

Enter and View Final Report

Name of Home: Canning Court Care Home, Cannors Ways, Stratford Upon Avon, CV37 0BJ

Service Provider: BUPA

Date of visit: Tuesday 15th October 2024

Time of visit: 10:30am to 1:30pm

Registered Manager: Nicola French

Authorised Representatives: Robyn Dorling, Caroline Graham, Sue Roodhouse, David Alexander

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, their relatives, and staff, only an account of what was observed and contributed at the time of our visit.

Purpose of Visit:

We chose to visit Canning Court because the home had not been visited by the CQC for over two years. The purpose of our visit was to see that the people living in the home are treated with dignity and care.

Approach Used:

The visit was unannounced.

We interviewed the Registered Manager, observed activities in communal areas, and talked to residents, visitors, and staff throughout our visit.

In total we spoke with seven residents, two Nurses, an Activities Coordinator and a Chef.

Summary of Findings:

- **Residents:** The people living at the home who talked to us told us they were 'content' and that they could do what they wanted to do.
- **Personal Care:** Residents were appropriately dressed, clean shaven and well groomed.
- **Care:** Staff were observed providing compassionate, skilled care, and collaborating well.
- **Visitors:** Partners, relatives, and friends can visit at any time and make use of the facilities. Relatives told us they were happy with the care provided.
- **Staff:** Talked openly, appeared skilled, calm, and confident and introduced us to residents who could tell us how they felt about the home.
- **Staff Feedback:** Staff members reported feeling well-supported, enjoying their work, and being confident in handling challenging behaviours.
- **Training:** Staff undergo regular training, including yearly safeguarding.
- **Communication:** The Registered Manager and staff work well as a team and staff told us they support each other well.
- **Estates:** The home is purpose-built, has recently been refurbished and is maintained to a high standard.

Recommendations:

None.

Report

Canning Court is a modern, purpose-built care home in Stratford Upon Avon, that provides residential and nursing care for up to sixty-four residents.

The home is well signposted, there is a car park at the home and the outside of the building is well maintained.

When we arrived at the home, and announced we were there to carry out an Enter and View visit, we were welcomed at reception and asked to sign in. The reception area was clean and bright with a range of information leaflets: dementia café information, library books (brought in by the mobile library service), freepost complaints and feedback forms, policies, and a digital display of photographs of the people who live and work at the home.

We were taken into a comfortable large lounge area and the Registered Manager, Nicola French, came in to greet us.

Interview with Registered Manager

Nicola French is the Registered Manager of Canning Court Care Home. Four Healthwatch Warwickshire Authorised Representatives (two staff and two volunteers) spent time interviewing Nicola about the home. Nicola was very welcoming, able to answer all our questions and supported our visit throughout.

At the time of our visit fifty-three people were living at Canning Court. The home has rooms for sixty-four people. Many of the residents have dementia and are frail. The Nursing Care provided means they will be able to stay at the home through to the end of their life.

The home was refurbished a year ago. It has two floors, and a basement with a laundry and kitchen.

Twenty-one residents were living on the ground floor with a Senior Carer and four Carers looking after them during the day. On the first floor there were thirty-two residents with six Carers and two Nurses looking after them during the day.

Nursing and end of life care (when needed) is given to residents on the first floor. This means that residents can stay at Canning Court and move through the home, as they get older and their needs change.

Communication: There are daily 11am meetings for Senior Leads, Nurses, and Maintenance staff to discuss any issues. Care staff have handovers at the beginning and end of each shift. The Registered Manager told us that staff have their roles, but there is also a clear expectation that everyone will get involved in the home.

Nights: Two Nurses and six Care staff work during the night. The Manager starts work at 8am so is available for the handover between the night staff and the morning staff. The Clinical Lead is available for the handover between the day staff and the night staff at 8pm. Monthly night audits/ visits are carried out by the Registered Manager.

Recruitment: Staff contracts are for twenty-two, thirty-three and forty-four hours and overtime is available at a higher rate of pay. At the time of our visit the home was not using any agency staff. BUPA organises overseas recruitment from a variety of countries and some Nurses working at the home have now converted to their UK PIN, meaning they are now UK Registered Nurses.

Training: BUPA provides comprehensive training. Staff are paid to do the training if it is done outside of their contracted hours. All staff do yearly mandatory training which includes Safeguarding.

Residents: Residents' rooms are on two floors; Ground floor rooms are occupied by people with lower-level needs and first floor rooms are for residents with more advanced dementia and people who require Nursing Care. Most of the residents meet the criteria for Deprivation of Liberty Safeguards (DoLS). There are residents who receive Continuing Healthcare Funding (CHC).

Respite: Short stays, known as 'Respite Care' are available.

Discharge to Assess: Hospitals can discharge patients for short stays at the home while they are assessed. This is known as 'Discharge to Assess' and means that people can go to a care home when they no longer need to

be in hospital but are not ready, or able, to go home. During this time outside agencies will come into the home and assess the person's needs, for example assessing what support and adaptations they might need in place, to go home.

Relatives: Relatives and visitors can call in at any time. Tea and coffee making facilities are available and visitors can have lunch at the home if they pre-book and pay £5. Those with power of attorney are given access codes to the internal doors so they do not have to ask staff to let them in and out. Relatives can access the care records online to see the daily records of what their relative has been doing, and what they have eaten etc. The Manager told us that relatives who do not live locally tend to want this at the later stages of a person's life, and when it is hard for them to call in regularly.

