

Place of Visit: Park House

Address of Visit: 93 Park Road South, Claughton, Wirral. CH43 4UU

Service Provided: Care Home with nursing.

Date and time of visit: 23/10/2014 10.30am

Name of Contact at service: The Manager

Names of Authorised Representatives: Kate Gratwick, Elaine Mortimer
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

Park House provides residential care, residential dementia and nursing care, general nursing, respite and palliative care. The home is part of the Four Season group of health care services and provides accommodation for up to 111 people in a modern, purpose built building.

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 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 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 Findings and Observations

Healthwatch Wirral authorised representatives attended Park House Care Home at 10.30am.

When approaching the front door of the property, a pleasant healthy plant was positioned outside in an attractive pot. However, there were a number of cigarette ends thrown on top of the soil in the pot. This did not look fitting for the entrance area and detracted from the kerb appeal of an otherwise attractive property.

On entering the property the manager gave Healthwatch Wirral authorised representatives a warm friendly greeting. She was happy to give us her time despite having another meeting scheduled. She said that she was happy to answer all questions and confirmed that she and her team wanted to run the home to the standards they would want for their own parents' happiness and wellbeing.

She explained she had been the manager for the last 6 months and prior to this had been working at Park House for 5 years as a unit manager.

The home is split into 3 units with Bidston unit on the ground floor, Central on the 1st floor and Hamilton on the top floor. Residents on the ground floor do not require nursing, the 1st floor unit is for residents with dementia who do require nursing and the top floor is for residents who are elderly and frail who require nursing care.

We were informed by the manager that the home has a complaints procedure and staff, residents and their relatives are aware of this. The regular resident and relatives meetings are well attended and the manager has an open door policy. Park House has a Whistleblowing Policy and we were assured that staff would be supported and protected when voicing any concerns.

All residents' wishes for their future care are known and recorded particularly around End of Life and some staff have completed the 6 Steps EOL training. Best interest meetings are held for people who do not have the capacity to make decisions about their care. These meetings are attended by the resident, their relatives, staff and health and social care professionals.

Residents are regularly assessed regarding nutrition and hydration and the home uses drink and weight charts. Falls are audited and residents are risk assessed.

Healthwatch Wirral are currently conducting a survey on the occurrence of pressure ulcers and the manager kindly agreed to complete the survey. We were informed that 1 resident in Park House has a pressure ulcer which was acquired at the home. Staff use the Waterlow assessment tool and specialist equipment to manage the residents ulcer treatment and care.

When asked about safeguarding referrals over the last 12 months the manager said that there had been a few, including allegations of abuse and missing jewellery. The police had been involved in investigating these incidences.

We asked about staffing levels and were told that there are 5 staff plus the unit manager on the ground floor for 30 residents, 9 staff plus the unit manager on the 1st floor for 41 residents and 7 staff, plus the unit manager on the top floor for 31 residents. These figures are the staffing levels during the day. At night, these figures drop to 2 on ground floor, 5 on the 1st floor and 4 on the top floor plus management support. The manager thought that staffing levels were adequate and assured us that cover would be sought when staff were on unplanned leave or sickness absence. The home tries to use their own staff for cover but sometimes has to use bank or agency staff.

Staff receive supervision every 6 weeks and have annual appraisals. They are also required to attend mandatory training and e-learning.

The home has a good relationship with local GP's who have residents registered at their practices.

We were told that the home rarely has problems with residents being admitted or discharged from hospital but sometimes discharge letters are not sent to them.

Park House employs 2 activities co-ordinators who provide activities such as bingo, singing and entertainers.

We asked whether any recent service improvements had been introduced and were informed that a new 9 bed EMI unit was due to be opened on the top floor. This was having a very positive impact on staff and new staff will be recruited.

Healthwatch Wirral reps thanked the manager for her time and were then invited to look around the home.

Environment

The reception area was busy with residents attending the onsite hairdresser facilities. Fresh perming solution could be smelt as the hairdresser attended to their hairdressing needs. Staff were pleasant and cheerful to residents and visitors.

When shown the kitchen area we entered via the service area where a staff member was washing dishes. However, on entry at 10:50 there were numerous dirty plates on a trolley which was left in the corridor outside the kitchen.

The stainless steel kitchen and had been thoroughly cleaned following breakfast. There were notices displayed which showed residents preferences, choke risks and soft diets requirements.

