



Enter & View Report

Care Home: Hilbre Manor EMI Residential Home

Service address: 68 Bidston Road, Birkenhead. CH43 6UW

Service Provider: Hilbre Care Group

Date and time: 04/07/2016, 11.00am

Authorised representatives: Diane Hill

Kate Gratwick

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Table of Contents

Acknowledgements.

What is Enter & View?

General profile of service and purpose of visit.

Type of E&V visit undertaken and Methodology.

Findings and observations.

Feedback from residents, relatives and staff

Safeguarding

Conclusions and recommendations

Supplementary feedback from the provider post visit

Healthwatch follow up action

Distribution of report

Glossary



Acknowledgements

Healthwatch Wirral would like to thank the Manager, residents, relatives, carers and staff at Hilbre Manor who gave us a warm welcome and spent time talking to us about their or their relatives' experiences of living at the home.

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

The visit also takes into consideration the fact that many of the residents spoken to will have an illness and/or disability, including dementia, which will have an impact on the information that is provided.



What is Enter and View?

Part of the Healthwatch Wirral's work 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 service users, their families and carers on 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 use the service first hand.



1.0 General profile of the service that was entered and viewed.

Hilbre Manor EMI Residential Care Home is a large Victorian building situated in a quiet residential area of Birkenhead on the Wirral. It is owned by the Hilbre Care Group. It is close to local shops and near to local public transport. Accommodation and care is provided over 3 floors for up to 12 residents. At the time of our visit there were 10 residents living at the home.

2.0 Purpose of visit

To verify service user feedback

Responding to a request from a services regulator or commissioner ✓

Responding to a request from the service provider

Incoming Concern/complaint

Familiarisation

Other



3.0 Type of E&V visit undertaken

Unannounced

4.0 Methodology

The visit is not designed to be an inspection, audit or an investigation, rather it is an opportunity for Healthwatch Wirral to get a better understanding of the service by seeing it in action and talking to staff, service users and carers/relatives. Healthwatch Wirral seeks to identify and disseminate good practice wherever possible. However, if during a visit Healthwatch Wirral identifies any aspects of a service that it has serious concerns about, then these concerns are to be referred to the appropriate regulator or commissioners of the service for investigation or rectification. Any safeguarding issues identified will be referred to the Local Authority or Commissioner for investigation.

The rectification of less serious issues may be directly with the service provider.

The Enter & View visits are a snapshot view of the service and findings are reported based at the time of the visit.

Enter and View visits are conducted in a way that works in accordance with Wirral Safeguarding Adults Partnership Board's principles and procedures. Information will be shared accordingly in order to safeguard adults at risk on Wirral and promote quality of local services.



5.0 Discussions, findings and observations

Healthwatch Reps were invited into the building by a very pleasant member of staff who said that he was working at the home before going to study Medicine at University in September. We were taken to the office to have a discussion with his Manager who informed Healthwatch Authorised Representatives about the policies, procedures and changes he had made since being appointed as Manager after the recent CQC inspection.

He also told us that he had been working through the action plan requested by CQC and had made improvements to the issues highlighted in their inspection report.

We were informed that accommodation and care is provided over 3 floors for up to 12 residents and at the time of our visit there were 10 residents living at the home. The home also provides respite care if a bed is available.

The Manager told us that the home employs 10 staff. Staffing levels during the day include a Senior Manager plus 3 Carers and the Activities Co-ordinator who works from 10am to 2pm. The Activities Co-ordinator not only provides a range of activities but also takes residents to hospital, GP or other appointments.

At night there are 2 Senior Carers on waking duty.

All staff have completed the Care Certificate qualification and NVQ level 2 or 3. Mandatory training in core subjects is also a requirement for staff to complete. Training is delivered through an on line system called Social Care TV. Staff have regular supervisions and an annual appraisal.



The home has a good relationship with the local pharmacist and medication is audited monthly. This home uses the Biodose System to manage dosages and the paper records are colour coded. Resident's photos will soon be put on the dosage boxes as an extra safety measure.

The home has a good relationship with the local GP Practice, Cloughton Medical Centre, who look after the residents.

Hilbre Manor has a Complaints Procedure which is known by staff, residents and relatives. Resident and family meetings are held on Thursdays. The Manager has an open door policy to deal with concerns or complaints.

The Manager monitors the quality of the service provided by conducting audits and involving residents and their families.

Environment

Healthwatch Wirral Authorised Representatives were invited by the Manager to view the facilities and talk to residents, visitors and staff.

All areas of the home viewed were clean, tidy and fresh. The corridors were wide and free from any obstructions. Fire doors were closed and had closure fitments installed. The décor and furnishings throughout the building were of a high standard but were not particularly conducive to providing an appropriate environment for people with Dementia.



Reception

The reception area provided information displayed on boards for visitors and residents. The area was secure, clean and tidy. A signing in book and hand cleanser was available for staff and visitors to use. The carer's station was situated in the reception area and call bells and pagers were in use throughout the home.

Lounge

The lounge was large and the decor and furnishing were of a high standard with comfortable chairs and leather sofas arranged informally.

Dining room

The dining room was clean and bright with a pleasant view overlooking the rear garden. The tables and chairs were set out in an informal way with space for residents to move safely around.

The tables were set with cutlery and crockery and looked attractive. Some of the residents were arriving for their lunch and were chatting to each other.

