

Enter & View Report

Belvidere Nursing Home

85-89 Seabank Road, Wallasey, Wirral
0151 639 7773

Authorised Representatives

Karen Prior, Elaine Evans

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What is Enter & View?

Part of the Healthwatch Wirral 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 2012 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.

We are also working in partnership with Local Elected Members. In order for Elected Members to see a Care Home “in action” we will be conducting a

series of short visits. These visits will comprise of a Healthwatch Wirral Staff Member or volunteer and an Elected Member and will be called ‘Green’ visits. The Elected Member will not be from the Constituency that they represent at Local Government

If there are any issues/concerns which arise during this visit then this could result in a follow up visit by Healthwatch Wirral Authorised Representatives.

Acknowledgements

Healthwatch Wirral would like to thank the management, residents, carers and staff at Belvidere Nursing Home who spent time talking to us about 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 some of the residents spoken to may have an illness and/or disability, including dementia, which may have

an impact on the information that is provided.

Type of Visit Undertaken

General Profile

Belvidere Nursing Home is located in a residential area of Wallasey and provides nursing and residential care for up to 35 people. At the time of our visit there were 33 people living at the home.

Type of Enter & View Visit Undertaken

Green Visit

Methodology

The visit is not designed to be an inspection, audit or an investigation, rather it is an opportunity for Healthwatch Wirral and Elected members to get a better understanding of the service by seeing it in action and talking to staff, service users and carers/relatives. 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 on the day.

The Green 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 KLSW Safeguarding Adults Combined 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.

Discussions, Findings and Observations

Discussion with Manager

We were welcomed by a member of staff who asked us to sign in and escorted us to the Managers Office for a brief discussion about the home.

The Manager informed us that she has worked at the home since 2004 and has been the Manager for 4 years. Previously, the home provided up to 10 transitional beds but no longer provides this service.

The home employs 47 staff, including domestics, kitchen staff and an activities co-ordinator. Staff turnover is low with many employees having been in post for a long time. The Manager agreed that staffing levels are adequate to provide safe care to residents.

We were informed that the home is currently undergoing a programme of refurbishment. This has included a new nurse call system which involves staff wearing pagers rather than answering a call bell system.

The Manager reported that care plans are person centred. The home involves residents by holding resident meetings and, as a result of a request from the residents, a minibus was purchased to take residents on outings.

Environment

The home felt comfortable, bright, clean and fresh. Some areas had benefitted from refurbishment.

There were plenty of notice boards displaying statutory notices, current information and photographs of residents enjoying activities.

Equipment was stored safely except for a hoist, which had recently been used and had been left in the corridor. The Manager immediately called a member of staff to place it in the safe storage area. We were informed that when the new heating system is installed there will be further space for storing equipment.

At the time of our visit lunch was being served. Menus were displayed in the dining rooms and they showed that residents have a choice at meal times. Staff were observed assisting residents and the food looked appetizing. Staff informed us that snacks and drinks are readily available all day and we were shown the drinks trolley and a small 'Residents Kitchen'. Residents are risk assessed to make sure that they are able to use this facility.

The corridors were generally free from obstruction and items of furniture in communal rooms were placed to allow plenty of space to enable residents to manoeuvre around the home safely.

The communal lounges looked comfortable and homely and residents appeared to be enjoying the facilities.

Resident's rooms were of different sizes and some had ensuite facilities. It was evident that residents could personalize their rooms.

Call bells were within reach for residents in their rooms and for those who did not have ensuite facilities, there were well equipped, clean and fresh bathrooms and toilet facilities on each floor.

The kitchen had an environment rating of 5 and the cook informed us that she loved her work and knew the residents well.

The external areas included gardens and car parks which were well kept. The home had recently purchased new garden furniture which had been requested by residents at a resident's meeting.

Observations

Staff

All of the staff were smartly dressed, very cheerful and fully engaged with the residents whom they treated in a friendly manner and with respect and dignity.

The Manager and staff knew the people they were

supporting and the care they required.

Staff appeared to enjoy their work and were at ease with the residents.

Residents

All of those spoken to appeared cheerful and enjoying living in the home. Residents told us that they were happy with the food provided, the activities and the level of staffing. They also informed us that they loved living at Belvidere.

Conclusions

- All areas were fresh and there were no unpleasant odours
- The atmosphere was happy and staff were friendly and enthusiastic
- Staff appeared to be caring, respectful and approachable
- Residents were actively engaged and happy
- Residents looked well cared for and cheerful

Recommendations & Considerations

- Display Healthwatch 'Your Voice' leaflets to allow feedback to be gathered independently
- Explore opportunities within the local area for residents to access and take part in; this would support the work of the Activities Co-ordinator
- Continue with programme of refurbishment to include a Dementia Friendly environment
- Investigate whether a 'Blue Badge' should be sought for ease of parking the minibus

Healthwatch follow up action

None

Supplementary feedback from the provider post-visit

Thank you for your feedback and comments we are really pleased with the report. We will look into the considerations you have raised.

Distribution of Report

Healthwatch Wirral will submit the report to the Provider, Commissioner and CQC.

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
- » **COSHH** - Control of Substances Hazardous to Health
- » **CQC** - Care Quality Commission
- » **EMI** - Elderly Mental Infirm
- » **KLSW** - Knowsley, Liverpool, Sefton, Wirral Safeguarding Board

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