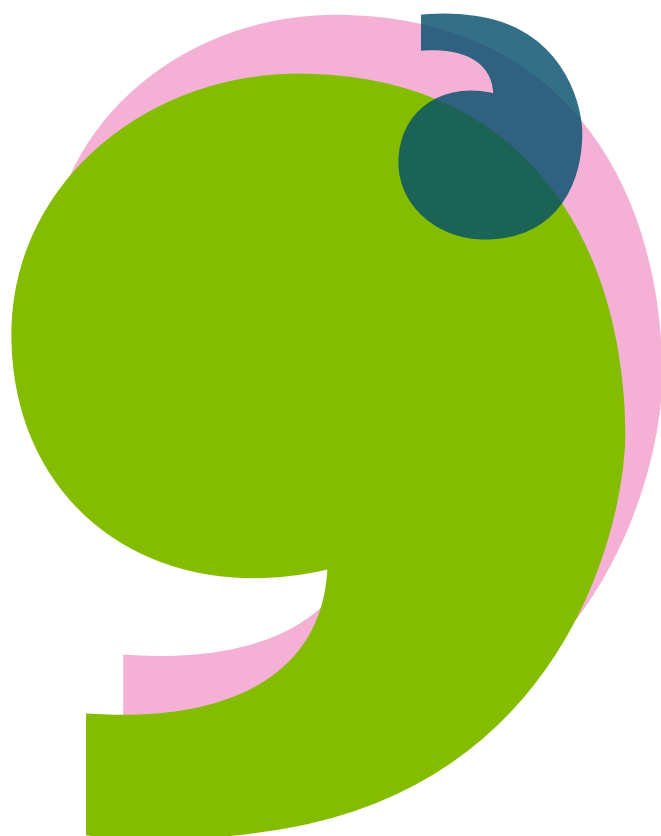




Enter and View report

Clova House

25 September 2025



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1 Introduction

1.1 Details of visit

Details of visit:

Service address	231 Chellaston Road, Shelton Lock, Derby DE24 9EE
Service provider	Clova House Ltd
CQC rating	Good (June 2024)
Date and time	25 September 2025, 10.30 am - 1.00 pm
Contact details	Healthwatch Derby, The Council House, Corporation Street, Derby DE1 2FS
Declaration of interest	There were no declarations of interest on this visit

1.2 Acknowledgements

Healthwatch Derby would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

1.3 Disclaimer

Please note that this report relates to findings observed on the specific date set out above. It is not a representative portrayal of the experiences of all service users, visitors and staff, only an account of what was observed and contributed at the time.

2 What is Enter and View?

Part of the Local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch authorised 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 service users, their families and carers on premises such as hospitals, residential and nursing 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 need to inform their lead who will inform the service manager, ending the visit.

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

2.1 Purpose of visit

This visit was part of Healthwatch Derby's work around residential and nursing homes in the city, looking at the experiences of the residents, their visitors and the staff.

2.2 Strategic drivers

Residential and nursing homes are one of Healthwatch Derby's key priorities to ensure the services within the city are of adequate quality and meet the expectations of the service users and their families.



2.3 Methodology

Prior to the visit, the home is contacted in order to explain the purpose of Enter and View. Posters are then displayed advertising the visit and the opportunity for residents, staff and visitors to complete a survey. Therefore, this was an announced visit.

The visit consists of talking to the manager, tour of the facilities and resident interviews. Authorised representatives take advice from staff as to which residents should not be approached/are unable to give informed consent. They introduce Healthwatch Derby and Enter and View, gain their consent to take part and explain that they can withdraw at any time. They ask structured questions in an informal manner.

Visitor and staff surveys are left with freepost envelopes. The surveys include introduction, consent and withdrawal information, questions about their views and experiences and contact details for Healthwatch Derby and other relevant organisations.

A draft report and full anonymised survey results are sent to the home which then has 28 days to respond. The finalised report is sent to the CQC, Derby City Council, NHS Derby and Derbyshire Clinical Commissioning Group and published on the Healthwatch Derby website.

