

Enter & View Report

Merseyview Residential Home

12 Penkett Road, Wallasey, Wirral
0151 630 3634

Authorised Representatives

Bruce Berry, 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 Merseyview Residential 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

Merseyview Residential Home is located in a quiet residential area of Wallasey and provides accommodation and personal care for up to 12 people.

At the time of our visit there were 10 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 the owner/manager who escorted us to the office for a brief discussion about the home.

We were not asked to sign in the visitor's book on arrival but were requested to do so as we left.

The Manager informed us that the home employs 10 staff, including ancillary staff. The home does not have a dedicated activities co-ordinator as all staff help and participate in activities.

Activities include games, quizzes, crafts and outings.

Staff turnover is low with many employees having been in post for a long time.

Staff shortages are managed by using their own staff to cover, rather than using agency staff.

We were informed that the owners live on site and are also available to cover 24 hours per day if required.

The Manager stated that staffing levels are adequate to provide safe care to residents.

Staff receive an induction after they have been recruited along with regular supervision and appraisals.

All staff receive mandatory training and the opportunity to complete NVQ level 2 and 3.

The Manager reported that care plans accurately

reflect people's needs and are person centred.

Merseyview Care Home has a Complaints Policy that all residents and their families understand. Management offer an open door policy for dealing with complaints or issues for both residents and staff.

It was reported that the home has a good relationship with healthcare professionals who look after their residents.

We were informed that management monitors the quality of the service it provides by conducting audits and talking to residents and their families.

The Manager informed us that they had addressed all of the issues that required improvement at their last CQC inspection.

The Manager stated that they were looking forward to participating and using the Tele triage system from January.

The scheme, created through a partnership between the NHS, University of Cumbria and Wirral Council provides the home with iPads.

The iPads act as a single point of contact between care home staff and senior nurses. Should a resident fall ill it equips nurses to seek a second opinion from specific clinicians if necessary.

Instead of dialling 111 when a resident falls ill, trained staff are able to contact a senior nurse at any time of day or night.

The iPad's camera together with information provided by staff (who are trained to take blood pressure, oxygen saturation levels and temperature) will enable the nurse to help diagnose and recommend treatment.

Environment

The home felt warm, comfortable, clean and fresh.

The entrance hall was large and had a Christmas tree and other seasonal decorations displayed.

Mandatory Statutory notices, opening times and 'Thank You' cards were displayed for the benefit of residents and visitors.

All areas were traditionally decorated and furnished to a good standard.

Call bells were situated within easy reach throughout the home.

The corridors were 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.

Chair lifts were available on each staircase.

The communal lounge was comfortably furnished and well decorated. Residents appeared to be enjoying the facilities.

It was evident that residents could personalize their own rooms and some had ensuite facilities. The rooms at the rear of the building had good views over the garden and across the Mersey to Liverpool. The home provided hospital beds as well as divans.

The bathroom and wet room viewed were clean and tidy. It was well equipped with a hoist and other safety aids including a call bell within easy reach for residents.

The dining room was situated next to the kitchen. Although it was small, it looked comfortable, bright,

clean and fresh. The tables were set with appropriate cutlery, crockery and flowers.

The home offers a menu to suit all resident's tastes and caters for residents with special dietary requirements. Menus are regularly reviewed with residents and the cook ensures that resident's tastes and desires are incorporated.

Staff informed us that hot and cold drinks and snacks are available throughout the day and that Friday is 'Fish and Chips' night.

The kitchen had an environment rating of 5.

The cellar was used for storage and laundry. It was clean, tidy and organized.

The external areas included a large rear garden and to the front of the building was a small car park. Both areas were well maintained and safe.

Observations

Staff

Staff were observed treating residents with dignity

and respect. They were cheerful, fully engaged and appeared to know the residents well.

Residents' Comments

"Staff are wonderful, they really care"

"This home is much better than the last one I lived in"

"I hope I live long enough to enjoy many more years here"

"Staff cannot do enough for you, the atmosphere is pure happiness"

"The food is really good"

Relatives' Comments

"I am very happy with my mother's care which is based on her individual needs"

Conclusions

- The residents were smartly dressed and looked well cared for and content.
- The home was warm and welcoming and it was obvious that residents enjoyed living at Merseyview.
- Staff and management appeared to be genuine and caring.

Recommendations & Considerations

- Display Healthwatch 'Your Voice' leaflets to allow feedback to be gathered independently.
- Continue to work on any recommendations/actions advised by CQC.
- Ensure that visitors sign in and are advised to use the hand gel for infection control purposes.

Supplementary feedback from the provider post-visit

Thank you for your kind comments on Merseyview. We work very hard to maintain a good standard of care for our residents and ensure their safety at all times.

Your observations of the visitor's book are noted and we will ensure that this is always kept up to date.

Hand gel is provided at numerous locations throughout the home but on the date of your visit there was none in the hallway. We have now provided hand gel in this area for visitors to use when they sign in.

Healthwatch follow up action

None

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

» **CQC** - Care Quality Commission

» **KLSW** - Knowsley, Liverpool, Sefton, Wirral Safeguarding Board