

Details of visit**Service address:****Date:****Length of visit:****Authorised****Representatives:****Orchard House Care Centre****189 Fairlee Road, Newport, Isle of Wight.****PO30 2EP.****12th April 2024****2 hours 30 minutes****Rose Wiltshire and Margaret Craig****Acknowledgements**

Healthwatch Isle of Wight would like to thank the service provider, people who live at the home and staff for their contribution to the Enter and 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 service users and staff. It is only an account of what was observed and contributed at the time.

**What is Enter and View?**

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to people, their families and carers in premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

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 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 if necessary. Safeguarding concerns will be reported to the IOW Council safeguarding team without delay.

In addition, if any member of staff wishes to raise an issue about their employer they will be directed to the Care Quality Commission where they are protected by legislation if they raise a concern.



Purpose of the visit

This visit was arranged as part of an ongoing workplan, looking at the experiences of people living in residential care or nursing care homes on the Island. Six local care and nursing homes were visited as part of this work.

Methodology

This visit took place unannounced. The home was made aware (via email) that Healthwatch Isle of Wight would undertake visits related to their residential care home/nursing home work plan and was given a 2 week window but was not informed exactly when the visits would occur. They were informed that two Healthwatch authorised representatives would be visiting the home and would wish to speak to people living at the home, visitors and staff if appropriate. The authorised representatives may also wish to observe a meal time, but this would be confirmed with the person in charge at the time of the visit.

A follow up telephone call was made to the home two weeks after the email, to enable the manager to ask any questions and to confirm arrangements.

The focus areas of the visit were as follows:

- **Quality of care**
- **Provision of activities**
- **Visiting**
- **Food and drink.**

Description of home taken from their website:

‘Orchard House provides a happy and relaxed lifestyle in the heart of the beautiful Isle of Wight, with its stunning scenic surroundings. Our peaceful secluded gardens give a sense of space and tranquillity. The town of Newport is nearby for shops, cafés and the Medina theatre. ‘

Results of Visit



Quality of Care

All people we spoke to said they were happy at the home and had no complaints. They informed us that the food is good and the staff are attentive. All people we observed in their rooms had call bells near to them and drinks within reach on their tables.

One person we spoke to said that they were happy to be able to live with their relative and they are happy at the home.

Activities

During the visit, we observed people in the lounge chatting to each other. Some were enjoying putting together 2 large circular jigsaw puzzles and a member of staff was engaging with them. The home employs an activity co-ordinator and we were informed that activities are available during the week and at weekends.

Last week, people had been taken out to visit the donkey sanctuary which they enjoyed.

We were informed that people will be able to enjoy the garden area when the weather improves.

A hairdresser visits the home regularly and is able to use the home's hairdressing salon.

Food and Drink

People were given plenty of food options during the lunch time period and we were informed that people can choose where they eat their meals. There was a relaxed atmosphere and staff interacted positively with people at the home.

A family member we spoke to was grateful for the lounge just inside reception, where he can go for a hot drink and a piece of cake and have a discussion with staff.

The home has a host that will visit people to read through the menu choices with them and will then log their preferences. Pictures of meals were available to support people's choices.

Menus were displayed in all social areas of the home and are updated on a daily basis.

A choice of hot drinks are widely available for all people at the home including family members and visitors and cake was available in the downstairs lounge.

Lunch looked appetising and all people in the dining room said they were enjoying their food.

The dining room tables were covered with white tablecloths and a small vase of flowers was on each table.

Some people chose to eat their lunch in their own rooms and their food was covered and served without delay.



Visiting

There are no restrictions on visitors to the home, and this was confirmed by people we spoke to and also by a relative who was happy that he can visit whenever he likes.

Staff feedback

Staff we spoke to said they have attended a wide range of training courses and one person said they “love my work.” They reported that they feel well supported by the management team.

All staff we observed appeared happy and relaxed. During the visit the postman came in to the home and was able to get a drink for himself. All staff members, said that they find the management team easy to approach.

One visitor to the home said his relative has confirmed that the staff are “lovely.”

The home is registered to support 59 people. At the time of our visit there were 52 residents living at the home.

We were informed that usual staffing ratios are as follows:

Night: 1 nurse, 5 care staff

During the day, in 2 of the units there are 3 care staff and 1 nurse and in the 3rd unit there are 4 care staff and 1 nurse.

General observations

There was a large car park to the front of the home and the grounds were tidy and well kept, with attractive plants and flower beds. On our arrival, the door was answered promptly. We were asked to sign in and taken through to speak to the manager who was expecting us. We were able to explain the purpose and format of the visit.

We were shown around the home and noted that communal areas were clean, tidy and bright. The home is split into 3 units: Bluebell, Valencia and Memory Lane. Each area of the home was clean, well decorated and bright and had allocated staff to this area.

In the hallway, there were pictures of the staff along with their job roles and a notice board contained details of activities planned.

The outdoor area was well kept and we were informed that they are waiting for 6 new tables and chairs to be delivered for the patio area.

A smoking area is available outside for those people who wish to smoke. Staff will support them to access this and people will be given a call bell to ring for assistance when they wish to come back indoors.

Recommendations:

No recommendations



For more information

Healthwatch Isle of Wight

FREEPOST:

RTGR-BKRU-KUEL

Riverside, The Quay

Newport.

Isle of Wight

PO30 2QR

www.healthwatchisleofwight.co.uk

t: 01983 608608

e: enquiries@healthwatchisleofwight.co.uk

[@HealthwatchIW](#)

[Facebook.com/HealthwatchIOW](https://www.facebook.com/HealthwatchIOW)

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