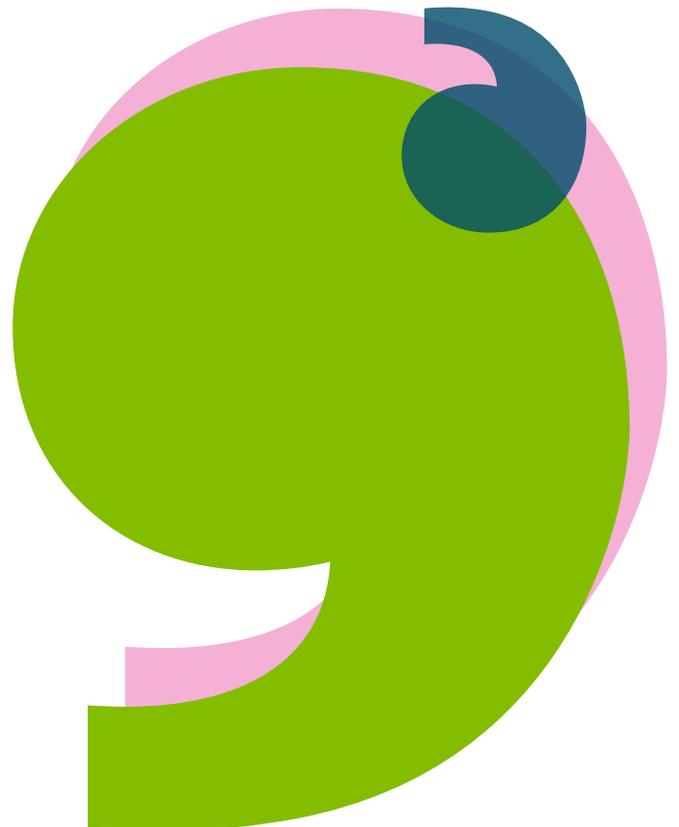


ENTER AND VIEW REPORT: COMPTON LODGE



| Details of visit: | |
|----------------------------|--|
| Service address | Compton Lodge 7 Harley Road, London, NW3 3BX |
| Service provider | Central and Cecil Housing Trust |
| Date and time | 16 October 5 - 7pm |
| Authorised representatives | Victoria Armitage (Healthwatch Camden staff), Joyce Amoateng (volunteer) Daniel Lombard (volunteer). |
| Contact details | 020) 7722 1280 |
| Service provided | 34 bed residential home for frail elderly residents. |

1 Purpose of visit

Our visit to Compton Lodge was conducted as part of a series of pre-arranged visits to residential care homes across Camden.

National charity, Independent Age, have been carrying out research looking at the things that older people and their families want to know when choosing a care home, as well as consulting care experts for their views on what are the most useful indicators of quality. They have developed a set of [10 Quality Indicators for care homes](#).

Independent Age intend to use these Quality Indicators to call for better reporting of key data by care homes. This will help older people and families make more informed decisions, while also helping the Care Quality Commission (CQC), local authorities and Clinical Commissioning Groups (CCGs) to build up a comprehensive picture of quality in care homes - something that is currently difficult to do.

We used these Quality Indicators to talk to staff, residents and family members in each of the older people’s residential care homes in Camden to see how they met the 10 Quality Indicators and to test how easy it was to gather the relevant information during our visits.

We have created a report of each care home. Through this work we aim to:

- **Provide a different type of information**, based on personal testimony, to help fill the gaps in what people can find out from the Care Quality Commission, the local authority and the care homes themselves.
- **Seek out and share best practice** and provide feedback to care home providers based on our observations.
- **Test both the content and practical application of the Independent Age 10 Quality Indicators** with a view to refining them for future wider use.

2 Key findings

- We heard that the Registered Manager is actively involved in the daily running of the home and is known and accessible to staff, family and residents. Staff commented positively about the manager's support.
- Everyone who we spoke to agreed that Compton Lodge has a stable workforce with the skills to do their jobs well. Some small concerns about a slight staff shortage were raised.
- We understand that the home has effective systems for spotting when residents' needs change.
- We heard that the home has a healthy culture of challenge and feedback and has regular residents' and relatives' meetings which were spoken of highly. We were provided with examples of how family members and residents had influenced services. Compton Lodge could build on this strength by holding regular surveys of staff, residents and family. While the home was praised for its responsive attitude to feedback, the head office was criticised for being unresponsive.
- The home has good links to the local community.
- The home has a full and varied activities programme and works to match the programme to the tastes of residents. We particularly liked the home's proactive response to gathering feedback from residents about their enjoyment of activities. We were impressed with the "resident of the day" scheme, which encourages staff to focus attention on a particular resident's preferences. We would like to see the home adopt individual activity care plans for each resident.
- Residents have regular access to GPs, dentists and other healthcare professionals.
- The home seems to be able to meet the lifestyle and cultural needs of residents, and examples of where the home does this were provide to us.