Feedback, concerns, and complaints: The reception desk has Freepost Feedback and Complaints forms that are easily accessible. BUPA has a 'speak up' policy with a phone line, so staff can report concerns anonymously.

Community: The local community is welcomed in to visit the home through initiatives such as a monthly Blue Light Breakfast, which aims to bring people in from the community such as Ambulance staff and care professionals. There is also a weekly dementia café. Information leaflets about these drop ins were available in reception.

Activities: The home employs two full-time Activities Coordinators and an additional person (bank staff) to cover. The day before our visit an Opera singer had been to the home and, on the day of our visit residents were going out to the Maybird Shopping Centre.

Call Bells: There are several types of call bells, and each resident has the ones best suited to them. For example, one person may have a pull cord in their room, and another may have an alarm they wear.

Food and Drink: People choose what they want to eat at each meal. Menus are displayed in the dining rooms and the corridors so people can see what the food is for that day. On the day of our visit the Chef was making sausage and mash with Yorkshire puddings and gravy. The Chef told us that all the food is cooked from fresh at the home and they create

a seasonal menu. Food can be adapted for different needs, for example mashed or pureed, snacks and sandwiches are available all day and the Chef told us they are happy to make beans on toast at any time. A tea trolley is taken around the home. Breakfast is followed by 'elevenses' (tea and cake or biscuits mid-morning), lunch is served at 1.30pm and a lighter supper in the evening.

Residents are supported to eat in a variety of ways:

- Staff show residents plates of the food to help them choose.
- Adapted meals are available.
- Snacks are available at any time, this includes sandwiches and food such as beans on toast if asked for.

Weight Management: Residents are weighed monthly, or weekly, if they are losing weight or there are concerns.

GPs: A GP from Rother House Medical Centre visits the home once a week. Frailty Nurses from Rother House Practice also visit weekly and can prescribe medication such as antibiotics.

Pharmacy: BUPA have a Service Level Agreement with Boots the Chemists to deliver prescriptions and employ a Pharmacist, who can raise issues on the home's behalf.

Medication: We spoke to a Nurse about medication, during our tour of the home, who told us how they safely deal with any interruptions by locking up the trolley and addressing the resident's needs before returning to their medication responsibilities.

Dentistry: Accessing Dentistry is a challenge for all care homes. Many residents cannot get to the Dentist. Special Care Dentistry is available, usually within two weeks, but as residents must get to the practice their best interests have to be considered. BUPA are trialling a package of care in their care homes that includes BUPA Dentistry. If this is successful it will be rolled out to all BUPA Care Homes.

Chiropody: Residents can see a Chiropodist who comes to the home every four weeks.

Glasses: We asked the Registered Manager how they make sure everyone has their own glasses, because we are aware that this can be a challenge in care homes. The Registered Manager told us that residents often have a few pairs of glasses, and leave them around the home, so they are trying to address this problem by taking a photograph of each resident's glasses to help match them up.

Hairdressing: A Hairdresser comes to the home every other week. Some people go out to the hairdressers.

Bathing facilities: There are two communal bathrooms on each floor. These have baths and hoists in.

Laundry: The laundry is done in the basement. Residents' clothes are labelled by relatives but as these can fall off there is always the challenge of making sure residents have their own clothes. The Registered Manager talked about how they find ways to address these challenges. We saw a rail of clothes that visitors were asked to identify, and staff told us that some residents are only given their clothes one day at a time if they find it difficult having too many.

After spending time with the Registered Manager, we split into pairs and spent time on each floor talking to staff, residents, and visitors.

Service User Experience, Dignity and Respect **Feedback from service users, relatives, staff and visiting professionals.**

Staff:

Staff talked openly with us, about what it is like to work at Canning Court, telling us they liked working at the home because they were well supported and enjoyed working with their colleagues. They said they feel able to manage challenging behaviours; we witnessed evidence of this with compassionate and kind care being given during our visit. We also saw staff seeking assistance from colleagues when needed.

Staff told us there is lots of training available. When asked if they had time to manage this, we were told that they do, and that 'if you don't do it you can't come to work.'

Staff told us there is lots of training available, when asked if they had time to manage this, we were told that they do, and that 'if you don't do it you can't come to work.' It was evident they thought the training was important. Staff appeared skilled, calm, and confident and were happy to introduce us to residents to talk to, and supported this throughout our visit.

"What makes working here good is my colleagues, we are a good team."

"Friendly Management Team, we are happy here."

"I love working here, it is really rewarding."

Residents:

The people living at the home who talked to us told us they were 'content' and that they could do what they wanted to do. They knew the staff and appeared comfortable talking with them.

"I like it, I like everything about it, the food is good. I am free to come and go."

"The food is not bad but it's a bit repetitive."

"The food is pretty good on the whole, there is a good choice."

"I could go out if I had someone to push me. I go to some of the activities"

"I liked the Opera."

"Staff are pleasant and helpful. I can be left or have company. I am content."

Relatives:

"They communicate well because I ask. I visit and stay for supper. I bring my own food as well, so (the person I visit) can share it if they do not want the food here."

"It is not too bad now, but (the resident) did not settle when they came in at first. They fell at home, so have a safety mat under the bed here and pressure pads on their chair. They are very good; I phoned last night to see if (the resident) had settled, and they could tell me straight away."

Other Visitors (professionals, local organisations etc.) :

There were no other visitors we could talk to during our time at the home.