

**Place of Visit:** Grove House Care Home

**Address of Visit:** 1 Palm Grove, Claughton, Wirral, CH43 1TE  
Tel: 01516528078

**Service Provided:** Care Home service with nursing

**Date and time of visit:** Wednesday 30<sup>th</sup> July 2014

**Name of Contact at service:** The Manager  
Grove.house.m@fshc.co.uk

**Names of Authorised Representatives:**  
Audrey Meacock, Elaine Mortimer  
Project Officer - Elaine Evans

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

Grove House is in a residential area of Birkenhead on the Wirral. It is owned by the Four Seasons Group. Accommodation is provided on three floors, the top floor having a dedicated dementia unit and the remaining floors are for people who have a mixture of residential and nursing needs.

### 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 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 Findings and Observations

Healthwatch Wirral authorised representatives were greeted by the Manager who has been in post since August 2013 and is leaving Grove House next month. A new Manager has been recruited and is due to start on 4th August. We were taken to the office to have a discussion with the Manager who informed us about the policies and procedures at the home as detailed in the following text.

There have been lots of changes in the home since the current Manager started. The intermediate care service on one floor has ceased and occupancy has doubled which necessitated an increase in staff.

Accommodation is provided on 3 floors with 17 beds on Haydock, the ground floor, for frail elderly nursing, 19 beds on Aintree, the first floor, for residential/nursing including a few beds for early onset dementia and 22 beds on the second floor (Chester) for residents with dementia. There are 55 residents currently living in Grove House.

Staffing levels are

Daytime 8am- 8pm	Haydock	1 nurse plus 3 care assistants
	Aintree	- 1 nurse plus 4 care assistants
	Chester	- 1 nurse plus 4 care assistants
Night 8pm - 8am	Haydock	- 1 nurse plus 5 care assistants who cover 3 floors
	Aintree	- 1 nurse
	Chester	- 1 nurse

The Manager would like more staff to cover at night, ideally 2 care assistants for each floor plus the nurse. Four Seasons or agency staff are used when extra capacity is required and the home has its own bank staff.

Complaints or concerns are managed by staff and management. Residents and their relatives are aware of the procedure. The Manager has an open door policy and uses the Datex System to record complaints and compliments.

Most of the complaints are about missing items of laundry. Grove House shares the laundry facilities with the neighbouring home, Park House. The Manager would like laundry facilities to be on site, but in the meantime has installed laundry racks on each floor to try to address any issues.

Relatives meetings are held regularly and notices are posted in the home to inform visitors. These meetings have an open agenda and attendees are updated on any changes within the home and are invited to voice any concerns.

An improvement that the Manager has recently introduced is e-learning and incentive prizes for staff. Staff have completed End of Life and 6 Steps training along with all mandatory required training. Staff have regular supervision and appraisals and have recently completed a staff survey.

Grove House has a whistle blowing policy and staff are encouraged to speak up or refer to the Safeguarding Department at the Council.

Most residents are between 70 to 80 years old and resident's wishes for their future care are recorded in their care plan. Residents are given a list of choices for meals each day and daily menu cards are to be introduced soon. Meals may also be fortified for those who need it and in the Dementia ward there is a notice board with stick on illustrations of the food on offer. Drinks are available at all times on all floors.

Grove House has an activities co-ordinator who works on four days per week. She is very keen to maintain lots of different activities for the residents and would like to increase her hours or have an assistant. The home are introducing the PEARL Programme which is an accredited programme designed by Four Seasons to ensure that the home is providing the most up to date training, communication and interventions for people with dementia.

The Manager informed Healthwatch representatives that there had been a small number of referrals to Safeguarding over the last 12 months. One is ongoing and two have been closed. She would like the procedure to be reviewed as the home has had to make their own monitoring sheets to record what has been reported and often they do not receive any feedback or outcomes from the Central Advice Duty Team.

The Manager has also had a few problems with residents discharge from hospital. Discharge letters are sometimes not received from the hospital and Grove House nurses have to phone to get information about residents. Some who were admitted as residential status may be discharged as nursing. The home sends staff to the hospital to assess their residents for any changes while they are still inpatients.

