

Follow-up visit to Cranham Court Nursing Home

On 25 October 2018, we carried out a follow-up visit to the visit we had made on 16 January 2018.

On arrival, our team was told that the Manager was at Sycamore, another home owned by The Holmes Care (Group) Limited, which had taken over the ownership and running of the home since our previous visit.

The Deputy Manager met the team and was happy to see them. She had been at Cranham Court for some time and reported that the previous Manager (Matron) and Owner had relinquished all control and involvement with the home. The new manager had started in March 2018.

All rooms but one (which was being decorated) in the home were occupied. The Deputy Manager showed us one room on the ground floor, which was occupied by a couple who were watching the TV together - the team were introduced to them and they said they were quite happy there. Their room was large, sunny and quiet, with lovely views which suited them. Although the old main house had been extended quite a bit on both sides, the rooms are quite a good size, light and airy, with lovely views of the grounds. 25 of the residents were bed-bound.

The Deputy Manager said the only real problem they had remained recruiting and retaining staff, with too much reliance on an agency based in Ilford. Their shift patterns continued to start at 7am but the Deputy Manager told the team that that was not an issue despite the difficulty some staff might experience in getting to work on time. She was sure that the shift pattern was not the reason why they experienced problems in recruitment. Staff do 13 hour shifts with one hour off for which they are not paid. Carers are paid £8.45/hour.

The Deputy Manager showed the team around: everywhere looked clean and tidy, although some pelmets were adrift. A maintenance person was busy painting a corridor - all doors in the Dementia Unit are painted in different

colours. The RGN on the Dementia Unit was in her office and met the team. Bedrooms looked clean and tidy - some people had personal possessions in their rooms. The team were told that the home struggled to get family involvement, especially with activities like memory books. Considering this was an unannounced visit, things looked good although they did not have opportunity to look at paperwork or record keeping. There was evidence that the dedicated training room on the ground floor was being used.

All 21 beds in the Dementia Unit, Woodlands, were fully occupied. The team met the full-time Activities Co-ordinator, who works with a part-time colleague, but no activities were taking place during the visit. The TVs in both lounges were on. They do some 1 to 1 work when they can.

There were at least 4 RGNs on duty during the visit and the team met several carers, who informed the team that they were meticulous over medication administration and control.

The kitchen staff were clearing up after lunch.

The team met a man who had just been admitted, following discharge from the Royal London Hospital and he was having a cup of tea and biscuits. He had a relative with him. A member of the team met someone she knew in the main lounge and he seemed quite at home - he was being cared for because he has severe diabetes.

Although the home is reluctant to accept residents discharged back from hospital after 5pm, it was sometimes hard to enforce this. The Deputy Manager advised that residents were always accompanied to hospital, although it was unclear whether the staff concerned remained with the resident once they had been handed over to hospital staff. The home try to involve residents' families when a resident has to be admitted to hospital.