainly medium-term ill residents may not be appropriate for long-term disabled residents.

One member of staff said there is a standard menu, but residents can choose other food if they wish. Staff are aware of and anticipate specific preferences.

Some residents will require support when eating and drinking.

Quality Indicator 6: ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists.

Residents to see a GP, Dentist, Optician and District Nurse. Doctors and dentists are seen both in-house and at the surgery. 15 of the residents are patients at the same surgery and one who is fairly new has a different surgery which is being changed.

Most residents can visit external services but often need visiting services. The manager sends a weekly update to the GP surgery to report any medical concerns and to arrange appointments.

The home does provide transport to GP/ hospital visits and staff can accompany residents to these visits.

Quality Indicator 7: accommodate residents' personal, cultural and lifestyle needs.

Each bedroom is personalised with items and decorations usually planned with the family. Some have large TVs and other technology devices.

They celebrate any festival that is going on or any other excuse for a party. An annual garden party is held with all families and friends invited.

Some residents use wheelchairs either permanently or when going out.

The Resident's needs are being met. Religious needs are met.

Residents are treated with respect, dignity and privacy. Residents can easily ask for help.

Quality Indicator 8: be an open environment where feedback is actively sought and used.

Relatives are welcome at any time and are invited to parties etc. There are meetings between staff, residents and family members 2-3 times a year but individual problems are discussed regularly.

At the time of the visit, we did not speak to any relatives. There is a visitor book which is well used.

Relatives can visit at any time and join in the activities. Since COVID-19 the home has used FaceTime to keep in touch.

Summary

MacIntyre is a specialist learning difficulties residential home. All the residents have profound learning difficulties, and some have physical disabilities. Some are non-verbal. Ages range from 24 years old to 58 years old. Most residents have been there for a long-time, some for decades. Most residents are on medications but do not need ongoing medical or nursing attention.

The residents looked well and cared for. On the day of the visit, there were a group of residents were having a day out at Drayton Manor theme park and regular outings and visits are planned for residents.

We were made to feel welcome by everyone we spoke to.

Service provider response

The report was agreed with the service provider as factually accurate. They had no further responses to the report.

Distribution

The report is for distribution to the following:

- MacIntyre Waring Close
- LLR Integrated Care Board (ICB)
- Care Quality Commission (CQC)
- Leicestershire County Council (LCC)
- NHS England (Leicestershire and Lincolnshire) Local Area Team
- Healthwatch England and the local Healthwatch Network
- Published on www.healthwatchll.com



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