



Enter & View Report

Orchard Manor View

February 2025

Contents

Report Details.....	2
Acknowledgements.....	2
Disclaimer	2
Purpose of the visit.....	3
Methodology.....	3
Results of Visit.....	4
Quality Indicators.....	6
Service provider response.....	8
Distribution	8

Report Details

Details of Visit	
Service Address	34 Robert Hall Street Leicester LE4 5RB
Service Provider	Orchard Manor View Limited
Date and Time	Thursday 13 th February 2025, 10.30am
Authorised Representatives undertaking the visit	Kim Marshal-Nichols and Dulna Shahid (Staff)

Acknowledgements

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

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 residents and staff, only an account of what was observed and contributed at the time.

This report is written by volunteer Enter and View Authorised Representatives who carried out the visit on behalf of Healthwatch Leicester and Healthwatch Leicestershire.

Purpose of the visit

Independent Age, a national charity, supported by Healthwatch, have developed a set of eight quality indicators for care homes. We are including an evaluation, based on our findings on the visit, of these quality indicators.

A good care home should:

1. Have strong, visible management.
2. Have staff with time and skills to do their jobs.
3. Have good knowledge of each individual resident, their needs and how their needs may be changing.
4. Offer a varied programme of activities.
5. Offer quality, choice and flexibility around food and mealtimes.
6. Ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists.
7. Accommodate resident's personal, cultural and lifestyle needs.
8. Be an open environment where feedback is actively sought and used.

For further information: www.independentage.org/policy-and-research/our-8-care-home-quality-indicators

Methodology

Our Authorised Representatives (volunteers who have undergone specialist training and are DBS checked) attend and make observations.

Where possible, talk to residents about aspects of their care and whether this is delivered in a way that promotes their dignity and independence including the ability to make choices about their daily lives.

Where possible, talk to relatives, if they are available to ask if they are happy with the care provided to their relatives and whether they are aware and feel able to report any concerns/ complaints.

Speak to staff about training, turnover, support and staff levels.

Observing interactions between residents, staff, manager and visitors.

Results of the Visit

External

The home is in a well-designed building, with a front entrance resembling that of a hotel. The entrance is clearly signposted and easily accessible. The exterior and surrounding areas are well maintained. A wraparound garden features benches, plant pots, and a greenhouse, along with a well-kept courtyard that residents can access from both their rooms and the lounges.

Entry to the home is through an automatic door leading to a small foyer. This has a seating area, information stand, a table displaying award certificates given to the home, the visitor book with safeguarding and CQC information displayed, this also leads to the main foyer which is accessed by a bell and keypad. CCTV is in place within the home in corridors.

There are parking spaces available, including designated accessible spaces.

Internal

The main foyer is spacious and brightly decorated, featuring a console table and a chaise lounge chair. The office is situated directly opposite the foyer. The decor is inviting and well-maintained. Throughout the home, there are no unpleasant odours, only a pleasant floral fragrance.

The home offers multiple lounges, including a quiet lounge with a small kitchen for residents and families to use, a TV lounge and a main lounge. All lounges are spacious, well-furnished and in good condition.

The activity lounge includes a sink area, two tables with chairs and soft armchairs arranged around the room. It is clean, uncluttered and features an "Active Mind" board and a "Residents Out in the Community" board. A Valentine's table was also present. During our visit, we observed a staff member working at a table equipped with a computer.



In the quiet lounge, residents were engaged in a knitting activity. The room is equipped with a large TV, a bookshelf filled with books, and portraits of residents displayed on the windowsills. We also observed that the garden can be accessed from all the lounges.

The corridors are uncluttered, and all areas are clean and well-maintained. We noticed hand sanitisers placed throughout the home. Wheelchairs are available.

The home has two spa bathrooms. The first one we observed was very spacious and featured two different hoists, two different-sized wet chairs and an accessible spa bath. It was clean and free of any odours. Both bathrooms were equipped with alarm cords, accessible toilets and calming decor. The home also has separate male and female toilets, which are spacious, accessible, and equipped with handrails and alarm

cords. Additionally, Personal protective equipment (PPE) is available for staff use.

The dining area consists of seven tables with chairs and includes a sink area. The daily menu is displayed on the wall, and natural light fills the space. A TV is also present, which, we were told, is used during mealtimes for background music or to show football matches.



The home has a spacious sensory room, it was not in use during our visit, but we were informed that the manager is looking for staff to complete a course focused on sensory care. The home has an additional floor accessible via lift. The first floor contains three bedrooms used for respite care, along with some storage rooms.

Residents

The home has a capacity of 30 residents, with 21 currently residing there. It comprises 26 rooms, including 24 single rooms and 2 double rooms, which are only occupied by residents who choose to share. We observed that each resident's room door is personalised with their name and pictures.

All resident rooms feature an ensuite and have French doors that open to either the garden or the front courtyard.

During our visit, we spoke to 3 residents.

One resident said, "We do crafts here, happy here."

One resident said, "My son takes me out on Saturday mornings, I get out once a week. We have fun here, play games with the lovely girls."

One resident said, "We like the food here." When asked if they go out, the resident replied, "no, especially in this weather."



Notices

We noticed an activity board displaying the planned activities for the month, which is kept up to date. CQC information is prominently displayed at the entrance of the home. During our visit, we saw a Valentine's Day menu with meal timings. Additionally, a separate wall features the 2025 activity planner, highlighting various events, religious dates and significant moments in UK history.

There are boards on the corridors which display an array of pictures of the residents enjoying various activities, celebrations and outings.