3 Results of visit

Context of the visit

We visited Compton Lodge on a Friday evening when residents had just finished their evening meal and were beginning to retire into the main room or their private spaces. Family and friends of the residents arrived during the course of the evening and brought wine and snacks to share with the residents. Towards the end of the evening one resident was encouraged to play songs from the '40s and '50s on the piano while some residents sang along. We were told that this Friday evening's entertainment was typical of each Friday evening and is arranged by family and residents. One resident owned a cat which wandered around the house.

A good care home should...

- 1. Have a registered manager in post. The registered manager is the most important staff member in a care home - and the one responsible for ensuring quality standards, and residents' needs, are met. They should be visible within the care home, provide good leadership to staff, have experience of working in care homes and qualifications to help them do their job.*

At Compton Lodge.....

The **management** told us that they are present on site from Monday to Friday.

Staff told us that they see the manager every day and can "approach her with any problem" and that management provided "all kinds of support".

All four **family members** said that they know the manager and one commented that they had helped to appoint her. Family members also said that it was "fine", "easy" or "very easy" to find the manager if they wanted to speak to her.

Two **residents** said they knew the manager with one saying that they saw her a lot and the other saying they didn't see her much. A third resident did not know the manager.

Does Compton Lodge meet Independent Age's indicator?



Yes, fully. Staff and family members agreed that the manager is present and supportive and two of the three residents knew the manager.

2. Have a stable workforce. *Care homes with knowledgeable, experienced staff who get to know residents can make the difference between an institution and a home. Where turnover of staff is very high, these qualities can be lost. It may also be a sign that staff are not happy working in the home.*

At Compton Lodge.....

Management told us that the situation is mixed, with some staff having been at the home for several years - and in some cases over ten years - while some night staff had just started.

Staff we spoke to had worked there for 18 months and three years; they told us that employee turnover was low.

Family members agreed that they regularly see at least some of the same staff in the home with one person commenting that that staff turnover is "very low" and another person saying it is "pretty steady".

Residents said they either know the staff, know some of them or know most of them with one person commenting that there's "not a lot of new staff".

Does Compton Lodge meet Independent Age’s indicator?



Yes, fully. Everyone we spoke to agreed that staff turnover is reasonably low.

3. With the skills to do their jobs. *Well informed, skilled staff who are valued and developed as employees are vital to a smooth running care home. All care homes should have a clear, comprehensive training scheme to ensure staff have the knowledge they need.*

At Compton Lodge.....

Management told us that staff undergo ten training sessions and provided a copy of the training programme.

One **staff** member listed a number of trainings they had attended while the other told us that training is thorough and that the organisation is “strict about it”.

Family members all agreed that staff had the skills and training to do their jobs well with one family member commenting that staff are “very caring”.

One **resident** told us that they “don’t have any complaints” and another resident agreed that staff know how to care for people living in the home.

Does Compton Lodge meet Independent Age's indicator?



Yes, fully. Everyone we spoke to agreed that staff have the skills and training to do their jobs well.

4. **Have enough staff on duty during the day and night.** *Many homes have a lower proportion of staff on during the night, but if the ratio falls too low - at any time of day - response times can be too slow.*

At Compton Lodge.....

Management told us that there is one staff member to five residents during the day and one staff member to ten residents at night. Management told that us they are trying to employ more staff.

One **staff** member told us that there are generally between five to six residents per carer, but that numbers can vary depending on the time and day. Another staff member told us there is one staff member for every four residents in the day and one staff member for every nine residents at night.

Three **family members** agreed that there are enough staff on duty - though one of those family members said that they had heard that there were some problems. The fourth family member said that there were “possibly not” enough staff due to the changing needs of the residents.

We asked two **residents** if the staff come quickly if they need help. One resident told us that they “are desperately short of staff” but that staff work very hard. The other resident told us that they think staff do come quickly if they need help.

Does Compton Lodge meet Independent Age's indicator?



Yes, but... There was some discrepancy between what management and staff told us about staff numbers and some minor concerns from family and residents.

