



Healthwatch Wirral

Enter & View Visit to Lighthouse Lodge Residential Care Home, 1 Alexandra Rd, New Brighton, Wallasey, Wirral, CH45 0JZ

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Site Introduction



[image and introduction from healthcare setting website <https://www.lighthouselodge.co.uk/>]

At Lighthouse Lodge we pride ourselves on creating a welcoming home-from-home atmosphere that, at its core, delivers quality person-centred care and services that meet the individual needs of each resident.

Acknowledgement

Healthwatch Wirral would like to thank the Care Home staff, residents and families for their cooperation during our visit.

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

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.

Section 221 of 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 first-hand.

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 what we observed at the time of the visit.

Healthwatch Wirral seeks to identify and disseminate good practice wherever possible. If during a visit, Healthwatch Wirral considers there may be a serious concern then this will be referred to the appropriate regulator. This also applies if we have safeguarding concerns and these will be referred to the Local Authority or Commissioner for investigation and our visit will cease with immediate effect.

Once the report has been drafted by Healthwatch Authorised Representatives it will be sent to the Provider for comments. After ten days the report will be published.

Disclaimer

The contents of this report are based on what the residents, staff and Manager told Healthwatch Authorised Representatives. The information within this report does not recommend or advocate on behalf of any service. Individuals should use a variety of information, such as CQC reports, when making a decision on where to reside and/or where to obtain care.

Name of care home: Lighthouse Lodge Residential Care Home

Name of Manager: Carol Curtis

Owners: Athena Healthcare Group

Manager's email & phone number: manager@lighthouselodge.co.uk, 0151 909 0000

HWW Representatives: Jacqueline Canning and Mike Shakeshaft.

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What Healthwatch Wirral Authorised Representatives (HWWAR) observed and were informed of during the visit

Environment

- On arrival at this purpose-built Care Home, which is now four years old, first impression was that it is aesthetically modern and well-kept with an ample car park to the front of the building.
- The initial entrance way was small with lots of information which included posters, legal notices such as insurance and instructions for entering.
- There was a clean fresh smell on entering.
- The main reception area was large with seating area on one side and reception counter on the other. Signing in was via a computer screen which was used by staff and visitors alike. We observed visitors requiring assistance signing in and out.
- The Care Home Manager welcomed and informed us they been in post since December 2022 and was not familiar with Healthwatch Wirral's statutory remit.
- The Care Home is part of the Athena Healthcare Group.

The Manager told us that :-

- They have 80 beds and currently have 71 residents. 40 beds are EMI residential and 40 residential over four floors.
- They do not have Discharge to Assess (D2A) beds. They did have a short-term contract with the LA during COVID, however they no longer deliver D2A.
- All bedrooms are ensuite - shower, toilet and washbasin , and additional bathrooms are available on every floor.
- There are several hoists on site, HWWAR observed that these had been recently inspected and included the next inspection dates. All hoists are stored appropriately and are charged in unoccupied rooms.
- Fire drills are carried out weekly and staff are trained in the use of slide staircase evacuation.

- Residents are encouraged to personalise their rooms with their own possessions.

What we observed :-

- Each floor was virtually identical and had lounges and dining areas. The kitchen on the ground floor served all floors, each floor having their own hotplate servery. The kitchen appeared clean with stainless steel work surfaces, ranges, fridges, and vegetable preparation area.
- The laundry was equipped with large washing machines and dryers and appeared tidy. Each resident is assigned their own basket system.
- Lifts were accessible for a wheelchair and featured keypad entry for security reasons. There were no signs of any wear and tear in the lift and all lifts are serviced regularly.
- The home appeared clean and tidy. Some rooms, however, appeared more clinical than others

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Staff told us :-

The chef informed us the menu was nutritionally balanced with plenty of vegetables and included residents' "favourites" but did not confirm any resident involvement in the creation of the menu.

