



## **Enter & View Report**

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### **Care Home: The Lodge**

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Service address: The Lodge, 1 Curzon Road, Hoylake, Wirral

Service Provider: Ryding Care Ltd

Date and time: 05/07/2016, 14.00pm

Authorised representatives: Diane Hill

Kate Gratwick

Elaine Evans



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## Acknowledgements

Healthwatch Wirral would like to thank the staff, residents, relatives, and staff at The Lodge who spent time talking to us.

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 may 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.

The Lodge Care Home is a large detached house situated in a quiet suburban area in Hoylake. It is owned/managed by Ryding Care Ltd and is close to local shops and near to local public transport. It provides residential accommodation for up to 18 people with residential needs. It has 18 bedrooms all with en-suite facilities and is arranged over three floors with lift access.

## 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

### 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 Discussions, findings and observations

Healthwatch Authorised Representatives visited the home on 4<sup>th</sup> July but were refused entry as the new proprietor was unavailable. Healthwatch Authorised Representatives were invited to attend the following day to talk to the new owner who had purchased the business on 1<sup>st</sup> July and who was leasing the premises from the Hilbre Care Group.

Healthwatch Wirral had originally arranged to visit Hilbre Lodge, owned and managed by the Hilbre Care Group, during July and were unaware on the day of their initial visit that it had changed hands.

The new owner said that she was looking forward to managing the home and will be reviewing all of the current policies and procedures.

She was familiar with both staff and residents as she was formerly a member of staff at Hilbre Care Group.

Healthwatch Authorised Representatives had a discussion with the new owner about the current procedures and working practice at the home. We were told that the home provides residential care and will also provide respite care if there are beds available.

The current staffing levels were 3 carers during the day and 2 waking staff at night. Staff shortages were managed by care staff being flexible and by using bank staff. This home does not use Agency staff.

Staff have NVQ qualifications up to level 5 and have the Care Certificate. All staff are offered mandatory training and in addition to this Dementia, DoLS training, Behavioural level 2, Moving and Handling, Medicines Management and End of Life Training.

We were told that the introduction of the Care Certificate has been very positive and has boosted staff confidence.

Staff have appraisals annually and supervisions every 2 months.



Medication is managed and administered by trained senior staff and the home uses the Biodose System.

All residents, staff and relatives are aware of the complaints procedure and there is an 'open door' policy approach. There is also a timescale for the resolution of any concerns or issues.

The home has a good relationship with the local GP practice, Marine Lake in West Kirby. A GP makes regular routine visits every other Friday as well as visiting as and when required. Residents may keep their own GP subject to the Practice agreeing to this arrangement.

We were told that all staff understand the need for adequate nutrition and hydration for residents. The home uses the MUST tool (This is a five-step screening tool to identify adults, who are malnourished, at risk of malnutrition, or obese. It also includes management guidelines which can be used to develop a care plan) Residents are given a good choice of food to meet their nutritional requirements and are weighed regularly.

Residents meet with management and create their own menus and some residents prefer to eat in their own rooms. However, residents are encouraged by staff to eat in the dining room.

The home currently has an activities co-ordinator who works across the Hilbre Care Group and Ryding Care Group and the new owner intends to purchase their own transport to enable residents to go on outings. We were informed that Ryding Care Ltd intend to have their own activities co-ordinator in the future.



Healthwatch Wirral Authorised Representatives were invited to view the current facilities and talk to residents, visitors and staff.

### **Reception**

The entrance reception was light, tidy and clean. There was a visitors signing in book and hand sanitizer available in this area. The complaints procedure and other statutory notifications were displayed.

### **Corridors**

The corridors were wide and free from obstructions in most areas. There was a wheelchair stored in one area however. The upstairs corridors were under a programme of decoration and were bright and fresh. The carpets looked a little worn and were patterned.

### **Lounge**

The lounge was a good size with comfortable sofas and furnishings. The carpet was patterned and there was a large TV and a fish tank situated in the room. Residents were enjoying refreshments at the time of the visit and the hairdresser was in attendance.

### **Dining room**

The dining room was spacious, well laid out and bright. The tables were set with appropriate crockery and cutlery. There was plenty of room for residents to walk around safely.

