



Tilmore Gardens

Enter and View – October 2019

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What is an Enter and View visit?

Healthwatch Hampshire has powers to carry out what we describe as ‘Enter and View’ visits. This assists us in our role as independent local champions for patients’ rights regarding health and social care services. These visits are carried out by small teams of trained members of Healthwatch Hampshire staff and volunteers who observe health and social care services at work, for example a GP practice, care home, or hospital.

During an Enter and View, we talk to people who use the service, whether patients or residents, and their relatives where appropriate. We also speak to staff to find out where they think the service is working well, and where it could be improved. Observations and feedback from the visit are then collated in a report, which is sent to the provider of the service, as well as regulators such as the Care Quality Commission (CQC), the local authority and NHS Commissioners when appropriate.

If there are recommendations in the report, the service provider is asked for a response, which we later publish online alongside the Enter and View report.

Details of the Enter and View visit

This was an announced visit, organised in advance with the care home manager.

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

Service address:	26 Tilmore Gardens, Petersfield GU32 2JQ
Service provider:	Sanctuary Supported Living
Date and time:	Wednesday 30 th October, 11.30am
Authorised representatives:	Kate Knowlton – Healthwatch Hampshire Karen Vout and Chris Shaverin – Healthwatch Ambassadors

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 of the visit.

Safeguarding

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 Hampshire safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they will inform their lead who will 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.

Why did we carry out this visit?

Hampshire County Council have commissioned Healthwatch Hampshire to visit 20 Care Homes in Hampshire that have been rated outstanding by CQC. We have been tasked with seeking feedback from residents, staff and visitors to collate views on what makes a Home ‘outstanding’. A final summary of the information gathered will be collated and used as a Best Practice evidence to share with others.

Visit to Tilmore Gardens Care Home and purpose of the visit

- To seek the views of residents relating to life at the Care Home.
- To enquire about how residents and relatives’ feedback into the running of the home.
- To capture what residents, staff and visitors feel makes the home ‘Outstanding’.

We emailed the home prior to our visit to let them know we would be attending any time during the week commencing 28 September. When we arrived at the home, we were advised that the manager was on holiday, and it appeared that nobody had intercepted our email. However, staff were very welcoming.

We were given a tour of the venue and were able to speak to residents, visitors, and staff with an emphasis on their daily life in the home. We observed staff interacting with residents and recorded our observations.

At the time of our visit there were 8 residents, many of them had lived at the home for a number of years. The home caters for adults with learning disabilities who do not have complex medical needs.

What we saw

Physical environment

Tilmore Gardens is located on the outskirts of Petersfield and has 10 rooms in a shared house over 3 floors with stair and lift access. Care and support are provided for adults aged 18 and over who have a range of learning disabilities.

The resident’s rooms are large, and all have en-suite facilities. Much thought has been given to making every room personal to each individual, and residents were clearly proud of their rooms, and were keen to show us round. Rooms were very homely and full of their personal possessions.



I’ve got lots of collections in my room. I enjoy chilling in my room and watching my wrestling DVDs



All residents can access their rooms, and the communal areas independently without the need for one to one supervision. Residents can raise the alarm from their bedrooms via an integrated emergency pull cord alarm system which links to staff's walkie talkie's. The alarm system also alerts staff if the door to the garden is opened. There is a secure entry system to the front door.

Generally, residents choose to use their own bathrooms with shower facilities, however there is a large bathroom with an adapted bath and hoist available.

Communal areas include a conservatory, lounge, kitchen, laundry room, and there is also an outbuilding themed as a pub for residents to access.

The buildings and contents are well maintained, and no adverse features were seen. Focus is very much on creating a homely environment for residence that will stay at Tilmore Gardens long-term. We noted that the small laundry room did get hot when the tumble dryer was on, however as an internal room there is no option of fitting an external outlet.

Communal Areas

Doors to bedrooms have the name, and often a picture of the occupant to assist them in finding their rooms more easily. There is no signage on the walls in the corridors, and no handrails as these are not currently required. When a new resident joined, he initially had problems finding his room. Staff put a picture of him at the top of the stairs, and then to the left, to lead him in the right direction. These were removed when he was confident in his way finding.

The lounge is a focal point for residents to meet up and socialise. There is a large television, and a variety of games and quiz books. The conservatory room looks out onto the garden and has various sofas and chairs, and acts as another area for residents to relax and socialise. The secure garden has raised beds of flowers and vegetable and residents can get involved in planting and gardening. Borders are filled with sensory plants such as lavender.

An outbuilding has been developed into a pub, by the request of residents, and has a pool table and a bar area.



Activities

The majority of residents access a day care centre which provides them with a variety of scheduled activities. On days they remain at Tilmore, activities are very much catered toward the individual's choices, rather than having set group sessions.

Going into town to get a coffee, or to have lunch and shopping is popular, and most residents will go out at least 2 to 3 times a week. Residence buy their own personal items such as toiletries to gain independence using money.

All residents are very well known in the local town, and residents join local community groups such as the Salvation Army.

Residents are encouraged to get involved in cooking meals in the communal kitchen and helping out with their own laundry to increase independence skills. Activities organised by staff include music sessions, bowling, zoolab, farm visits, magician shows and pantomimes. One resident with an interest in wrestling recently went to an evening match in Aldershot.



We had someone with creepy crawly insects come one day. I liked the spiders the best and I scared my friends with them!



All residents enjoy arts and crafts activities and several pieces of their joint work are displayed in the hallways. Residents designed and created the pictures themselves.

Most residents are mobile, but currently the home has to rely on booking an adapted taxi for trips out for wheelchair users. Staff have been fundraising to purchase an adapted vehicle which residents are naming the bat mobile and they have requested a bat sticker for the vehicle which the manager is organising.

