



Enter & View Report

Care Home: Grove House

Service address: 1 Palm Grove, Claughton, Birkenhead. CH43 1TE

Service Provider: Four Seasons Group

Date and time: 22nd January 2016, 10.30am

Authorised representatives: Diane Hill

Elaine Davies

Elaine Evans



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Acknowledgements

Healthwatch Wirral would like to thank the Manager, residents, relatives, carers and staff at Grove House 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.

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 including Intermediate Care (IMC).

2.0 Purpose of visit

Healthwatch Action from previous visit on 30th July 2104 - Revisit Grove House to review service.



3.0 Type of E&V visit undertaken

Announced

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 representatives visited the home on 8th January but unfortunately had to reschedule to 15th January as the Manager had not received the letter and paperwork informing him that Healthwatch would visit.

Healthwatch attended the home again on 15th January but had to reschedule the visit due to an outbreak of diarrhoea and vomiting in the home.

Healthwatch attended on the 22 January and had discussions with management, staff, visitors and residents.

Healthwatch Wirral authorised representatives were greeted by the Manager who had been in post since 2014.

We were taken to the office to have a discussion with the Manager who informed us about the policies, procedures and changes he had made since our last visit.

He had been working through the action plan requested by CQC and had made improvements to the staffing issues highlighted in our last visit report.

He has introduced new care plans which are person centered. The plans are better organised now and are easier to read.

The home now uses a Quality of Life Programme which provides a convenient way for residents, and visitors to provide ongoing feedback by using iPad provided at the home. This system is used as part of the homes Quality Monitoring procedure.

The home now uses an external catering company to provide for the nutritional needs of residents.



Grove House has made a successful bid to provide Intermediate Care for up to 20 people referred to them. They provide this service on the first floor. There are also a few beds on this floor providing nursing care but we were told that these residents will be moved to other areas within the home soon.

The IMC residents stay in the home for 6 to 8 weeks. We were informed that Intermediate Care is targeted at people who would otherwise face unnecessary prolonged hospital stays or inappropriate admission to acute inpatient care, long term residential care or continuing NHS inpatient care. People accessing the intermediate care service provided at Grove House have a structured, integrated, individual care plan which involves active therapy, treatment or opportunity for recovery. It has a planned outcome of maximising independence and enables people to resume living at home.

These beds are always at full capacity and the Manager considered that referral to the beds are appropriate most of the time. There were concerns that sometimes the home does not receive the correct information and medication for people discharged to the IMC service. Some residents have been readmitted to hospital due to unsafe discharge and having the IMC facility can increase workloads for staff.

Transitional Care is also available at Grove House and the home provides a bed based service for those who may need further assessment and / or some level of rehabilitation input.

The Manager informed Healthwatch representatives that the home provides care for up to 63 people and employs 80 staff.

The staffing levels are;

During the day – 3 RGNs plus 12 HCAs

At night - 3 RGNs plus 6 HCAs



The home does not have problems with staff shortages, as they are over staffed by 20%.

All staff attend mandatory training, plus Health Care Assistants (HCA) are offered NVQ level 2 and 3.

Grove House intends to train staff in phlebotomy soon.

The Deputy Manager is working towards gaining her Nurse Prescriber qualification and is training with Claughton Medical Practice. This practice looks after residents at the home and they have a very good working relationship with Grove House.

Complaints or concerns are managed by staff and management. Residents and their relatives are aware of the procedure. Most of the complaints are about missing items of laundry. Grove House shares the laundry facilities with the neighbouring home, Park House.

The activities co-ordinator is employed for 30 hours per week and another staff member is employed on Tuesday to deliver a wide range of activities for residents.

Environment

Healthwatch Wirral authorised representatives were invited by the Deputy Manager to view 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.

The reception area provided plenty of information for visitors and the area was secure, clean and tidy. We could not see any hand cleanser. However, the



equipment was actually further into the home but positioned so that any visitor would reach the hand washing facilities before any residential areas.

The Dementia Unit's décor was 'dementia friendly' with themed corridors including a street of shops, a music theme and a garden corridor with sensory objects attached to the walls.

The unit had recently been awarded the Gold Standard Pearl Award. (The PEARL Programme 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 lounges and dining areas were large, well decorated, comfortable and clean and tidy. There were similar facilities on each floor. In one room there were phrase cards to enable non English speaking residents to communicate effectively. The kitchen areas in the dining room on the IMC floor is used by residents as part of their rehabilitation.

The toilets and bathroom viewed were clean, fresh and furnished with appropriate safety equipment and call bells.