A large, stylized pink shape resembling a lowercase 'e' or a swirl, with a smaller teal and pink shape above it.

## Bedrooms

The bedroom viewed was large and personalized with the residents own belongings. It was clean and fresh.

## Kitchen

The kitchen was small but was organized and tidy. It had a hygiene rating of 5 which is very good. A member of staff was busy making snacks and refreshments for residents.

## External Gardens

These were very narrow but we were informed that the home next door has a larger garden that the residents can use. Any residents who may find it difficult to access the facilities next door would be assisted by staff and wheelchairs may be used to transport them if necessary.

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

### Staff

“This is a good home”

“I am very happy with the new owner/manager”

“I enjoy working here”

### Residents -

“I enjoy living here”

“The staff are very caring”

“The food is mostly good”

“ I am very comfortable living here”

A large pink speech bubble graphic on the left side of the page, containing the text "Relative -".

**Relative -**

“ My relative is happy and well cared for”

### **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.

### **Safeguarding Alerts.**

We were informed that all alerts are reported to the Central Advice Duty Team (CADT) and the Care Quality Commission (CQC) and are documented and investigated.

**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.**

## DoLS and DNAR

We were informed that The Lodge follows the legal requirements and guidelines, and that no residents have DoLS at the time of our visit. Best interest meetings are not held as residents are able to speak for themselves.

Any residents who have DNAR's are reviewed every 12 months.

The home stated that the impact that DoLS has when running a care home is that a lot of paperwork is required to be completed and that the process is not straightforward and is a grey area.

## 6.3 Falls

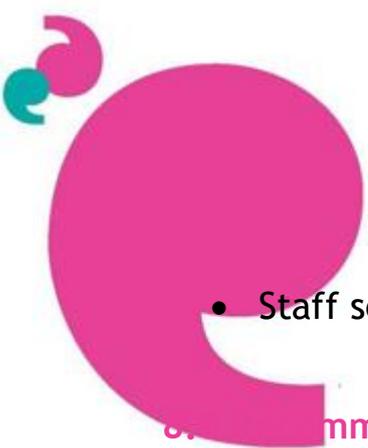
The Lodge prevents and manage falls by assessing and monitoring residents and using external agencies such as the Falls Team for support. All falls are recorded and relatives are informed. Falls are also audited regularly.

## 6.4 Pressure ulcers

We were told that no residents had pressure ulcers at the time of our visit. Residents would be referred to the District Nurse Team and Tissue Viability Service if they developed a pressure ulcer.

## 7.0 Conclusions

- Residents looked cared for and appeared to be happy.
- Staff appeared to know the residents well and treated them with dignity and respect
- Care was well balanced from a health perspective.

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- A large, stylized pink graphic element on the left side of the page, consisting of a large circle with a smaller circle inside it, and a curved line extending from the top left.

### Recommendations

- Display Healthwatch 'Your Voice' leaflets to allow feedback to be gathered independently
- Ensure that residents are not put at risk when sharing the garden of the Home next door.

### 9.0 Supplementary feedback from the provider post visit

Any residents who may find it difficult to access the facilities next door would be assisted by staff and wheelchairs would be used to transport them if necessary.

The visit by Healthwatch Wirral was carried out in a respectful and pleasant manner. The three representatives were warm and considerate to the residents, families and staff.

I felt that I was given a right to reply and the process enables an alternative view for people to see.

Thank you.

The Manager



### 10 Healthwatch follow up action.

Revisit the home in 2017 when the new proprietor has reviewed the policies and procedures of the home.

### 11.0 Distribution of report

Healthwatch Wirral will submit the report to the Provider, Commissioner, CQC, and Family & Wellbeing Performance Committee.

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

### Glossary

<b>CADT</b>	Central Advice and Duty Team
<b>CQC</b>	Care Quality Commission
<b>DoLS</b>	Deprivation of Liberty Safeguards
<b>DNAR</b>	Do not attempt resuscitation
<b>GP</b>	General Practitioner
<b>HCA</b>	Healthcare Assistant
<b>MUST</b>	Malnutrition Universal Screening Tool



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