5. **Be clear about how they will be able to meet your needs both now and in the future.** *Many of us will develop more care needs as we get older - particularly if we have a condition like dementia. It is vital that homes can spot changes to residents' health and respond appropriately - consulting other health professionals where necessary - in order to provide the right level of care, and prevent you from having to move again.*

At Compton Lodge.....

Management told us that each resident has a care plan which is regularly reviewed and issues are passed on to the GP or practice nurse.

Staff told us that they talk to residents if they notice something is wrong and make a note of changes in the care plan.

All four **family members** agreed that the home spots if their relatives' needs change with one person commenting that the home "seems to respond very well" to their relatives' changing care needs.

One **resident** told us that staff do notice if they start to need extra help.

Does Compton Lodge meet Independent Age’s indicator?



Yes, fully. Everyone we spoke to agreed that Compton Lodge notices and responds to residents’ changing care needs.

- 6. Actively involve residents, family, friends and their local community in the life of the home.** Homes should have a clear way for residents, relatives and friends to get involved in decision-making in the home, if they choose to, such as a Residents’ and Relatives’ Committee. Homes should not have set visiting hours, or any other arrangements that make them feel more like a hospital than a home. They should have good links with the local community, for example by arranging visits from local schools.

At Compton Lodge.....

Management told us that family can get involved in everything as much as their relative wants them to. There is a monthly residents’ and relatives’ meeting where people are encouraged to give feedback. Management told us that “residents have a voice and we listen to it”. We were given examples of when residents had fed back on the meals which had changed as a consequence and that residents had complained that they didn’t enjoy a trip out to see some music at an historical house and so this activity wouldn’t be repeated. Management told us that they try to create a sense of community through having events such as BBQs and parties and celebrating residents’ birthdays. Management told us that community groups come into the home, including school children who come in to talk and sing to the residents, as well as a community group of disabled people.

Staff told us that there is a residents’ and relatives’ meeting and that family can make suggestions. Staff provided examples of residents requesting trips to museums which were organised and of family members wanting to arrange a social evening on a Friday which is now established.

One staff member told us that schools come in to the home as well as volunteers on a Friday and Sunday.

Three **family members** mentioned the residents' and residents' meetings and two said that their siblings had attended regular meetings - with one commenting that the meetings were productive and "not a tick box exercise". One family member commented that they could get involved and make suggestions to the manager but that they found the head office to be less receptive. Two family members gave an example of when a resident had requested that residents have kippers for breakfast on Mondays which now happens.

The introduction of the Friday night social with wine was also given as an example of where residents and family had made a contribution to the running of the home. One family member mentioned that they had opposed changes to the home the previous year and that this had been successful. All family members talked of the home creating a sense of community through events, like BBQs and parties. One family member talked of the staff encouraging residents to interact over mealtimes and being "warm hearted". All family members mentioned the home's links to a number of local schools.

One **resident** said that if they had a suggestion about something they would "just say". Another said they had some suggestions but hadn't made them - although staff are "very approachable". A third said they were not asked very frequently about their opinions and they weren't sure of the process to make suggestions as they were new to the home. A fourth resident said that they were not asked what they think. All four residents said that they didn't meet local people in the home. Three residents said they didn't think of Compton Lodge as their home but one commented that it was a "good place to stay".

Does Compton Lodge meet Independent Age's indicator?



Yes, but... Staff, family and some residents agreed that the home is very open to suggestion and provided evidence of the home taking action in response to

suggestions from family and residents. Some residents didn't feel that they were asked for their opinion and the care home head office was criticised for being unresponsive. Staff and family agreed that the home had links to local organisations - particularly schools. Residents told us that they didn't feel like Compton Lodge was their home.

- 7. Offer meaningful activity and enjoyment to suit all tastes.** *Care homes should not be boring places - they should offer an interesting range of activities and entertainment that match the tastes and preferences of their residents, including support for individual activity. Homes should take steps to stop residents from becoming isolated or lonely while respecting their privacy and choice.*

At Compton Lodge.....

Management told us about the activities that they have every weekday, including exercise, art class and music therapy. Management told us that residents can make suggestions and do where they have capacity to. Management told us that they ask residents for their opinion of each activity after they do it and that there are feedback forms in every room. Management told us that they knew people's likes and dislikes from their care plans. The home also has a "resident of the day" scheme where staff particularly focus on one resident and look into their life history: an example was given where a resident requested particular sweets and a soft drink which was brought for them.

Staff told us about number of activities that take place including art, dance, exercise, yoga, massage, playing puzzles and bingo. Staff told us that residents can make suggestions about activities and "are not shy about coming forward". One staff member told us that they use feedback forms to rate the activities. One staff member told us that they get people involved through music "some people come alive through music". They also said that they get to know resident's likes and dislikes and the other told us that "everyone gets involved" and it's "like a family".

