



Enter & View Report

Care Home: Pensby Hall Residential Home

Service address: 347 Pensby Road, Wirral, CH61 9NE

Service Provider: Snow Peake Ltd

Date and time: Thursday 7th May 2015, 1.30pm

Authorised representatives: Diane Hill

Kate Gratwick

Elaine Evans



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Acknowledgements

Healthwatch Wirral would like to thank the Manager, residents, relatives, carers and staff at Pensby Hall who gave us a warm welcome and spent time talking to us about their or their relatives' experiences of living at the home.

Please note that this report relates to findings observed on the specific date and time of the visit. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

The visit also takes into consideration the fact that many of the residents spoken to will have an illness and/or disability, including dementia, which will have an impact on the information that is provided.



What is Enter and View?

Part of the Healthwatch Wirral's work programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and 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 the service first hand.



1.0 General profile of the service that was entered and viewed.

Pensby Hall is a residential home in Pensby, Wirral.

It is situated in a residential area, close to shops and community facilities. The home is a large building over 3 floors and it has the capacity for up to 30 residents.

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 Type of E&V 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 were met in reception by the manager. We were asked to sign in and use the hand cleanser gel provided.

We were escorted to the Managers office sited off the main reception area. The manager and deputy were very accommodating and took the time to discuss the day to day running of the home.

We were informed that Pensby Hall provides residential care for up to 30 people in single rooms, with a small number having en-suite facilities. The home is currently at full capacity and there is a waiting list of people wishing to reside at Pensby Hall.

During the day the staffing levels are 1 senior member of staff, 2 health care assistants, Manager and deputy, 1 general assistant, 2 kitchen staff, 1 cleaner and a handyman.

At night there is a senior member of staff and a health care assistant on duty.

The manager informed us that this was enough cover to provide good care to the residents. When staffing levels are lower due to sickness absence or unplanned leave, levels are adjusted up to ensure quality care for residents whenever necessary. The home tries to avoid using agency staff and prefers to use their own staff by being flexible, changing shifts or increasing overtime.

We asked about the complaints procedure and if staff, residents or their relatives would know how to voice any concerns. We were told that Pensby Hall has a complaints procedure and staff, residents and their relatives are aware of this. The complaints procedure and policy is in each of the residents handbook situated in their room. Staff have access to a Policy file which includes the complaints and



whistleblowing policy. Staff are required to sign policy documents when read.

The home holds resident meetings which are facilitated by the activities co-ordinator. Regular team meetings are held and the manager has an open door policy to enable staff, residents and relatives to discuss any issues. Some complaints are about mislaid laundry which appears to be a common theme in care homes.

We were informed that residents can make decisions about their life in the home and can choose their room and personalise it.

The home has a good relationship with local GP's and Community Services and medical advice is sought when necessary. Medication is audited weekly and monthly meeting are held with the Medex pharmacist

Any residents' wishes for future care are recorded on their care plans. The manager said that Pensby Hall have a good reputation in their end of life care and staff attend the 6 Steps programme (This is workshop style training in end of life care)

The manager is currently transferring all of the residents care plans onto the computer system.

We enquired about nutrition and hydration for residents and were informed that all meals are cooked in house and menus are available daily for residents. Fresh meat and vegetables are delivered daily to the home. Drinks are available at all times. Residents have their own fluid and nutrition chart. All residents are weighed on admission and their weight is regularly recorded on their chart. Any problems are referred to the GP or dietician. Residents may eat in their own room if they wish to do so and are given a choice of suitable food to meet their needs or special dietary requirements. This home uses the MUST tool (Malnutrition Universal Screening Tool) and when applicable dietary



supplements are provided. All staff are aware of the need for adequate hydration and nutrition for residents.

The chef provides alternative food when requested to do so.

We were informed that falls, pressure area care, leg ulcer care, infection control and medication monitoring are all recorded in the plan. Pensby Hall have 1 resident who has a hospital acquired pressure ulcer at the moment. Pressure ulcers are managed by using body mapping, daily skin checks and repositioning. When required the GP or Community Nurse will order a mattress or profile bed for use by the home.

All staff have induction and appraisal. Staff are required to attend mandatory training modules. Other training available to staff include Dementia Awareness, Deprivation of Liberty and 6 Steps training programme (a workshop style training in end of life care)

The manager had the staff training schedule displayed on the notice board in his office.

Pensby Hall has a dedicated activity co-ordinator employed for 4/5 days per week to ensure that there is always something enjoyable and stimulating for residents to do.