One resident did not go through the integrated nursing team on discharge. On another occasion there was a lack of communication between the hospital, home and the district nurses.

Grove House has also had problems with patient transport to and from hospital. The wrong type of ambulance has been sent on some occasions, and an ambulance man was observed using a wheelchair incorrectly.

### **Environment**

Healthwatch Wirral authorised representatives were invited to walk around 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 but the reception fire door was obstructed by boxes which were subsequently moved by the manager. There were notice boards and an activities board with an array of information

displayed, however, some literature in the reception area was out of date. Residents were clean and tidy and their rooms were spacious and bright. All rooms had en-suite facilities and residents were allowed to personalise their own room. On the ground floor the dining room was spacious and well set out with plenty of room for residents to manoeuvre around the tables. Fortified drinks were on the side table. The notice board displayed information about which residents were on Thick and Easy drinks and details of residents preferred foods. The lounge was large, well decorated and comfortable and the kitchen area was clean and tidy. There were similar facilities on each floor. Staff were observed using a hoist to move a resident. They were very courteous, kind and gentle and treated the lady with dignity and respect. On all of the floors staff were busy but attentive to residents needs.

### **Feedback**

#### **Residents;**

" I am happy living here"

"I am always looked after well by staff even though they are often short staffed"

" I like the food"

" The staff treat me well even though they are always busy"

" I sometimes have to wait to be seen to but I don't mind as the staff are busy dealing with other people"

" I like it here, I get everything I need"

#### **Visitors;**

"I like the staff and my sister is looked after well"

"Care staff are lovely"

"Could do with more staff at times"

" When my relative needs help staff are not readily available and calls are not answered quickly"

"Good care given to my wife, but not enough help with feeding initially. I asked for liquid medication but was told by staff that her medication was prescribed in tablet form and it was not possible to get it in liquid form."

" I am not aware of relatives meetings"

"I visited my relative on one occasion and found no staff on floor!"

" In comparison to some homes, this is good"

#### **District Nurse;**

"Although home is poorly staffed it is good in comparison to some other homes"

#### **Staff;**

" I love working at Grove House, it is far better than the other Four Seasons home that I used to work for"

"We are usually short staffed and there are a lot of absences, usually the same staff"

" We love our job, but do not feel supported by management"

" If kitchen staff are off, care staff have been asked to do the dishes recently, this takes us away from the residents who may need us"

" The staff survey list of responses were addressed by management, but staff were unable to have their say"

" We were short staffed at Christmas, but were told that no agency staff could be used"

" I love my job and the residents, but get frustrated with the circumstances and the staffing levels at times"

"I am very happy working at Grove House and I feel supported by my manager"

" I love my job but it can get very busy"

“The deputy manager is not very approachable and staff are afraid of voicing any concerns”

“ It can be very confusing as the deputy manager says one thing and the manager will say the opposite”

**Activities Co-ordinator:**

I enjoy my job working with the residents. I would like to do more hours and particularly more work with the residents with dementia. I am looking forward to participating in the PEARL programme.

## **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**

- A clean home that appears to have been recently refurbished with the residents care a priority.
- Although staff were very busy, they were caring and treated residents with dignity and respect.
- Some of the staff appeared unhappy with the management of the home but were really happy in their work and enjoyed working with the residents.
- Grove House could benefit from having more care staff on duty and increased hours for the activities co-ordinator. This would make the provision of care easier, especially when two care staff are required to assist one patient. It would mean that care staff would have more time to spend having one to one conversations with the residents, which the staff feel is lacking at the moment.

## **8.0 Recommendations**

- It would be beneficial for the management to review staffing levels.
- The working relationship between the deputy manager and the staff should be addressed as there is some unrest.

## **9.0 Supplementary Feedback from the Provider post visit**

My opinion is that this is a true reflection of Grove House from what I have seen and heard since becoming Home Manager on the 4<sup>th</sup> August 2014. Since I began I have been addressing any areas that needed extra attention with support from my Regional Manager by creating and working through an action plan.

**Home Manager**  
**Grove House Care Home**

## **9.0** **Healthwatch Follow up Action**

- Ask for action plan
- Review service in 2015

## **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**