Family members told us that there were quite a lot of activities including the ones mentioned by staff. One family member told us that the home teaches the residents IT skills so that they can communicate more easily with their relatives.

Another family member commented that some of the activities are inappropriate and confuse residents, such as drama classes and some outings. Two family members said that they thought residents could have a say in what activities take place if they have capacity to do so and two said that they didn't know - although one of those people said that family members organise outings.

One **resident** told us that they didn't really get involved in the activities but that they had been on some outings and that there were occasional trips to some very good galleries; they played piano for the residents every Friday. Another resident told us that they found it hard to pursue hobbies but that they did get involved in singing at the home. A third resident said that they liked walking and playing games on their tablet; they knew of a few day trips out but hadn't gone on them. A fourth resident said they liked reading and a fifth said that they didn't have any hobbies but had been on a day trip.

Does Compton Lodge meet Independent Age's indicator?



Yes, but... Staff and family told us that there were lots of activities and that residents can make suggestions if they wish to and staff told us that residents are proactively asked to rate the activities. We were told that resident of the day scheme provides a way in which a resident's likes and preferences can be established. Family members had influenced the activities programme through setting up a Friday night social.

- 8. Make sure that you can see a GP or other health professional like a dentist, optician or chiropodist, whenever you need to.** *You have the same rights to see a health professional promptly if you are living in a care home as you would if you were living in your own home. Ask the care home about the relationship they have with their local NHS services - does a GP visit regularly? Can they call a GP out in an emergency? How easy is it for residents to see a dentist, optician, chiropodist or physiotherapist, either for a check-up or in an emergency?*

At Compton Lodge.....

Management told us that a GP comes in weekly and that there are regular visits from a chiropodist and that the home has a relationship with a local dental service.

One **staff** member told us that the GP comes in regularly and the other staff member said that they have the phone numbers of all the local health services.

Family members told us that a GP regularly comes in and one family member mentioned that the chiropodist and hairdresser also visit regularly.

One **resident** told us that they see the GP and the dentist and the other resident said they have seen a dentist and a chiropodist, but commented that they would like to see their regular dentist.

Does Compton Lodge meet Independent Age’s indicator?



Yes, fully. Everyone we spoke to agreed that residents have regular access to a GP and other healthcare professionals. One resident commented that they would prefer to see their own dentist.

- 9. Accommodate your cultural and lifestyle needs.** *Care homes should be set up to meet your cultural and lifestyle needs as well as your care needs, and shouldn't make you feel uncomfortable if you do things differently to other residents. They should also be proactive in finding out what your needs are, so they can accommodate them.*



At Compton Lodge.....

Management told us that they celebrate a multicultural food day and that residents can go to church with their family or the home can arrange a taxi. They also have a church service in the home and regular Quaker meetings.

Staff told us that they have vegetarian meals, multicultural food days and religious services including Quaker meetings.

One **family member** told us that one resident sleeps all day and has food saved for them when they wake in the evening and that residents can request what food they like. Another family member told us that one of the carers speaks French with one of the residents.

One **resident** told us that they were thinking about asking to be taken to church but hadn't yet done so. The other resident told us that they used to attend church but as staff had sometimes not been able to help them get ready in time for the service they no longer did so.

Does Compton Lodge meet Independent Age's indicator?



Yes, fully. The manager, staff and family told us about a range of ways that the home supports people's religious needs and some ways in which people's lifestyle needs are met.

10. **Show that they're always looking to improve.** *You should be able to find out what current residents, their families and friends think about the home. The care home should be happy to help you do this - for example, by putting you in touch with a residents and relatives group, or allowing you to speak to residents and visitors in private. They should also have support in place for people who wish to make a complaint at any time, and there should be a healthy culture of challenge and feedback between residents, relatives and staff.*

At Compton Lodge.....

The **management** told us that she thinks it is “fantastic” to hear feedback from residents and relatives and explained that the home “just wants people to talk”. The manager explained that there is a monthly residents’ and relatives’ meeting and a six monthly review of care where residents and relatives can go through every aspect of care and let the home know if they want to change or improve anything. The manager also explained that there is a clear complaints process. The manager told us that if potential residents and their family want to come and look around the home then they are welcome to do so and that often people turn up without an appointment.

One staff member told us that they would report suggestions from residents or relatives to the manager. Another staff member said that they would discuss the pros and cons of the suggestion and implement it if it was a good idea. Staff told us that they would direct people to a form or alert the manager to complaints. Staff also told us that potential residents and their family can visit the home and talk to people.