Residents told us :-

- that there was limited choice of hot meals that are chosen the day before and sandwiches available if preferred. One resident was quite vocal stating they had been fed only sandwiches for the last three weeks. Another said they had only soup and bread - the staff member accompanying us could not confirm or deny if this was correct.

Health and Wellbeing

Feedback from residents and staff and general observations: -

- There was no Activity Co-ordinator available, or timetable displayed of planned activities throughout the building. One resident informed us he only went out when his family took him.
- The residents have access to an on-site hair salon staffed by external providers.
- In the combined dining/ lounge areas, residents seated in the lounge had no entertainment (such as TVs, radios) currently operating at the time of the visit.

We asked about UTIs and the Manager told us :-

- A UTI may be suspected in a resident if there is a change in personal-ity/urine frequency/ waking at night.
- If a UTI is suspected a urine dip test is performed.

- The resident's GP is informed if it is felt there is a requirement for antibiotics.
- It was not clarified that staff members had attended "Dip or not to Dip" training.

GP and Dental Access

The Manager told us : -

- **Respite care and temporary residents are not** included in dental or GP access.
- **New residents are** encouraged to make a permanent change to St Georges Medical Centre but if the resident insists they can stay with their current GP, however this may impede any visits needed as a GP will normally only visit locally.
- Weekly ward rounds are conducted by a GP from St Georges.
- Dental checks are carried out on admission and the care staff conduct monthly reviews or if concerns are raised.
- The Care Home uses a local dentist and take residents to the practice if required.

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Safeguarding

The Manager told us that : -

- There were no alerts which had resulted in escalation.
- There was a concern from an NHS professional who was unable to find staff when she visited but this was immediately rectified.
- Any whistleblowing concerns are escalated and investigated.
- Staffing levels concern had been raised with Healthwatch which instigated the Enter & View visit. The Care Home have now increased staffing levels recruiting ten more staff members into Lighthouse Lodge. The Home now only requires minimal agency support, and this is for last minute sickness cover only.
- The other referrals made from the Home were for unwitnessed falls and missed medication from audits or handovers completed. The outcome to this was the medication count is now taken at each medication administration.

Infection Prevention Control

The Manager told us : -

- The care home use full PPE and antibacterial resources for any infections

- LFT's are used if residents have cold or flu like symptoms.
- A PCR test is required if arriving or leaving from hospital.
- CDIFF – there are no cases to report, an isolation procedure is followed if an infection is suspected or reported.

Complaints

The Manager told us : -

- All residents and family are aware of complaints procedure and the policy is on display on the notice board.
- The Care Home responds to complaints via email, with a 28-day holding letter to inform of investigation. Investigation findings are sent to head office who advise on response/reply to complainant.
- There have been complaints since December 2022 – mostly about rooms being cold and staffing levels.
- These complaints are reported to the LA Contracts team with the outcome. The Care Home do not use agency staff any longer as they now have salaried staff and complaints have since decreased.

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Resident Engagement

- HWWAR observed a celebration on the Fourth Floor and most residents were in attendance. We were told by the Manager that these events are held regularly and include special occasions for residents.

Staff

The Manager told us : -

- The home employs 75 staff; which includes reception clerks, administrators, a kitchen team and a maintenance team.
- The staff to resident ratio is 1 care staff member to 8 residents.
- Day shift staffing -12 care staff (4 senior staff and 8 care staff), and 2 host /kitchen staff to serve food over the 4 floors.
- Night staffing – 8 care staff (2 senior staff and 6 care staff).
- Staff supervisions are completed bi-monthly unless an issue arises and then addressed on an 'ad hoc' basis. Appraisals are conducted for all staff annually.
- All staff use handheld devices to upload resident information to the computer system. This enables greater accuracy and speed and improves the carbon footprint of the Care Home by going paperless.