2.4 Description of service



Clova House, a privately owned residential care home, is located on the main road in Shelton Lock. It has good public transport links and is very close to local shops and amenities. The home is not purpose built but is a 1935 home which was converted in 1985 and then extended in 1988. It is currently undergoing some upgrading and redecoration.



The home provides residential care for up to 20 residents aged 65 and above and has 12 single and four twin rooms. At the time of the visit, the home was full and had five male and 15 female residents.

There are usually three care staff on both morning and afternoon shifts and two overnight. In the daytime there is also the manager, assistant manager, activities coordinator, cook and housekeeper. When they are not on duty, the manager and/or assistant manager will attend if there is a serious incident. Clova House does not use agency staff. Support is given to staff for making and attending medical appointments. All staff wear a uniform of a t-shirt or polo shirt with an embroidered Clova House logo on. Some staff also wear tabards with their name clearly displayed depending on what they are doing.

The manager and assistant manager both hold Train the Trainer qualifications, therefore being able to keep certain core staff training inhouse. Care staff complete modules on safeguarding, sepsis, pressure area care, Oliver MacGowan training (learning disability and autism), personal care, oral care, Dechoker, care certificate, COSHH (hazardous substances), behaviours that challenge, basic life support, stroke awareness, first aid, moving and handling, medication, infection control, learning disabilities, hand hygiene, health and safety, food hygiene, GDPR (data protection), fire safety, falls awareness, epilepsy awareness, end of life, dysphagia, duty of care, dignity in care, dementia awareness and diabetes awareness. Some staff also receive training on some catheter care and administering certain injections and staff are asked about any other training that they are interested in doing. Student volunteers also take part in training. The staff team as a whole is registered as Dignity Champions.

All residents are registered with Lister House (Coleman Street) with Dr Harvey being the home's lead GP - she will often videocall and speak to residents and visits all new residents and at other times when necessary. Three community matrons also visit residents when required. A dentist and an optician both visit Clova House once a year and a chiropodist visits every six weeks to see residents who require their services. Residents are supported to clean their teeth twice a day and to carry out daily care for their dentures, independently where possible. The manager has undertaken training in order to be able to cut residents' hair rather than having a visiting hairdresser.

Staff members get to know a resident's life history, personality, tastes, cultural, religious, lifestyle and health and care needs through electronic records which are compiled when the resident first arrives and updated as and when necessary. Staff are also encouraged to talk to residents and their families.

Residents have a choice of cereals, toast, eggs or a full breakfast if required. There are two main choices for each meal - staff go round with the menu in advance and offer alternatives if wanted or needed. Drinks and cakes are offered in between meals. Staff are always present at mealtimes and encourage residents



to eat by sitting and talking to them and sometimes eating at the same time. Mealtimes are made sociable with residents sitting round tables in their favourite groups and talking to and helping each other. There is also a small range of alcoholic and non-alcoholic drinks available for the residents in the small bar.

Residents have opportunity to take part in a range of activities such as cards, dominoes, games, arts and crafts, skittles, bingo and exercises. Four entertainers visit Clova House on a weekly rota and a fitness instructor visits once a month. A volunteer entertainer sings and holds church services. Communion on a Sunday is arranged if required. Staff encourage residents to participate in activities by joining in with them. Staff try to keep the residents active in the morning as some of them get stiff by the afternoon.

Clova House has regular resident and family meetings and surveys which help residents and their families have a say in how it is run. They are also asked for activity ideas. Residents have the opportunity to help revamp the menu. They are asked what can be done better - often the answer is nothing - and are asked what they think of any new entertainers. The manager and assistant manager have an open-door policy for residents, staff and visitors. Staff have separate surveys as well as regular meetings but know they do not have to wait for either of those and can speak to the manager or assistant manager at any time.

The manager was attracted to the role because she had worked for some awful managers when she was a carer and swore she could do better and tries to lead by example. She enjoys making a difference and likes the challenge of giving the best quality of life for however long residents are at Clova House.

2.5 Summary of findings

- Clova House is run by a passionate, dedicated and enthusiastic manager who is a positive role model to her staff.
- Person-centred care delivered with privacy, dignity and respect is evident within the home.
- Overall, the experiences of the residents, their visitors and staff are positive.