In the garden there is a large patio and barbecue area which residents use in the summer, and there is an accessible bike that can carry a passenger which is enjoyed by all.



Hydration & Nutrition

Staff advised that there is no set menu, and residents choose what they would like to have for their meals a week in advance and a staff will shop for the ingredients. Generally, residents like the same foods, but individual choices are given to all.

Residents choose when they would like to get up in the morning - some like to wake up early, and others prefer to lay in, so breakfast is informal, as is lunch.

Dinner is generally served to everyone around 5pm. Snacks are available throughout the day, and all individuals are able to vocalise what they would like to eat and drink.

One resident enjoys making regular cups of tea for everyone.

Access to Health Services

The home has a close relationship with the local GP surgery and individuals access the GP surgery of their choice, when required. Residents will also visit the local dentist, and optician in Petersfield.

Staffing

We spoke to the deputy manager who advised they have a very close team, and communications are regular, and made easier by the premises being smaller than some other homes, and staff working closely together. Staff have a say in the work they do by completing an allocation sheet every morning and staff enjoy the flexibility this gives, although every resident has a dedicated key worker. There is only one member of staff on duty and night, and a senior member of staff is on call. The manager is looking into taking on another member of staff for night duty.

Bank, and agency staff are utilised when required, however the 2 agency staff that are used have worked with the residents at Tilmore for a number of years.

Inductions and training are described as very thorough, with additional topics being available via e-learning. Staff have monthly supervisions and annual appraisals and are confident in being able to speak openly with the manager.

Any incidents are dealt with immediately, and accidents are recorded onto an electronic database system. Fall rates are fairly low and staff record bruises etc onto the system. They can pull out information that can detect any patterns and will work towards making any improvements which are recorded in care plans.

Staff fed back that they try to ‘think outside the box’ to find solutions to potential issues. One resident became confused about the difference between daytime and night time. As an added visual aid, staff covering the night shift wore pyjamas to establish an effective routine for them.

A family member gave a resident some pictures of her family. The manager organised for the pictures to be printed onto a blanket for her bed.

One resident wanted a family tree, so the manager organised for a group ‘tree’ to be displayed on the wall.

We asked staff what they felt made the Home Outstanding

“We always remember that we are working in the residents home, and it feels like family here”

“We feel supported by the Management”

“The residents choose what they want to do, and we help make that happen”

” We have a close team and it’s a great place to work”

“I’ve worked in other homes, but this is far better. Residents are respected and make their own choices”

We asked residents if they thought Tilmore Gardens was an ‘outstanding’ place to live

“I have lots of friends here and we have lots of fun”

“I like the pub the best and I enjoy doing the gardening”

“It’s my home and I love it. My room is brilliant”

“I like going into town with my friends and having lunch out”

“I am the snooker champion! We have matches in the pub and it’s good fun. We asked for a pub and they got us one”

“I like to get out and do my shopping. I like to look at the charity shops and find things to put in my room as I like collecting things”

“Some days I go out to work, then after I have dinner and I watch the TV with my friends. It’s good fun here ”

Managers feedback

We asked the manager what she considers the essential contributors that make a home outstanding, and her priority is having the right staff.

At interview stage she specifically looks for people who are passionate and committed about their work. She discusses at interview that the potential employee will have a very big impact on the resident's lives. Recruiting the right people can be difficult as they stress, they will not employ just anyone, so it can take longer to find the right candidate. Regular agency staff are utilised to ensure continuity. Staff are given thorough inductions with training, supervisions, and transparent feedback. If an aspect of their work is not right the manager seeks to address it in a timely way.

Regular contact with the families, and regular feedback from residents is a priority for the manager. Each day the management team will visit every resident and check in with them to see how they are, and if they have any concerns, or priorities for the day. Every resident is seen as an individual.



We send annual surveys to family, residents and families. We also send external questionnaires to professionals that are involved with the service. We produce actions plans and evidence outcomes from these.



The manger feels it is very important to be hands on and lead by example so that staff can see the level of care that is expected from them. Modelling the way, they expect residents to be treated and cared for, ensures staffs standards are high. She feels very strongly that you can't manage staff by being sat in an office.

Staff advise the manager as being pro-active, passionate, and dedicated to ensuring the people who live at Tilmore are at the fore front of everything they do.



An ethos of 'you say - we do' is always a high priority on our agenda. We want the absolute best for our residence, and always strive to make things better. We are always looking to continually improve

We hold coffee mornings for the residents to be able to express their wishes. We have a key working system in place, and we encourage open communication



What contributes towards making Tilmore Gardens Outstanding

Close, well trained staff team. Shifts cover either day, or night and not both for the wellbeing of the staff.

Residents choice is a priority, and central to the ethos of the home. Residents are encouraged to be as independent as they can be, and they join mainstream clubs in the community.

Much effort has gone into making the residents rooms as personalised as possible, creating a comfortable living space.

Finding innovative ways to source solutions to problems, such as night staff wearing pyjamas to help reinforce day/night time for a resident who often woke at night.

Staff have the freedom to choose their daily tasks, so they are able to focus on the things they enjoy more.

There is total flexibility for each individual to get up and go to bed when they wish adding to the focus of freedom for the individual to live as they wish in their home.

Robust person-centred care plans that provide detailed information on each resident, enabling their choices to be prioritised.

Always looking to improve, even when things are already working well.

Holding coffee mornings for residence to enable them to talk about current topics and provide feedback to staff on any ideas they have, or changes they want to make. All feedback is acted upon.

A passionate, pro-active manager that puts the people who live at Tilmore at the centre of everything they do.



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