Staff Training

The Manager told us : -

Mandatory training is completed through E Learning modules and includes:

1. Dementia awareness and Living with Dementia
2. First Aid
3. Health and Safety
4. Fire Safety
5. Safeguarding
6. MCA and DOLS
7. Infection Control
8. GDPR
9. Medicine Control

Other optional training:

1. Person Centred Care
 2. Dignity
 3. Falls Prevention
 4. Medicine Administration
 5. Mental Health Awareness
 6. Dysphagia
 7. Choking Prevention
 8. Basic Life Support
 9. Leadership and Supervision.
- Boots Pharmacy offer complimentary training occasionally for medicine administration which is very thorough, and all staff are encouraged to participate.
 - All seniors have completed the Six steps to EOL and cascaded this information to other staff members.
 - The Manager has recently recruited nine staff members from overseas. As part of the recruitment package the Manager sources accommodation, furniture and supports their wellbeing.

Medication

The Manager told us : -

- They have had no issues with medication either to or from the hospital.
- There have been issues with the current local pharmacy such as incorrect labelling and spillages on receipt - Athena has instructed the Care Home to change to Boots Pharmacies.

Family Engagement

The Manager told us : -

- That they have an open-door policy and can make phone calls/emails to family members if needed.

- Families are kept informed of changes in guidance such as Infection Protection Control (E.G. COVID).
- Families are invited to resident review meetings.
- Families are invited to social events, such as resident birthday parties.
- Families are included in resident care plan, which are reviewed twice year.

Care home staff call families every month for a general catch-up and if there are any changes to their family members care plan.

Plans moving forward

Recommendations

- Source “Dip or not to Dip” training for all staff.
- Source information regarding Urgent Care Response service.
- Source core-building chair-based exercises from the community to assist with those residents who are at risk of falls.
- Residents and families need to be included in menu planning and menus should be displayed using easy read and pictures.
- Activity programme should be displayed using easy read and pictures.
- The Care Home should actively encourage the residents, their families and the staff to share their experiences on the Healthwatch Wirral Feedback Centre <https://healthwatchwirral.co.uk/feedback-centre/> . This will ensure that the Care Home receives independent and regular feedback to help improve/change their service.

Conclusion

- The Care Home Manager told us that :-
- the processes and systems they have in place are robust enough to keep residents and staff safe.
- They are confident that care plans are reviewed regularly.
- A staff recruitment drive is currently ongoing.
- A programme of activities is planned such as birthdays and for the upcoming Coronation.
- They will continue to attend the Wirral Care Home Forum for information and best practice sharing.

Healthwatch Wirral will conduct another visit in twelve months.

Acknowledgement

HWW would like to thank their Care Home staff, residents and families for their cooperation during our visit.

Glossary

COSHH-	Control of Substances Hazardous to Health
CQC-	Care Quality Commission
D2A -	Discharge to Assess
DOLS-	Deprivation Of Liberty Safeguards
ECIST-	Emergency Care Improvement Support Team
EL -	Electronic learning
EMI-	Elderly mentally Infirm
Evac-chair-	Specialist equipment that allows staff to help people with mobility issues safely exit a building during an emergency evacuation.
GP -	General Practitioner
HCA-	Health Care Assistant
HWAR -	Healthwatch Wirral Authorised Representative
HWW-	Healthwatch Wirral
IPC-	Infection Prevention Control
LA-	Local Authority
LAQIP-	Local Authority Quality Improvement Officer
MCA-	Mental Capacity Act
PC-	Personal Computer
PCS-	Person Centred Software
PPE-	Personal Protective Equipment
RGN-	Registered General Nurse
RM-	Registered Manager
UTI-	Urinary Tract Infection
RIDDOR -	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
PAMMS-	Provider Assessment and Market Management Solution.

Distribution

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

Comment box

We thank you for your visit and your comments. We will review all recommendations and implement as soon as possible.

We have increased our Activity team hours to have a more robust programme going forward that will enhance the well-being of all residents.