



Healthwatch Wirral Enter & View Visit Report

Place of Visit: Bebington Care Home
Address of Visit: 165 Heath Road, Bebington, Wirral. CH63 2HB
Tel 0151 609 1100

Service Provided: Care Home service with nursing

Date and time of visit: 26th August 2014 , 10.30am

Name of Contact at service: The Manager

Names of Authorised Representatives: Diane Hill, Kate Gratwick,
Elaine Evans - Healthwatch Wirral Project Officer

All Healthwatch volunteers displayed their badges and the organisation received confirmation of DBS checks registration and authorisation.

1.0 General profile of the service that was Entered and Viewed

Bebington Care Home is a purpose built home providing residential and nursing care for up to 87 people with varying needs.

Respite care, general assistance with everyday living for people with dementia, end of life care and specialist nursing support are provided for residents living in this care home.

2.0 Purpose of visit

To verify service user feedback

LINK Legacy

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 The type of Enter and View Visit undertaken:

Unannounced visit ✓

Announced Visit

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 for investigation.

The rectification of less serious issues will be directed to 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 Findings and Observations

Healthwatch Wirral authorised representatives were greeted by the manager who has been in post for 3 months. She was previously employed for 4 years as deputy manager before taking up the manager position. We were taken to the office to have a discussion about the policies and procedures at the home.

We were informed by the manager that the owners and management have a good working relationship. The manager feels supported by the owners who provide what she needs.

The manager was unaware that Healthwatch representatives were visiting to view the home. Despite this, she gave freely of her time informing us on all aspects of the care provided. We were told that there were 4 units in the home situated on two floors. Willow, a 15 bed unit, Cedar, a 24 bed unit, providing dementia nursing, Beech, a 19 bed residential dementia care and Beechwood, a 28 bed unit providing general nursing. The home has a complaints policy and residents and their relatives can attend meetings

which are held every 3 months to voice any concerns or opinions. The manager has an open door policy to address any complaints or concerns from residents, relatives or staff. Residents can make decisions about life in the home and staff use the 'My choice, My preference' book which is a life story journal that includes details of the residents preferences. There is also a shortened version called 'My Journal' with headings such as 'I like' 'I prefer' and 'I don't like' This is held in the residents care plan and includes details of the residents daily nutritional intake. When necessary residents meals may be supplemented or fortified.

The home employs an activities co-ordinator who organises arts and crafts, baking, entertainers, outings and movies.

Bebington Care Home has had relatively few Safeguarding referrals in the last year. These were mainly around relatives not paying fees and another was when a resident assaulted another resident. We were told that the home has a good relationship with the Mental Health team and a Community Psychiatrist attends to review residents at the home.

The manager informed us that she feels that the staffing levels are good and has covered the night duties with a higher level of staff that is suggested normally. The ratio of staff to residents is approximately 1-5 during the day and 1-10 at night. More staff have recently been recruited including domestics. We were told that the impact of this has been better care for residents and staff feel supported. The home has its own bank staff and hopes to create a regional bank after holding a big recruitment day. This home uses approved training companies for staff training and also has its own trainers for mandatory training. Training related to residents' individual needs is delivered to staff. Modules include dementia awareness, conflict resolution, diabetes and nutrition.

The home has experienced a few problems associated with residents discharge from hospital but 90% of discharges are good. The problems that have occurred have been residents being sent out of hospital with the wrong medication. However, the manager feels that the home has good communications with the hospital and if they have problems with drugs they could ring and be given the information required. Residents have been sent out at night instead of during the day as requested. Sometimes the home has to wait for a funding panel decision and the allocation of a social worker. On occasion, the ambulance service have transported a person who is not their resident back to the home on discharge from hospital.

The manager informed us that following an admission to hospital the person, if required, is reassessed for their care needs while in hospital. It can be many weeks (8-10) if the person requires reassessment when referred to Social Services while living in the care home.