The chef appeared happy in his work and confirmed that when there were no absences staffing levels were adequate.

The corridors were wide, attractive, bright and free from obstructions. Notice boards provided information on daily activities and thank you cards were displayed. Hoists were sited in corridors and there were some seating areas for residents to use. Name plates and personal photos were hung outside residents doors. One of the corridors was decorated to look like a row of shops and had a street name. Dementia friendly signage was used throughout the home along with displays of 'reminiscent' art and posters. The lounge areas viewed provided comfortable seating and chairs were placed in groups to enable residents to engage in conversation. The dining areas were spacious with small kitchens in each.

Bathrooms were clean and tidy with some having specialist equipment and baths. One of the bathrooms on the ground floor would benefit from a refurbishment. The décor throughout the home was generally very good however, some areas did not smell as fresh as others.

Staff were cheerful, kind and attentive to the needs of the residents. The manager appeared to know the residents well and had a good relationship with them.

One resident, who has lived at the home for 2 years showed us her room. It was evident that residents can personalise their rooms. It was clean and had no odours. This resident had her own personal key and was able to lock her door when she left it. She showed us the alarm button to call for help and confirmed that it was easily reached from her bed and that the staff always attended quickly.

However, she said that when she first came to live at the home there was always a staff member available to take her out for a walk to place a bet (she likes horse racing) but that is no longer the case. She did say that the staff get her the paper daily, so she can pick her horses, but now, she can only go out to place a bet when her son visits.

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

Staff -

"When there are no absences staffing levels are adequate."

" I enjoy working at the home, and feel very safe" When asked what she meant by 'safe', the staff member replied " I wouldn't be asked to do anything that would put my PIN at risk".

" I love my job and enjoy working with the residents"

" I enjoy working at Park House and I am passionate about what I do"

Residents

" I am looked after very well and the Manager is very good"

" I am a new resident and I am very happy here"

One resident said that she thinks highly of the staff but had had a problem with one member of staff around her medication administration.

The lady was aware that she should have some tablets following tea but has had waited until after 9pm on one occasion recently. She also needs cream for her eyes and although the junior staff had brought it over they could not administer it and she had to wait.

Relatives

Relatives spoken to were happy with the care given to their relative, and were very complimentary about the manager and all members of staff.

6.0 Safeguarding

No Safeguarding issues were identified at the time of our 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 and her staff appear to have worked hard to ensure that the residents needs both physically, mentally and environmentally are catered for.
- Manager and staff appeared motivated and committed.
- Residents appeared to be well cared for and were dressed appropriately.
- The corridors were wide and uncluttered allowing residents to wander safely.
- The environment and decor was dementia friendly, with several themed reminiscent areas.
- The general ambience of the home was peaceful and calm.

8.0 Recommendations

- To continue to work and achieve high standards of care for residents.
- For all grades of staff to continue to support and help each other.
- Management should check how medications are being administered after 5:30pm and seek the opinions of junior staff.

8.1 Supplementary Feedback from the Provider post visit

Response received from the Manager including request for clarification of Safeguarding referrals in last 12 months.

The allegations of abuse were closed off as allegations were unfounded due to the nature of residents dementia. All channels were followed - police/safeguarding team/CQC.

The case of missing jewellery - this was reported to police but there was no evidence to investigate. The company insurers were involved in refunding the loss.

5.0 Findings and observations: cigarette ends on top of soil in pot at front entrance.
This has been addressed, a new smoking hut has been built and any cigarette ends found around building will be cleared up by staff on duty who smoke.

Environment: Dirty plates on trolley service area.

Residents are encouraged and not rushed with mealtimes. Due to the size of the home the Kps work through the trolleys as they are brought from the units.

Bathroom on ground floor benefit from refurbishment -

This is work in progress.

Some areas did not smell as fresh as other areas.

The majority of residents are doubly incontinent and personal care continues throughout the day.

Resident going for paper.

Resident has declined on a number of occasions to go out but will occasionally walk to the shop to get a paper. Her son can't take her as he works all day.

Medication following tea.

I spoke to staff about this matter and on this occasion medication was a little late due to an emergency but the resident did not have to wait till nine as stated. The cream for eyes was administered at the same time by senior staff.

It was lovely to meet you all and thank you for your visit.

9.0 Healthwatch follow-up action

Contact Park House in 2015 to check on progress of refurbishment

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**