2.6 Results of visit

Environment

There is a large sign showing the name of the home facing the road in front of the small car park, part of which is taken up by a large number of bins.

The garden is accessed through large patio doors in the dining room or the side of the building. There is sloped access, but a ramp is also available. There are benches and tables with chairs with parasols for residents to sit at. There are

raised planters round the edge which residents can help with and a memorial corner with a cross and statues.

Most areas in the home feel light and airy.

There are digital clocks showing the day, date, time and time of day situated round the building.

There are handrails in the corridors.

Facilities

Hallway

There is a staff board with photographs, a feedback box, visitors book and chair in the hallway and a radio was playing music.

Small lounge

This room is mainly used by the male residents. It has a television on the wall, comfy chairs with cushions, pictures and a big mirror on the wall and magazines. The lighting in this area was poor. A partition door separates it from the main lounge.

Main lounge

Residents can choose whether to sit on two rows of chairs facing the television or down the side of the room.

Dining room

Round tables for five or six people help to mealtimes sociable occasions. Each table has a flower arrangement, placemats and coasters. There is also a cabinet in the corner, boxes of activity and craft materials, a noticeboard and a tree which, at the time of the visit, was decorated with pumpkins ready for Halloween.

Bedrooms

Each bedroom is equipped with a bed, wardrobe, drawers, chair and sink. Some also have their own toilet. Residents are encouraged to personalise their room and can also provide their own television. The bedroom doors look like a front door and have the room number and the first name and a photograph of the resident. Some doors also have a picture on - red or amber pictures denote the amount of assistance the resident needs in the event of an evacuation. The bedspaces in the twin room are staggered and can be separated by a curtain to allow privacy for both residents, they also have a small seating area with a television.

Shower room

This is a spacious room with a walk-in shower with a chair, screens that provide privacy for residents while at the same time allow staff to be able to see over the top if necessary and a red cord to sitting level. The sink is accessible for residents to be able to use it while sitting down and the toilet has a frame to aid residents.



Residents

All of the residents looked clean and comfortable. At the time of the visit, most of them were enjoying taking part in karaoke in the main lounge. Each zimmer is labelled with the resident's name, room number and the same picture from their bedroom door.

Staff

Staff were seen interacting well with the residents. The activities co-ordinator was singing and dancing to the karaoke songs, encouraging all of the residents to join in.

Visitors and relatives

A couple of visitors were observed chatting with their loved ones and staff members and seemed relaxed and comfortable.

2.7 Survey results

A total of 24 surveys were completed.

Resident surveys

It was not possible to fully survey any residents at the time of the visit. However, Authorised Representatives spoke to a couple of residents who came across as very happy living at Clova House. One resident said: It is the best home in Derby. People care for you very well with good teamwork. I was in hospital last week and couldn't wait to get home.

Staff surveys

- I receive support from the manager and it is easy to talk to them when I want to ask a question or raise an issue.

15 out of 15 responses said strongly agree.

Respondent G: I can go to the office and speak to the manager all the time.

Respondent M: I feel I can talk to them whenever and I always go in and feel comfortable doing so.

- I have the time and skills to properly care for the residents.

12 out of 15 responses said strongly agree.

3 out of 15 responses said agree.

Respondent C: Residents will always come first so it's a case of making time for them.

Respondent P: Training and support is provided and there is always someone to call on if I need them.

- I have a good knowledge of each individual resident.
11 out of 15 responses said strongly agree.
4 out of 15 responses said agree.
Respondent D: I always take the time to get to know the residents individually.
Respondent H: I always make time to sit and speak to each resident and learn about their history.
- The home offers a varied programme of activities and supports all residents to take part.
13 out of 15 responses said strongly agree.
2 out of 15 responses said agree.
Respondent A: Would be nice to see more table activities, I would happily lead craft afternoon or puzzles.
Respondent M: The residents have always got activities and games to take part in.
Respondent P: Staff support the residents to be actively involved for enrichment purposes.
- The home offers good quality and choice around food and mealtimes.
14 out of 15 responses said strongly agree.
1 out of 15 responses said agree.
Respondent D: Always a good selection of meals offered and still if a resident doesn't like any on offer, we give them a choice of anything else.
Respondent P: Residents enjoy morning tea, afternoon tea and supper along with main meals.
- All residents regularly see health professionals such as dentists and optometrists (opticians).
13 out of 15 responses said strongly agree.
2 out of 15 responses said agree.
Respondent D: Always coming and going into the home.
Respondent P: Regular visits from outside professionals and ad-hoc/emergency visits as needed.
- The home supports and respects residents' personal, cultural and lifestyle needs.
13 out of 14 responses said strongly agree.