Before showing us around the home the manager commented that the decoration was still in progress and some new initiatives were still to be implemented. This included redecorating and refurbishing the entrance to one of the units to look like a seaside cafe and beach. Some of the repainting was being done by volunteers and there are going to be chairs and tables creating an outlook that is welcoming. Residents will be able to rest and have some distractions rather than just looking at closed doors

Environment

Information relating to the care home was displayed in the entrance hall. There was an activities programme board which included morning activities for the day. No activities were observed and a member of staff said that they would be commencing during the afternoon.

The corridors were clean, bright and free from obstruction. Dementia friendly signage was used on the residents' front doors and bathroom doors. Bathroom facilities viewed

were clean and well equipped. The dining rooms were spacious and well set out. We were told by staff that residents can eat in their own rooms if they wish. Lounge areas were large and furnished with comfortable seating. The televisions were on but the volume was very loud. The gardens were well kept and accessible to residents. It was evident that the foyer in the Beech unit was being redesigned to look like a beach cafe and the maintenance man was painting clouds on the walls. Most areas were furnished and decorated to a good standard and were fresh smelling.

The Beechwood unit had yet to be refurbished and decorated and therefore was not up to the standard of other areas.

Staff observed interacting with residents appeared to be very supportive, kind and considerate. They treated people with dignity and respect and were responsive to their needs. It was also evident that the residents were very fond of the staff and they appeared happy. There was a calm and serene atmosphere within the home. A resident was observed walking in and out of the public rooms enjoying the company of her husband who visited her daily.

Feedback

Residents -

"I am happy living here and the staff look after me."

"Staff are lovely and kind"

"The meals are ok, but there should be more choice, if I don't like what is on offer and ask for soup, it is not always available"

"The best thing about living here is that the staff are friendly and kind"

"one good thing that happened recently was that the staff organized a birthday cake and party for me and I am glad that I have so many friends now, that includes the staff, they are so kind"

Relatives -

"I am very happy with the care that my wife receives here. She is well looked after by staff and enjoys the food and choice available in the home"

"If I had a complaint or concern I know that I could go to the manager"

Staff

"I enjoy working on Willow unit and love the residents"

"It is sometimes difficult to encourage long serving staff to accept new ideas to improve residents care and to change the way they have always worked"

"I love working here and enjoy the banter with the residents"

" I feel I can voice my opinions to management and it is good working in this home"

6.0 Safeguarding

No safeguarding issues were identified at the time of the visit.

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 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.

7.0 Conclusions

- The manager appeared to be very motivated and had introduced some good initiatives. These initiatives include working with the chef to reorganise daily menus and the delivery of meals to residents, the refurbishment of one of the unit foyers to make a Beach Cafe and the recruitment of extra staff.
- The home had a pleasant atmosphere and staff observed were kind and attentive to residents needs.
- The home was clean and tidy and the facilities were good.
- Residents appeared to be well cared for, comfortable, calm and happy.
- Staff appeared happy and supported in their role. They said that they were confident in voicing their opinions or concerns to management.
- Staff were visible in each unit but more in some units than others. It was not clear whether staff helped out on other units when required.
- Although the activities programme was displayed stating that they would run during the morning session, none were observed. Staff when questioned said that they would commence in the afternoon.
- The volume set on the televisions was very loud.

8.0 Recommendations

- Review the activities programme displayed and correct discrepancies ensuring that the information is accurate.
- Lower the television volume so that residents can communicate with each other.
- Continue with the refurbishment and development of a dementia friendly environment.
- Include staff in decision making so that long serving staff can accept change more readily.
- Encourage residents to comment on the new menus that the manager and chef intend to introduce.

Supplementary Feedback from the Provider post visit

The volumes on the TV's are set as per residents choice/request.

Group activities are arranged for the afternoons, however, it has proved effective for the residents within the home to have 1-1 time during the mornings with staff, which is also an opportunity for them to raise any concerns they have.

All staff are included in the decision making process within there working environment which has proven to enhance a good working relationship as well as improve standard for patient care.

9.0 Healthwatch follow-up action

- Review implemented initiatives at **Bebington Care Home in 6 months time.**

10.0 Distribution of Report

Healthwatch Wirral will submit the report to the Provider, to CQC, and Health & Wellbeing Board.

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