



# Virtual Visit to Davlyn House

11 May 2021 - 19 May 2021

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# Executive Summary

Due to the outbreak of the Coronavirus Pandemic and the current suspension of the Enter and View Programme, Healthwatch Stoke-on-Trent took the opportunity to pilot a series of Virtual Visits to ensure the conversations, experiences and concerns can continually be shared with their local Healthwatch. Virtual Visits were designed to gain perspective on respective health and social care services by providing an anonymous opportunity for service users, staff, relatives and managers to talk about their experiences centred on the planning and delivery of the concerned service. All engagements with participants were digital with no face to face interaction, predominantly information was aimed to be shared via phone calls and survey questionnaires.

The report details our recommendations and acknowledgements, a background, the methodology utilised, an overview of findings and a selection of experiences from management, staff, service users and relatives.

After timely engagement and logistical planning with Davlyn House, Healthwatch Stoke-on-Trent conducted an announced Virtual Visit to Davlyn House Care Home between 11 May 2021 and 19 May 2021. The rationale for the virtual visit was to capture the experiences and opinions of managers, staff, residents and relatives associated with the care home, in order to identify what works well, not so well and what could be improved to enhance the quality of service delivery.

The manager of Davlyn House disseminated information to staff, residents and relatives to assemble interested participants. To engage and collect the respective grouped experiences qualitative research was utilised by way of questionnaires and semi-structured interviews.

29 individuals participated and shared personal experiences. The 29 responses were shaped and discussed in the significantly positive findings around the following 5 quality measures:

- COVID-19 Safety
- Effectiveness of Care
- Communication
- Leadership and Management
- Adaption and Responsiveness

The report highlights the substantially positive delivery of service at Davlyn House and it is clear of the excellent overall care quality but it should be noted that there are 3 slight recommendations for consideration which are based upon participant viewpoints.



# Background

## Who was involved

- 3 HW SOT Representatives
- 9 Davlyn House staff
- 1 managerial staff member
- 11 relatives
- 8 residents

## Service details

Davlyn House  
41 Bull Lane  
Brindley Ford  
Stoke-on-Trent  
ST8 7QL

## Reason for visit

This is one of a series of Virtual Visits to care homes in Stoke-on-Trent. To collect evidence of what works well and what could be improved to make people's experiences better. An opportunity for all involved to share experiences and opinions.

## Visit details

11 May 2021 - 19 May 2021  
Announced visit  
No declarations of interest  
Phone calls  
Questionnaires

## Service description

Davlyn House is a Residential home specialising in the provision of services relating to accommodation for persons who require nursing or personal care, caring for adults over 65 years and dementia.

## Numbers and figures

24 residents / 29 capacity  
35 staff  
2 accessible floor levels

**Disclaimer:** This report relates only to the service viewed on the date(s) of the visit and is representative of the views of the residents, relatives, staff and manager who contributed to the interviews and questionnaires between the noted dates.

# Methodology

In response and adaptation to the Coronavirus Pandemic, Healthwatch Stoke-on-Trent introduced a new digital approach to deliver service engagements. Our visit was operated virtually; telephone semi-structured interviews and survey questionnaires.

Our visit was an announced visit with full support and cooperation of Davlyn House to facilitate the visit. Initially, we had a virtual meeting with Davlyn House to discuss logistical planning, who would be involved, how to promote equality and inclusion and how to best collect experiences from a range of participants with different perspectives and needs.

The manager of Davlyn House agreed to share posters and information booklets with staff, residents and relatives to identify interested participants. Enlisted participants were later shared with Healthwatch Stoke-on-Trent authorised representatives to connect with and conduct telephone interviews. Participants that did not wish to complete telephone interviews completed an online survey. There were four distinctive surveys and semi-structured interview guides created to ensure questions being asked were relevant to their understanding and requirements. Each of which were made up of open questions, numerical approximations and judgement grades.

Our planned visit themed questions around the following aspects of care provision:

- COVID-19 Safety
- Effectiveness of Care
- Communication
- Leadership and Management
- Adaption and Responsiveness

All returning data was analysed on Snap Surveys Software to provide an accurate account of individual experiences and opinions which enabled a factual findings summary. During the visit we consulted with:



# What we Found

## COVID-19 Safety

We examined the experiences and opinions collectively of residents, staff, managers and relatives regarding information on COVID-19 safety protocols and procedures delivered by Davlyn House. With insight into the 29 responses which reflect four distinctive viewpoints, it is clear that the experiences indicate significant satisfaction and efficiency in how the safety of COVID-19 has been managed.

75% of residents deemed their care during COVID-19 as EXCELLENT

25% of residents deemed their care during COVID-19 as GOOD

Residents, staff, relatives and the manager all shared the opinion that Davlyn House is a safe environment and has acted appropriately in a time effective manner, to ensure that COVID-19 national guidelines are closely monitored and altered to when and where appropriate to deliver a safe and considered service. 100% of residents declared that they feel safe in the home despite the Coronavirus Pandemic implications.