1 out of 14 responses said agree.

Respondent C: If a particular resident has a particular cultural and lifestyle their needs will be supported and respected,

Respondent K: The residents have person-centred care.

- The home tries to find out and use feedback and suggestions from residents, their family and staff about how the home is run.

14 out of 15 responses said strongly agree.

1 out of 15 responses said agree.

Respondent C: Management have forms for staff and families to fill in and ask for comments.

Respondent M: We have family meetings once a month.

Visitor surveys

- I know who the manager is and find them friendly and helpful.

9 out of 9 responses said strongly agree.

Respondent B: The manager is so helpful, caring and will do anything to help.

Respondent F: Bronja and Emma are very approachable. They have an open door policy and will always be available to provide updates, information or supportive help and advice.

- The staff in the home have the time and skills to care for my relative/friend.

9 out of 9 responses said strongly agree.

Respondent D: All residents within Clova House are well cared for. The carers have good bonds with each resident.

Respondent F: They support our relative like a family member. They care for her with a smile even when she is challenging, always make time for laughter.

- The staff have a good knowledge of my relative/friend.

7 out of 9 responses said strongly agree.

2 out of 9 responses said agree.

Respondent A: Yes, they know what things my mum likes and dislikes.

Respondent G: All the staff get to know their residents well.

- The home has a varied programme of activities and my relative/friend is helped enough to take part.

9 out of 9 responses said strongly agree.



Respondent E: Suzanne encourages our mother to take part in activities, she's very proactive and lifts the spirits of the residents. However, when Suzanne has her days off, I've noticed residents are looking bored.

Respondent F: They work very hard at the home to provide stimulating activities and to include everyone.

- The home offers good quality and choice around food and mealtimes.
9 out of 9 responses said strongly agree.

Respondent E: Food appears very appetising and residents are always given a choice.

Respondent G: Excellent choice of food, all homemade.

- My relative/friend regularly sees a dentist and an optometrist (optician).
5 out of 6 responses said strongly agree.
1 out of 6 responses said agree.

Respondent F: My mother sees both at the times needed.

Respondent G: She has the availability to see both when necessary.

- The home caters for my relative/friend's cultural, religious or lifestyle needs.
7 out of 9 responses said strongly agree.
2 out of 9 responses said agree.

Respondent A: Mum hasn't got any but I'm sure they would if that was the case.

Respondent E: My mother doesn't specifically have a religion but know if she had they would absolutely accommodate this.

- The home tries to find out and respond to my views and suggestions about how the home is run.
6 out of 8 responses said strongly agree.
2 out of 8 responses said agree.

Respondent B: They ask us all the time if we are happy and we can't fault them at all.

Respondent F: The home are in constant communication with myself and always willing to listen.



2.8 Evidence of best practice

- The subtle use of pictures on bedroom doors to alert staff to each resident's needs in the event of an evacuation.
- Matching signs on bedroom doors and zimmers can help residents to identify both easily.
- Shower screens that provide privacy for residents while at the same time allow staff to be able to see over the top if necessary.

2.9 Recommendations

- Displaying the 10 Dignity Do's would reiterate the importance that Clova House puts on treating all residents with dignity.
- In case of falls, the red cord in the walk-in shower should nearly reach floor level and have another bangle at the bottom.
- Brighter lighting in the small lounge might be beneficial to some residents and encourage others to use it.

2.10 Service provider response

- I will put back up the Dignity Do's in the entrance.
- The small lounge does have bright light but the men like it a little less bright to watch their tv.
- Emma and the staff are very supportive. The home runs on teamwork as they are all an important part of Clova and they have the same vision as me, that's why it works. I believe a home runs well when they have an amazing team with the same values and a wonderful deputy and I'm so grateful for them.

