

healthwatch
Blackpool

Enter & View at Jar-Jireh (Charity) Home 30th January 2015

By



Care Home Enter & View
Link to 15 Steps Supporting Notes

Date and Time of Visit: 30.1.15 11- 12:30pm

Name of Care Home: Jar Jireh Rest Home

Tel No: 01253 622134

Name of Service Provider: Jar Jireh Company

Tel No:

Number of Residents: 24

Number of Vacancies: 11

Purpose of premises: Care Home with both Dementia and Elderly Residents. This home is specifically for Jehovah's Witnesses.

Authorised Enter & View Representatives: [REDACTED]

Welcoming	Good	Satisfactory	Poor
Attitude of staff on your arrival	✓		
First Impressions	✓		
Odours	✓		
Visitors book	✓		
Signage	✓		
Comments			
Welcoming and pleasant staff. Pleasant environment. Very clear signage.			
Mandatory Questions			
How many Staff on duty at time of visit?	8 Staff including Chef and Assistant.		
How many care staff on duty throughout the night?	2 on duty and Care Manager on call, who would attend hospital with client if necessary.		
Hours worked?	Shift system: 8:00am till 1:00pm, 1:00pm till 6:00pm, 6:00pm till 10:00pm and 10:00pm till 8:00am.		
How long to answer call bell?	Not rung whilst visiting – but discussed.		
Staff training? Are all staff trained to administer medication?	Most are, staff use patient centred care system. Drugs in locked cabinet in office or locked cupboard in bedroom.		
How many staff have completed the 'Let's respect Dementia' Training?	All established staff. Arrangements are made for new staff to receive it.		
Comments			
Levels of staff training are high and thorough.			

Housekeeping	Good	Satisfactory	Poor
Personal Hygiene	✓		
Cleanliness of environment	✓		
Warmth	✓		
Appropriate clothing	✓		
Laundry function	✓		
Comments			
<p>Opportunity for help with bathing and showering. Staff work in laundry. All clothes are name tagged. All clients wearing clean, smart clothes.</p>			

Caring & Involving	Good	Satisfactory	Poor
Dignity	✓		
Communication	✓		
Entertainment	✓		
Spiritual needs	✓		
Interactions between staff & residents	✓		
Well organised & calm	✓		
Dementia friendly	✓		
Comments			
<p>A calm and friendly atmosphere. Entertainment listed for all to see. Entertainment Champion. Spiritual needs are tailored to the needs of the residents.</p>			

Individual needs	Good	Satisfactory	Poor
Continence pads	✓		
Waking policy	✓		
GP	✓		
Dentist	✓		
Nurses (inc District)		✓	
Chiropodist	✓		
Opticians	✓		
Hearing tests	✓		
Hairdressers	✓		
Pets	✓		

Comments
<p>Continence pads are bought in. If not enough more supplied.</p> <p>All residents are registered with one GP practice.</p> <p>Use own dentist or will source a local one if necessary.</p> <p>Relationship with District Nurses varies. A joint meeting is being arranged to progress some issues.</p> <p>Pets are welcome (either with a resident or with visitors).</p>

Food & Feeding	Yes	No
Are meals cooked on the premises?	✓	
Info available showing residents' dietary needs?	✓	
Presented well?	✓	
Is blended food served separately?	✓	
Is food served hot?	✓	
Is a range of drinks readily available throughout the day?	✓	
Comments Recently had a very motivational dietary course which considered all aspects including calorie needs.		

Visitors	Yes	No
Made to feel welcome	✓	
Offered refreshments	✓	
Adequate seating	✓	
Encouraged/ welcome at mealtimes	✓	
Visiting hours convenient/ suitable for all	✓	
Comments Take pride in hospitality. Visitors can eat with the residents if food available or booked in advance.		

Health & Safety	Good	Satisfactory	Poor
Falls prevention	✓		
Infection control	✓		
Supervision	✓		
Team work	✓		
Comments Have a falls prevention champion. Work in partnership with care-co-ordinating team. (CCT). All teams have a supervisor in them. Team working system in use.			

Policies & Procedures	Good	Satisfactory	Poor
Falls	✓		
Medicines	✓		
Security	✓		
Fire	✓		
Record keeping	✓		
comments			
<p>Lead Carer is Fire Officer for the day. Fire Service visit annually. Detailed Fire Log. ALL medication counted weekly.</p>			

Overall Comments	
What makes me less confident?	Nothing
What have I noticed that builds my confidence?	Welcoming, friendly, calm atmosphere and surroundings. High standard of management care. Patients feel "safe" and all spoken to liked being there.
Recommendations	