50% of residents confirmed that they had a form of illness during COVID-19. However, it should be noted that not all illnesses were Covid-related. Despite this, all residents confirmed that they were able to continue to receive medical treatment and care; such as hospitals, GP, district nurses, pharmacist and an advanced practitioner.

Davlyn House experienced one COVID-19 outbreak between November 2020 - December 2020. While this undoubtedly presented a challenge, this appears to have been managed effectively, with recognition to all staff who worked tirelessly to cover extra shifts, continue to engage with relatives whilst maintaining the safeguarding and safety requirements.

- 100% of staff have received adequate training to support residents during COVID-19.
- 100% of staff have had appropriate PPE.
- 89% of staff have been able to deliver a high level of care to meet residents' needs.

“Staff looked after me, they spent time with me and fetched me shopping.”

“I was looked after and staff helped me and they kept in touch with my relatives for me, I can't fault anything here.”

“It is always good and I am comfortable here. Nothing to grumble about”

## Effectiveness of Care

All residents and relatives that we engaged with spoke extremely highly of the care quality provided in Davlyn House. All conversations echoed a positive dynamic between the management, staff, relatives and residents, which stems from the ongoing high quality care that has been, and is provided.

63% of residents rated the overall care quality as excellent

37% of residents rated the overall care quality as good

Residents were more than happy with the space and facilities within the home to contribute towards their satisfied care standards; 100% of residents agreed. Similarly, 100% of relatives were happy with the care, support and facilities that their relative is receiving.

Furthermore, the quality of food was highly rated by all residents, as 67% stated excellent. and 33% good. Whilst the environment was deemed safe and warming by a range of residents and relatives.

*“It’s comfortable, light and clean, I have all my things around me in my room, it’s like my own home and it’s the best thing I ever did moving here.”*

*“I like sitting at the table for meals and nice to have a comfy chair in lounge. I have a nice bedroom where all my things are where I can go to sleep.”*

Both the management and staff demonstrated a high level of knowledge and finer details of patient and their families to ensure that they heighten interpersonal relationships. This was reflected by many relatives who explained the service is very much community orientated and welcoming. It was noticeable that significant caring commitments have been made to ensure that the residents’ morale remained high but also the welfare of residents have been safeguarded throughout the pandemic by vigilant teamwork.

However, when asking what changes could be made to improve the care, a resident shared they would like to be more independent, which is a consideration for the team at Davlyn House to ponder and review with residents how additional independence could be offered, when and where appropriate.

## Communication

100% of relatives are happy with communication received during the pandemic

91% of relatives engaged in digital communication during the pandemic

89% of staff feel that residents are able to communicate with them effectively

Relatives were highly satisfied with the accessible communication with the residents in Davlyn House. It was widely accepted that when communication was required there have been very few issues around being connected with the concerned individual.

Predominant communication is led by phone calls between staff and relatives. Relatives are able to call up on a regular basis and have personal conversations. Relatives explained that digital technology has either been used or offered to carry out interactive communication during restricted visiting periods. However, due to some residents not wanting to use contemporary forms of technology, this was not always utilised. But staff did their best to encourage residents to adapt and carry out regular communication with family.

Residents shared no concerns about the methods offered to communicate with their family and friends.

Relatives shared that the manager of Davlyn House has gone above and beyond to ensure residents' family and friends are well informed of COVID-19 updates and changes. The manager has also provided personal updates to keep morale high. Despite telephone call forming large communication, Facebook and WhatsApp have been regularly used to share images with personal messages.

In contrast, one noted area for improvement by one relative was for Davlyn House to consider purchasing a second landline due to busy peak periods, which can make it a challenge to get through during certain times on particular days. However, this comment was reiterated as a thought for consideration rather than criticism. Moreover, a monthly emailed bulletin could be of use containing a round up of changes and upcoming news.

“Always accessible and staff make every effort to make arrangements as easy as possible. Facebook page is active with updates regularly.”

“Staff are very supportive and really do make it accessible and make you feel welcome when phoning up.”

“The manager shared a photo with me on Facebook of my mum after she had her hair done, which was really nice.”



## Leadership and Management

The manager of Davlyn House has been in position for over 20 years and recognises the previous 12 months have been extremely challenging and has required ongoing learning and development for both management and staff. For example, the manager shared the following recent challenges but from a constructive and reactive viewpoint:

- General safeguarding of protecting the residents' safety
- Adaption to new ways of working and COVID-19 changing guidelines
- The requirement to make changes and restrict visiting access to family members
- Doubly vigilant of safety for residents with less staff and family members present
- Time management and ease of COVID-19 testing

The manager demonstrated effective forward planning and consideration to COVID-19 requirements, facilities, stock supplies, PPE and cosmetic needs for interior purposes. This appears to filter through the home as staff are aware of their duties and feel supported to carry out their job. As well as standard training and refreshments, the manager makes a conscious effort to ensure staff are provided with accredited training opportunities to further personal development. This may be reflective of the high retainment of staff and minimal turnover.