It was evident that residents could personalise their own rooms.

The kitchen was large, well equipped and was clean and tidy. The chef informed us that he knew the likes and dislikes of residents culinary requirements and was aware of any allergies that residents may have to certain foods. The kitchen environmental rating was only 3 due to an incident occurring at the last inspection when a mouse was seen. The home has eradicated this problem and is confident that the rating will improve at the next inspection.



Outside the home, the gardens were level and well maintained. However, at the time of our visit, there were a large number of cigarette ends thrown over a flower bed and the waste bin under the wooden seat was overflowing with empty soft drinks cans.

Healthwatch Representatives comments for 15/01/16 visit

When Healthwatch reps visited on 15/01/16, there were a number of large boxes which had been delivered to the home that were left standing in the reception area. Healthwatch representatives and a resident's visitor had to wait in the Reception area while the medical team assessed whether visits could take place to the Home as there was an outbreak of D & V on the 1st floor. This gave us time to speak to the visitor who was obviously concerned for her mother as she was living on the 1st floor. It appeared that although the majority of the beds on the 1st Floor were IMC there were a small number of residential rooms. The visitor assumed that her mother would join the ground floor residents once there was a bed but she did point out that as the majority of the beds were IMC it was confusing for the long term residents to see so many residents coming & going after a few weeks. She was also concerned that frequent changes of IMC patients from Hospital could raise the risk of infections and illnesses to the other residents, i.e. the recent outbreak of diarrhoea and vomiting on the IMC unit floor of the home.

Apart from this she was happy with the care that her relative was receiving and felt changes to the care giving had improved her mother's care.

The visitor was accompanied by her dog. The home appeared to be happy to receive visitors with dogs as the residents liked to see the pet as well.

The visitor was happy with the care that her relative was receiving.



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

Staff –

“The new care plans are much easier to use”

“I love my job and looking after the residents”

“I am proud of the changes made to the dementia floor”

“I have worked here for 11 years and enjoy my job”

“I get great job satisfaction working on the IMC unit and with the Rehabilitation Team. It is very rewarding to help people reach their health goals to enable them to go home.”

Residents –

"I am always looked after well by staff"

“The staff are fun and make me laugh”

Relatives –

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

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 Safeguarding Alerts.

The Manager confirmed that the home reports any alerts to CADT and CQC and all incidents are documented and investigated. The outcomes to alerts over the last 12 months have been 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.

6.2 DOLs and DNARS

The management follow the legal requirements and guidelines and residents are reviewed 6 monthly or yearly. Residents' best interest meetings are held.

6.3 Falls

Grove House prevent and manage falls by monitoring residents and using external agencies for support.

6.4 Pressure ulcers

At the time of our visit there were a few residents with pressure ulcers of various grades. Pressure ulcers are managed and prevented by monitoring hydration and nutrition, using body mapping, daily skin checks, repositioning and by using specialist equipment such as cushions, mattresses or profile beds.

Residents may also be referred to the Tissue Viability Service.



7.0 Conclusions

- The home appeared to be comfortable and safe.
- Improvements to the Dementia floor decor was dramatic.
- Staff sat closely with and interacted with the residents.
- The large nurse's station which a number of staff sat behind on our last visit had gone.
- Residents were much calmer. They were well dressed and appeared to be treated with dignity and respect.
- The atmosphere of the Home has changed with staff smiling and all appearing to work in cooperation for the benefit of the residents.
- It was admirable to learn that staff organise collections to buy treats and presents for residents who have no relatives.

8.0 Recommendations

- Healthwatch to be advised of kitchen rating following next inspection - June 2016
- Healthwatch to be advised when Nurse Prescriber status has been achieved - Jan 2017
- Display Healthwatch 'Your Voice' leaflets to allow feedback to be gathered independently.



- The home should follow up, with the Hospital Trust, the issues regarding discharge and re-admittance to and from hospital.

8.1 Supplementary feedback from the provider post visit

This report is a true and fair reflection of the Healthwatch visit dated 22nd January 2016.

I would like to take this opportunity to thank Elaine, Diane and Elaine for their time and valuable feedback.

Thank you!

9.0 Healthwatch follow up action.

Contact Grove House in June 2016 re training and follow up any concerns.

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.



Glossary

CADT	Central Advice and Duty Team
CQC	Care Quality Commission
DOLS	Deprivation of Liberty Safeguards
GP	General Practitioner
HCA	Healthcare assistant
IMC	Intermediate Care
RGN	Registered General Nurse

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