Birthdays and special occasions are celebrated with parties and activities. Relatives are invited to participate in any events organized. Residents may also pursue their own hobbies. Activities include quizzes, bingo, games/crafts, chair based exercise, themed events, pet therapy and outings.

The Manager informed HW representatives of the new initiatives and service improvements introduced or planned. These included the transfer of paper records to a computerized system (which would enable the staff to have easier access to residents care plans) the replacement of kitchen equipment, and the relocation and refurbishment of the laundry and review of laundry systems.



Environment

Outside the home

The home had a small parking area to the front of the building. The area was clean and tidy with no trip hazards.

Entrance and Hallway

On entering the premises we were asked to sign in at reception. The reception area was bright fresh and airy. The usual statutory notices were displayed in the reception area along with the Statement of Purpose. There were a variety of notice boards displayed on the walls. These included general information about the home and activities, photographs of activities and events, CQC registration, and Health and Safety and Fire regulations.

Corridors

The corridors were clean tidy and fresh and were free from obstruction. The lift to service the upper floors was situated off the main corridor.

Lounges

The lounge was a good size but was rather narrow. The residents were watching TV and were seated in comfortable chairs around the perimeter of the room. A small number of residents were asleep in their chairs but looked comfortable.

One end of the room was being used to store wheelchairs. The room was bright, clean and fresh and had patio doors leading out to the garden area.

The conservatory was large, bright and comfortably furnished. The staff and residents were decorating it with flags and other memorabilia in readiness for an event they were holding the following day.



Dining room

The dining room was large, bright and airy. The tables were in the process of being cleared as the residents had just finished lunch. Menus were displayed which showed a good choice of food. The tables and chairs were positioned so that there was plenty of space for residents to manoeuvre around. Staff were observed assisting residents in a patient and respectful manner.

Bathrooms

The bathroom viewed was clean, tidy and furnished with appropriate safety equipment, including a hoist to aid the staff and residents.

Bedrooms

We were unable to view a bedroom on this visit. However, we noticed photographs of the resident occupying the room displayed on each door. One member of staff told us that the home has a call bell system which logs all staff attendances to residents and how long they stayed with the person.

Kitchen

The kitchen was large and, at the time of the visit, was being cleared and tidied after a busy lunch sitting.

The two catering staff on duty said that they enjoyed their work and had a good relationship with residents. The kitchen has a Food Standards hygiene rating of 5 which means the home was found to have a very good standard of hygiene when assessed.

Gardens

Outside the gardens were well-tended. There were seating areas for residents to enjoy the outdoor spaces.



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

Staff -

"I enjoy working here and know the residents and their families well"

"I have worked here for many years as a chef and know the residents likes and dislikes regarding food. I enjoy catering for their needs."

"I feel supported by management and feel confident in discussing any concerns"

"I have the opportunity to attend training to further my education"

"I have not worked here long but I really enjoy it"

Residents -

"I like the staff and enjoy their company, we have a good laugh"

"I am looked after very well"

"I enjoy the activities especially Bingo"

"The staff are great, sometimes we go outside the home to play bingo"

It feels like home, and I like the personal touches like the Christmas party arrangements and Christmas stocking given to each resident"

"I get plenty to eat during the day and in the evening"

Relatives -

"My relative is happy here and that makes me happy"



6.0 Safeguarding observations on day of visit.

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.

6.1 Number of Safeguarding Alerts reported in the last 12 months.

The home has made 2 Safeguarding alerts in the last 12 months. Both were investigated and the outcomes were positive.

It is seen as good practice for all Health and Social Care Services to report potential Safeguarding alerts to Wirral Council Central Advice and Duty Team.



7.0 Conclusions

- The atmosphere was welcoming and friendly and the general environment and ambience was good.
- The home was clean, tidy and fresh, but in some areas the décor appeared a little tired and bland.
- There was a homely atmosphere and staff demonstrated a genuinely kind attitude to the people that they support.
- The residents appeared to be well cared for, happy and contented.
- Service users spoken to reported that they were very satisfied with all aspects of care provided by Pensby Hall.
- Staff said that they were confident that they could approach management with any concerns.

8.0 Recommendations

- Continue with the 6 Step Training Programme.
- Create a 'Dementia Friendly' environment which can have a major impact on improving accessibility for people with dementia.



8.1 Supplementary feedback from the provider post visit

I have received the report and am happy that it is a true reflection of both the standard of accommodation and level of service we provide

9.0 Healthwatch follow up action.

Provide manager with details of pressure ulcer awareness training delivered by Wirral Community Trust.

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



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