All four **family members** agreed that the home would listen to suggestions they made, although two family members added that the home might not be able to act on the suggestion, particularly if the decision was not in the control of the manager. Two family members were familiar with the complaints process. A third said they hadn’t had any cause to find out about it and a fourth said that they “probably would be given support” to make a complaint. Two family members had visited the home prior to their relative moving in and two hadn’t been able to as they had not had the time to do so.

We asked four residents how they would like to improve the home. Three commented positively about the care, saying that it was “pretty good”, that they are “treated very well” and that the home “provides good support”. However, all three residents also made negative remarks. One resident said that they hadn’t given their opinions to staff about how to improve care as they were worried it would be seen as a criticism. A second said that the home only makes “little mistakes” and a third said that they weren’t happy living at the home, despite commenting positively on the quality of care. The fourth resident felt that they hadn’t lived at the home long enough to judge.

Does Compton Lodge meet Independent Age’s indicator?



Yes, fully. Staff and family members both agreed that the home welcomed and acted upon feedback if it was in their power to do so. Residents generally agreed that the quality of care was good and that they didn’t have suggestions for improvement.

4 Service provider response

General remarks

I would like to thank Healthwatch Camden for the positive report following your visit to Compton Lodge.

Healthwatch Camden recommendation:

Compton Lodge could build on this strength of resident and relative involvement by holding regular surveys of staff, residents and family. While the home was praised for its responsive attitude to feedback, the head office was criticised for being unresponsive.

Compton Lodge said:

We aim to continue to offer residents, relatives and staff every opportunity to be actively involved in the running of the home. We have an open door policy in the office at Compton Lodge where all of the above can come during office hours with any queries /complaints or suggestions. We try to develop good working relationships with residents/relatives /friends and work in harmony. We hold monthly staff meetings where each member gets the opportunity to raise any issues, plus twice daily handover meetings where staff contribute and make suggestions. We currently have a yearly staff road show where a staff survey is carried out and staff have every opportunity to ask questions and give feedback to the trust.

C & C is currently going through a transition or a period of change, the initial announcement of the decision to depart from care was made in Oct 2015. There has been little or no feedback since then as there was nothing to feedback. Since your visit I have now been made aware that C & C will be arranging meetings with residents/relatives and meetings for staff in Jan/ Feb to give an update on the situation. It has been approx. two years since we have had a resident/relative survey and I have raised this with senior management to follow up on.

Healthwatch Camden recommendation:

We would like to see the home adopt individual activity care plans for each resident.

Compton Lodge said:

This is currently being addressed in resident of the day reviews. We are working closely with residents and family's to individualise activities for each resident addressing their likes dislikes and hobbies.

5 Background

5.1 What is enter and view?

Part of the local Healthwatch 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.

5.2 Strategic drivers

As part of our work, we aim to seek out the voices of those people who can be least heard: which includes people living in residential care homes. Many elderly people who are not able to live independently are residents of either nursing homes or residential care homes. In Camden there are currently seven residential care homes for older people. A total of approximately 400 people are resident in these homes. Residents of care homes are, almost by definition, seldom heard with little choice and control. They live in an environment that is often isolated from the wider community and any expression of their needs, wants, preferences and experience is likely to be mediated by a third party - whether care home staff or relatives. Local people have told Healthwatch Camden that they want us to work to ensure that the voices of people in residential care are heard.

5.3 Methodology

Two Healthwatch volunteer authorised representatives and one member of Healthwatch Camden staff spoke to staff, residents and their relatives using a set of pre-prepared questions which follow the theme of the ten Quality Indicators drawn up by Independent Age (see “Purpose of visit”). The questions have been designed to draw out information on the ten topic areas and have been tailored according to the audience. We spoke to five residents, four family members and three staff members (including the Deputy Manager, referred to as “management” or the “manager” above). Not all individuals were asked or responded to each question. Authorised representatives made notes of their conversation. These notes form the basis of this report.

We agreed the visit with this service in advance and sent posters to be displayed to advertise our visit to residents, their relatives and staff. Authorised representatives wore ID name badges and made sure to gain individuals' agreement before asking the questions and we verbally explained the role of Healthwatch Camden and the purpose of the visit. We have discussed our findings with the provider and they have been given opportunity to add context to what was observed and contributed at the time.

5.4 Acknowledgements

Healthwatch Camden would like to thank the service provider, service users, visitors, staff and volunteers for their contribution to the enter and view programme.

5.5 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.