



## **LINK Visit to Warrington Community Living Twiss Green**

### **Pre Arranged Visit to Twiss Green – Residential Home for Adults with Learning Difficulties**

**Date:** Wednesday 27<sup>th</sup> October 2010 at 3pm

**Person met with:** David Brunt

**Position/ job role:** Care Support Worker

**LINK Visiting Members:** Gwen Lightfoot and Katie Lightfoot

At the time of visit there were 3 residents and 4 staff on duty. We spoke to 3 staff members.

The staff on duty were not aware of the visit. However after checking our ID they welcomed us in and were very helpful and answered all questions we asked.

A new manager has recently been appointed (September 2010) and 2 staff members we spoke to were also new in post.

### **General Environment**

The bungalow had a very friendly and welcoming atmosphere. The lounge area is decorated nicely with pictures of the residents on the walls which we felt added to the homely feel. The conservatory and kitchen were well decorated and again added to the overall relaxed atmosphere of the home. Radiator guards were on all radiators that were seen.

Hoists were in all bedrooms.

All beds had motion sensors on, one patient had been assessed by Occupational Health as needing a bed rail, this was fitted.

The bathroom was clean and tidy, with a hoist fitted.

### **Policies and Procedures**

We were informed the new manager has prioritised policies and procedures in the last month. Staff were aware where the policies were and signed to say that they had read them

### **Safeguarding**

Regarding safeguarding issues while we were on the visit, we were not left alone. There was a visitor's book which we were asked to sign. The book explained what was expected of us as visitors and also had pictures in it to make it easier for people to understand where to sign in.

There was also a Communication Book, where all phone calls, visits, issues that had arisen or general points that need to be raised were recorded and it is routine to check it at the start of each shift.

Staff were aware of Safeguarding procedures and who to contact if they had an issue. Staff had used the procedure before and they commented that they also knew to use it if they felt they as staff had breached any safeguarding procedures.

We were told that all residents are risk assessed, which is included in the Care Plan. However staff stated they felt that this was a continual process and they risk assessed the residents on a daily basis in regard to any activities and their general mobility.



## **Staff**

4 members of staff were on duty, we spoke to 3 of them. While observing the staff they treated and spoke to the residents with dignity and respect. They were aware of the ladies individual needs and we saw the staff interacting with the ladies and making sure they were ok.

We asked about sickness cover, there is a rota of staff for cover and also bank staff who are available. The main staff member we spoke to seemed to know the other staff well and there was good communication and interaction with the staff on duty.

Two staff members we spoke to had only been in post a short time. Both had recently, one in last few weeks, attended 2 weeks of training, including fire safety, safer handling, medications, safeguarding, training on epilepsy medication and training on how to use the hoist. A training plan was available in the back office.

## **Care Plans**

We were shown an example of a Care Plan. This also recorded activities that had been carried out daily. However the staff felt they did not accurately record all the activities the residents had done. They felt it would be more beneficial to use diaries to record these. This is hopefully being started in January 2011.

The Care Plans included a daily rota of activities, pictures were also used to communicate better with the residents. The activities had been identified, as best as possible, by communicating with the residents. Staff had identified individual interests of the residents and tried to accommodate these as best as possible, e.g. helping to prepare meals. The staff, where possible, also included any relatives involvement, an example of this was given that a relative informed staff that one resident had always enjoyed listening to classical music, this was being played while we were present. The staff stated that they are also discovering on a daily basis what the residents enjoy, this is then recorded.

The Care Plans were easily accessible and also included a Health Passport, which is being promoted throughout Warrington Hospital when patients are admitted. Staff stated the Passport had been used and Paramedics were aware of it. Hospital staff were also aware of it but could take more notice of it.

## **Activities**

Staff listed different activities that were available and knew which resident preferred what activity. The home is hoping to offer more outdoor activity in future.

## **Food/ Menu**

Different choices were offered and residents can choice what they want to eat. Residents were offered drinks of water while we were there.



### **Recommendations**

- Ensure diaries are used from January 2011 to more accurately record the resident's activities
- To increase more outdoor activities
- More promotion of the Health Passport within the Hospital