Staffing

We were told there are 35 care staff, 1 activity coordinator, 3 housekeeping staff, 1 laundry, 1 maintenance, manager, director, team leaders, lead cook, 1 kitchen assistant and 2 assistant cooks. Agency staff are not

used. The home does have bank staff.

Quality Indicators

Quality Indicator 1: Have strong, visible management.

The management and team leaders actively engage with residents daily. Each morning, the manager visits during breakfast, offering hugs and conversing with residents. Additionally, management and team leaders conduct an 8am walk around to ensure everything runs smoothly.

The manager spoke about challenges with hospital services, regarding unsafe discharge that the home had to deal with. The manager spoke about the GP and difficulty in getting appointments. The manager also mentioned that some nurses that would come into the home, were not very nice however it is getting better.

Quality Indicator 2: Have staff with time and skills to do their jobs.

During our visit, we observed staff being highly attentive to residents. Care staff interacted warmly, engaging in friendly conversations. We also saw the activity coordinator sharing laughter and jokes with some of the residents, creating a positive and welcoming atmosphere. We were told all staff know each resident's needs. We were informed that resident care plans are kept up to date, with each resident having a designated key worker who communicates regularly with family members about their loved one's care.

Training is provided both online and in person, and staff are asked about additional training needs during supervision. Funding is given for further training, such as diabetes and autism training. There is also a system in place that alerts when training is due or has been completed. There is a training audit which is done every 3 months.

We were told the cook and assistant like it here at the home, they like to interact with residents, asking what they like etc.

Quality Indicator 3: have good knowledge of each individual resident, their needs and how their needs may be changing.

Residents have electronic care plans, which care staff can access. Nutrition and hydration are regularly updated and monitored within these plans. If any concerns arise regarding food or fluid intake, residents are referred to a dietitian or the Speech and Language Therapy team. Senior staff members have full access to the care plans. Additionally, a verbal handover is conducted during shift changes to ensure continuity of care.

Quality Indicator 4: offer a varied programme of activities.

During our visit, we observed residents engaged in a knitting activity in one lounge, while others were playing a board game in another. Outings are organised, and a board titled, "Connecting with Our

Community" displays photos and details of residents visiting various local places. The Activity Coordinator is available Monday to Friday, and on weekends, activity plans are left for residents to follow.

Outings to the pub, Greggs and the garden centre are organised.

Quality Indicator 5: offer quality, choice and flexibility around food and mealtime.

The home holds a hygiene certification and offers a varied menu with options to accommodate special dietary needs, such as religious preferences, vegetarian options and more. We were informed that residents are shown pictures of the food choices, with both meat and vegetarian options always available. The kitchen team also offer meals to residents' likes, dislikes and medical needs. Additionally, there is a special dietary requirements board that lists resident names along with their specific dietary needs.

Quality Indicator 6: ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists.

We were informed that the GP visits the home, and the relationship with the GP is generally very good, although securing an appointment can be challenging, as they are often told there are no available slots. The manager has to be firm in requesting appointments when needed. The pharmacy is always helpful, and the chiropodist visits every 6-8 weeks. Additionally, there is a private dental practice attached to the home, and they come in to see residents. Some residents also have their own dentists. All residents have an oral health plan in place to ensure their dental care is well-managed.

Quality Indicator 7: accommodate residents' personal, cultural and lifestyle needs.

Residents appeared happy and well-cared for. They are able to bring their own personal items and furniture into the home. Residents also enjoy outings with their family members. During our visit, we observed the drink trolley making its rounds, offering tea, coffee and cakes. We were informed that three hairdressers visit the home on Mondays, Tuesdays and Thursdays.

Quality Indicator 8: be an open environment where feedback is actively sought and used.

Resident council meetings are held monthly, and we were informed that this February, Leicestershire Police will be visiting the home to give a talk to the residents. The council is established with designated members. The home operates an open-door policy, allowing family members to visit at any time. Additionally, a resident and family meeting is planned for the summer, with efforts to align it with Dementia Awareness Day. Family meetings are held twice a year and are scheduled around key events taking place at the home.

We were informed that a welcome pack is provided to residents and their family members. The pack contains important information, including details about how to make complaints, safeguarding information, and how to report any concerns.

Summary

The home is a well-maintained, spacious home with a welcoming hotel-like entrance and easy access to a wraparound garden. It offers a range of lounges, including a quiet lounge and a sensory room, as well as well-equipped spa bathrooms. Residents enjoy personalised rooms with ensuite bathrooms and access to the garden. The home provides a varied menu catering to different dietary needs, and meals are served in a bright, welcoming dining area.

There is a good focus on resident care, with staff actively engaging with residents, keeping care plans up-to-date, and offering tailored activities. Residents have access to health professionals, including a GP, chiropodist, and dental care. The home also promotes an open environment, seeking feedback through regular meetings and offering a welcome pack with important information for residents and their families.

Service provider response

The report was agreed with the Service Provider as factually accurate. They have provided the following responses to the report.

"I agree with everything in the report and myself, and the team are glad you enjoyed your visit to our care home."

Distribution

The report is for distribution to the following:

- Orchard Manor View
- LLR Integrated Care Board (ICB)
- Care Quality Commission (CQC)
- Leicester City Council (LCC)
- NHS England (Leicestershire and Lincolnshire) Local Area Team
- Healthwatch England and the local Healthwatch Network
- Published on www.healthwatchll.com



Healthwatch Leicester and Healthwatch Leicestershire
9 Newarke Street
Leicester
LE1 5SN

www.healthwatchLL.com
t: 0116 257 4999
e: enquiries@healthwatchll.com



@HealthwatchLeic