



Healthwatch Wirral

Familiarisation visit Birkenhead Court Care Home

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Site Introduction



Birkenhead Court in Birkenhead is a residential care home set in modern and comfortable surroundings. Birkenhead Court offers first class care and facilities with ensuite rooms for up to 60 residents, in a light, spacious and elegant setting. (information sourced from Care Home’s website)

Foundations of Quality

‘Foundations of Quality Improvement should always have what patients tell us about their treatment and care at the heart of everything, as a system, that we plan and do. We must be able to evidence that all actions and decisions made come back to this, making certain that everyone feels respected, involved, and valued at each and every part of the journey. We should all feel confident that we are either giving or receiving quality care.’

Healthwatch Wirral, Age UK Wirral, NHS England and ECIST, Wirral System





Acknowledgments

Healthwatch would like to thank Stander Khayati (Regional Support Manager) & all the staff and residents at Birkenhead Court Care Home for taking the time to speak with us during our visit.

What is Enter & View

Healthwatch has statutory powers and duties to carry out Enter and View visits to any site where Regulated care is given. Local Healthwatch Authorised Representatives carry out these visits to health and social care services to find out how they are being run and can 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, or provide, the service firsthand.

Healthwatch can also be invited in by Providers to seek a 'fresh pair of eyes' on their service and gain some external assurances that they are on the right track prior to their CQC inspections.

Methodology

Purpose of visit - Familiarisation

This visit is not designed to be an inspection, audit, or 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 and service users and carers /relatives. The familiarisation visits are a snapshot view of the service and findings are reported based at the time of the visit.

Healthwatch Wirral seeks to identify and disseminate good practice wherever possible. If during a visit, Healthwatch Wirral identifies any serious concerns these will be referred to the appropriate regulator. Any safeguarding issues identified will be referred to the Local Authority or Commissioner for investigation and our visit will cease with immediate effect.



Findings and observations

Birkenhead Court is a nursing Home with a capacity for 61 residents over 3 floors with one respite bed, the home currently has an occupancy of 57 residents and has 60 ensuite bedrooms. The residents are mostly people who have Early Onset Dementia.

The Home employs 55 staff including- 29 Carers, 10 domestic staff, 1 administrator, 1 full-time maintenance person and 1 Manager (the Regional Manager is covering at present). During the day they have 4 Team Leaders and 8 Care Assistants on duty. At night there are 2 Team Leaders and 3 Care Assistants.

The Management have completed appraisals, supervisions & training during the last 18 months. Mandatory training includes infection control, moving & handling & first aid, MCA and DOLS, fire safety, safeguarding and care planning- other training is available. The Home has completed the 6 steps training and used teletriage. There have been no issues with medication administration. There have been no safeguarding referrals during the last 12 months. The LA process for reporting Safeguarding issues has been made clearer since recent updated training.

All staff, residents and relatives are made aware of the complaints procedure and an audit is reviewed weekly. Complaints are passed to the Manager for investigation. The outcome for investigation of a complaint would be feedback to the resident or family.

Falls are recorded on care plans and then a reflection plan is put in place. Advice and guidance are followed from Falls Team.

Residents are informed about GP registration options upon admittance.

The Care Home uses the teletriage system although they are still waiting for updated training from the teletriage team.

There have been some issues receiving medication, but communication between pharmacy and GP Practice has improved recently.

There are no concerns re patients being admitted or discharged from hospital at this time.

Resident care plans are reviewed each month or sooner if required.

From the total number of staff, (at the time of this report) a small number are unvaccinated for Covid-19, management are monitoring the situation closely. There are some current vacancies, however the Manager is confident they will soon be filled.

The Visit

The visit was carried out on 30th September 2021 at 2pm.

On arrival at the Home the car park was level with ambulance drop-off points at Reception, there are disabled bays adjacent and car parking along the perimeter.

The reception area had Covid Protocol signs on the entrance doors, was well decorated and welcoming. Covid Safety Protocols were in place, proof of lateral flow test and vaccinations were checked. Masks were worn throughout the visit. Following sign in we were welcomed by the Anchor Regional Support Manager, Skandar Khyatti, who informed



us that, due to the long-term sickness absence of the Manager, he had taken control from five weeks previous.

Builders were present on-site replacing kitchen areas, painting and re-flooring throughout. We were made aware of the need to be careful and follow any guidelines that were in place. It was noted that family visitors were being issued with aprons, masks and gel sanitizer within the entrance foyer.

We were then admitted through security doors into a residential area.

The Home is three stories high with residents occupying the first two floors and the top floor is for the staff, kitchen and laundry area.

Each residential floor is split into two separate areas. Each Area Unit has 15 residents of who all have the same level of need, each Area has its own dining room served by a kitchen with fridge, dishwasher, toaster, and microwave. This allows residents to prepare their own snacks and is open 24/7. Main meals are prepared and brought to each area from the main kitchen. This kitchen is large, and well-maintained, on the top floor served by a well-maintained lift that is outside of the secure Residents Areas.

Another lift in the building serves the Residential Area but does not go up to the top floor. The top floor is used by staff for breaks etc.

The atmosphere was welcoming as we were accompanied around, no area was restricted. The improvement were being carried out throughout the building and we will carry out another visit in six months to see the outcome.

Residents were engaged in various activities in each Area, and all appeared well dressed and cheerful. We did speak to a group of residents who were participating in a singing session, all agreed they were enjoying the activity. We spoke to a resident, she expressed she is as happy as she can be at the care home, she praised the staff. There were no family members available to speak with.

There were many interesting places throughout the Home for residents to use, such as cinema, pub with bar and large screen tv, tuck shop and tearoom.

Residents' rooms were ensuite with showers, additional bathrooms were available with bath hoists all showing latest safety signed labels.

The food menu for residents is rotated every four weeks and is totally changed every three months. This is discussed with the residents and favourite dishes kept.


The laundry on the top floor was of a good standard, well-ventilated and well maintained. Staff locker and rest facilities were available on this floor and all staff that we met were pleasant and cheerful, not showing any discourse and seemed happy to work there.

There is no designated Activity Co-ordinator, all staff take responsibility to conduct activities with the residents on a rota basis.

Medicine Rooms are key protected with locked cabinets within, they were also temperature controlled.

Staff hand gel was available throughout the building.

Fire drills are carried out on a weekly basis and monthly lockdown drills were carried out. All fire doors were centrally controlled and were closed throughout the visit.



During the Covid lockdown zoom meetings were carried out monthly with family of residents and hopefully visitors will soon be able to return to normal access.

The outside area was clean and tidy, and we were informed that improvements to this area were to be carried out in the future.

Recommendations

There has been one safeguarding issue identified regarding medication error, this has now been addressed and the issue closed.

We will visit again and would like to speak with family members if available. We would also like to see the outcome of the refurbishment.

Conclusion

This appears a well-run residential care/nursing home which is set in a nice area of Wirral. The residents seemed happy, their personal care seemed well catered for and most appeared engaged with social activities on offer. Residents are encouraged but not forced to participate in activities and are consulted with their diet and food intake.

The leadership and staff team appear to be capable, passionate and caring. During our visit HW Wirral did not observe anything of concern, in relation to the purpose of a Familiarisation Visit. We aim to visit within the next twelve months, as is our normal practice and we will liaise with CQC to ensure visits do not clash.

Glossary

- CQC - Care Quality Commission
- MCA - Mental Capacity Act
- DOLS - Deprivation of Liberty Safeguards
- ECIST - Emergency Care Improvement Team
- LA - Local Authority (Wirral Council)
- 6 Steps Training for Care Homes

Distribution

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

Comment box

No comments