The group dynamics within the home are well managed and spotlights a healthy working alliance within the home. Individual views are listened and concerns are welcome to enable a swift intervention prior to raised complaints. The manager shared that complaints are very rare and are handled well in advance of a formal complaint; relatives echoed this statement.

Furthermore, the team at Davlyn House stated that they are supported by their head office and executive management which enables the team to function efficiently and ask for support or confirmation when applicable.

78% of staff engage in regular team huddles

Management have ensured PPE stock is available, 100% of staff agree

## Adaptation and Responsiveness

The planning and service delivery of Davlyn House has highlighted consistent adaptations to COVID-19 guidance. Relatives reiterated that the care home has made every effort to make adjustments to ensure that families and friends are catered for, for physical and virtual visits (window views, Skype calls, garden and conservatory visits).

“We recently did an around the world trip where we visited different countries and tried the cuisine and activities, which were based around that country. The residents really enjoyed it and on waking they would ask where we were going that day.”

“I like all the activities we do here it’s good and during lockdown staff made even more time for us.”

“Nice to be able to see family and see them in the home, I have had contact before by video and phone but love seeing them here, also spending time in the garden with my grandson has been special, even if we can’t hug.”

“The staff are great at facilitating visits. Lovely group of staff, always cheerful, always happy to support. Support visits, and help take socially distancing photos.”

Activities have continued for resident wellbeing and enjoyment but with adapted in-house activities and while the type of activities may have been somewhat limited, residents shared that the staff have paid extra attention and interaction. **88% of residents have engaged in adapted activities.**

The team at Davlyn House had to adapt and respond to how residents could access medical appointments due to limited numbers allowed to travel. Therefore, planning in response to COVID-19 regulations was required to ensure that residents could travel to a hospital independently but safely with medical services.

Technology utilised has been an adaptive process to ensure that families and friends remain connected with residents, which required staff to be aware of up to date digital platforms to support residents when required.

# Conclusion and Acknowledgements

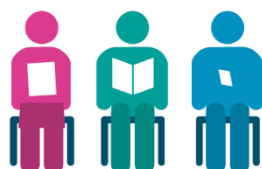
Following 29 individual engagements, comprised of management, staff, relatives and residents our findings comprehensively conclude that the service delivery at Davlyn House has demonstrated excellent COVID-19 safety considerations and adaptive practice, the care quality was highly regarded by relatives and residents, communication was predominantly effective. All of which is led by a proactive and caring manager who clearly put the welfare of residents, relatives and staff at the centre of the service.

- Residents have excellent relationships with the staff and highlighted many pleasures of residing in Davlyn House. Activities have been provided and shaped around COVID-19 limitations.
- The relatives continuously shared their appreciation for the work all of the team at Davlyn House have done and continue to do through the COVID-19 pandemic.
- Staff were pleased with the support and learning opportunities to maintain high standards.
- The manager spotlighted further ambitions to develop Davlyn House's interior, exterior, whilst sustaining close relationships with residents and relatives.

Although, the recent level of service provided is to a high standard, based upon anonymous comments from participants there are some albeit limited **areas for consideration and development** around purchasing an extra telephone landline, independence and alternate communication methods which are noted in our recommendations below.

**Healthwatch Stoke-on-Trent would like to thank all of the 29 participants associated with Davlyn House for their time and openness to facilitate an effective Virtual Visit.**

**WAITING ROOM**



# Recommendations and Service Provider Comments

## Recommendation One

HW SOT - Consider purchasing an additional landline to facilitate smoother communication between residents and relatives during busy peak periods.

*Davlyn House Response - “An additional phone line or another phone is a good idea and we are discussing how to move this forward with our head office.”*

## Recommendation Two

HW SOT - Review with residents on an individual basis how additional independence could be offered should they request this, where there is possibility and it is safe to sanction.

*Davlyn House Response - “We are going to be speaking to all residents and asking for their views on how or if this can be improved.” The manager clarified that because of COVID-19 independence has been somewhat restricted but prior to COVID-19 independent activities were regularly undertaken.*

## Recommendation Three

HW SOT - Although no residents or relatives raised any concerns with communication methods, for further development it could be useful to consider distributing a monthly or bi-monthly E-Bulletin round up to relatives to share latest news, upcoming events and highlights of activities.

*Davlyn House Response - “Also a monthly newsletter is being worked on at this time and should be operational within the next two months.”*



# About Us

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