Lift

The lift was large and well lit.

Shower Rooms

These were available on each floor and were well equipped, clean, tidy and fresh. Call bells were within reach for resident's safety.



In addition to the shower rooms residents have en-suite facilities in their own rooms.

Bedrooms

All had en-suite facilities and electronic beds. We were informed that if a resident required a profile bed the District Nurse would order one.

All rooms viewed had a sophisticated call bell system within easy reach for the resident.

The bedrooms viewed were clean, bright and airy and were personalised with the resident's possessions. One room door had details and photos of the resident displayed. This had been done by the person's relative. The home intends to conduct a similar exercise for other bedrooms as this shows good practice in creating a 'Dementia Friendly' environment.

Kitchen

The kitchen was large, clean and appeared to be organised. There was a chart to show who needed gluten free or fortified foods and which residents were Diabetic. The chef informed Healthwatch Authorised Representatives that residents have a choice of food and that the home can accommodate any dietary requirements or preferences. We were told that the storage areas had been improved.



Laundry

The laundry room was small but looked tidy and organized. A sluice had been installed recently.

External Gardens and Car Park

The car park surface was level and the front gardens were attractive and well kept.

There was a small courtyard leading down to the lower ground facilities which included the kitchen, laundry and residents newly refurbished bedrooms and lounges.

The rear garden was very spacious and well kept. The pond area had been made safe by building a brick wall around it. The lawn was level and was surrounded by bedding plants and the home grows its own strawberries.

Residents were having activities in this area and the activities co-ordinator was handing out ice creams. One resident was tending to plants. We were informed that a 1 to 1 carer is available to take residents out but this is charged as an extra service.

Feedback (from Staff, Service Users, Relatives, Visitors, Carers)

Staff

“I love my job and looking after the residents”

“I enjoy my job and feel supported by the new Manager”

“I get great job satisfaction working here”



Residents -

"I am always looked after very well by staff"

"I enjoy the food" "Plenty of it and drinks"

"I like the activities and being in the garden"

"It is as good as being at home"

Relative -

"I am very happy with my relatives care"

6.0 Safeguarding observations on day of visit.

No Safeguarding issues were identified at the time of our visit.

Healthwatch Enter and View is 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 any safeguarding issues are identified during a Healthwatch Enter and View the Local Authority will be notified on the same day as the Enter and View visit.

Safeguarding Alerts.

The Manager confirmed that any alerts to CADT and CQC and all incidents are documented and investigated. The outcomes to alerts over the last 12 months have been positive.



It is seen as good practice for all Health and Social Care Services to report potential Safeguarding alerts to Wirral Council Central Advice and Duty Team.

6.2 DoLS and DNAR

We were informed that Management follow the legal requirements and guidelines and residents are reviewed 6 monthly or yearly. Residents' best interest meetings are held.

6.3 Falls

Hilbre Manor prevent and manage falls by monitoring residents and using external agencies such as the Falls Prevention Team for support.

6.4 Pressure Ulcers

At the time of our visit none of the residents had pressure ulcers. We were told that pressure ulcers are managed and prevented by monitoring hydration and nutrition, using body mapping, daily skin checks, repositioning and by using specialist equipment such as cushions, mattresses or profile beds.

Residents may also be referred to the Tissue Viability Service.



7.0 Conclusions

- The home was very well presented and the decor and furnishings were good but more work should be done to create a better 'Dementia Friendly' environment.
- Residents looked cared for and appeared to be happy.
- Staff appeared to know the residents well and treated them with dignity and respect
- The manager should be congratulated for his work in addressing the issues for improvement noted in the CQC inspection report (September and October 2015)
- Care was well balanced from a health perspective.
- There were only male care staff on duty at the time of our visit. The Activities Co-ordinator, who was female, was on duty but she could not provide personal care.
- The Activities Co-ordinator provides transport and accompanies residents to hospital and GP appointments. This ensures that care staff are not pulled away from caring for residents at the home.



8.0 Recommendations

- The home should ensure that care staff on duty are both male and female to provide choice to residents who may require personal care.
- The home should continue to make the environment and signage 'Dementia Friendly'
- All staff, including the Activities Co-ordinator and Chef should have insight into caring for people with long term conditions.
- The home should continue to address issues highlighted by CQC.
- Display Healthwatch 'Your Voice' leaflets to allow feedback to be gathered independently

9.0 Supplementary feedback from the provider post visit

The Manager, who was in post at the time, left shortly after the date of your visit. Hilbre Care Ltd have since appointed Maria Haynes-Garcia as the new Manager at Hilbre Manor.

The content of the report has been noted and Hilbre Care Ltd are happy for the report to be published.



10.0 Healthwatch follow up action.

Revisit in 12 months

11.0 Distribution of report

Healthwatch Wirral will submit the report to the Provider, Commissioner, CQC, and Family & Wellbeing Performance Committee.

Healthwatch Wirral will publish the report on its website and submit to Healthwatch England in the public interest.

Glossary

Biodose	monitored dosage system for liquid and solid medication.
CADT	Central Advice and Duty Team
CQC	Care Quality Commission
DOLS	Deprivation of Liberty Safeguards
DNAR	Do not attempt resuscitation
GP	General Practitioner
HCA	Healthcare assistant
IMC	Intermediate Care
RGN	Registered General Nurse



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