

# Enter & View Report

## Oxton Grange Care Home

51-53 Bidston Road, Oxton, Birkenhead, CH43 6UJ  
0151 653 9000

### Authorised Representatives

Stephen Williams, Elaine Evans

28th November 2017

## 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 Oxton Grange Care 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

Oxton Grange Home is a four story purpose built home located in a quiet residential area of Oxton and provides residential care for up to 61 people. At the time of our visit there were 46 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 Office for a brief discussion about the home.

We were informed that the home employs 60 staff, including domestics, kitchen staff and 2 activities coordinators.

The Deputy Manager stated that staffing levels are

adequate to provide safe care to residents and that staffing levels may be adjusted to meet residents changing needs.

Staff shortages are managed by using their own agency staff.

All staff have a personal development plan and the home is committed to continual staff development. Staff receive mandatory training throughout the year and additional training in End of Life 6 Steps, Dementia.

Staff receive regular supervision and have an annual appraisal.

The home employs 2 dedicated activity co-ordinators to ensure that there is always something enjoyable and stimulating to do. They spend time with each resident soon after they arrive to find out what they like doing and offer activities to suit all interests and levels of mobility.

Oxton Grange has its own transport to enable them to take residents on outings as part of their activities programme.

The Deputy Manager reported that care plans are person centred. The home involves residents by holding residents meetings and care plans are acknowledged by residents and their families. Care plans are evaluated monthly and re written yearly. The complaints procedure in the home is made available to residents and their families. We were told that all residents and their relatives understand the procedure.

The Manager and Deputy have an open door policy for receiving and resolving complaints at a very early stage.

Oxton Grange works together with a number of health and social care professionals and they receive weekly visits from the 3 GP Practices who care for their residents.

## Environment

Outside the home was a large car park and the home itself was situated in its own well maintained gardens.

The entrance to the home was very secure and the reception area was clean, tidy and furnished with comfortable chairs and a table.

There were plenty of notice boards displaying statutory notices and current information about the home. Thank you letters were displayed along with an Activities Board and a Family Tree Board showing which staff were on duty.

At the time of our visit lunch was being served. Menus were displayed in the dining rooms offering residents a good choice. Staff were observed assisting residents and the food looked appetising. A friend of one of the residents was assisting them to eat their meal.

We were informed that friends and relatives were welcome to help at the home.

The home also has a 'buddying scheme' for when a resident loses their spouse or friend. The scheme aims to ask another resident to befriend the person who has had the loss.

The corridors were free from obstruction to enable residents to manoeuvre around the home safely.

Each floor was secure with keypad entry.

The home had provided a 'dementia friendly'

environment in some areas with a 'beach bar' a post box, a telephone box and a 'coffee shop'

The communal areas viewed, dining rooms and lounges were spacious, tidy and comfortably furnished, as were the bedrooms. Call bells were within easy reach for residents in their own rooms and it was evident that residents could personalise their rooms.

However, Healthwatch Authorised representatives found that some areas throughout the home were malodorous and would benefit from refurbishment or deep clean.

The lower ground floor was home to the kitchen, laundry and staff facilities.

The kitchen had a food hygiene rating of 3, (Generally satisfactory). The kitchen staff reported that menus are changed every 4 weeks and residents complete a preference questionnaire to enable staff to cater for resident's allergies and preferences.

The laundry room was organised with individual baskets for each resident.

The external areas included gardens and carparks which were well maintained.

## Observations

### Staff

At the time of the visit staff appeared to be very busy but were cheerful and caring.

Staff were observed to be professional and respectful in their approach to residents.

### Residents

Healthwatch Authorised Representatives talked to a small number of residents who reported that they were happy with the food provided and the activities.

## Conclusions

- Within the limits of a short visit the impressions gained by Healthwatch Wirral Authorised Representatives were that the home appeared to be efficiently run and clean, although with an unpleasant odour in some areas.
- At the time of the visit residents appeared to be well cared for, comfortable, happy and content.
- It was disappointing to see that the kitchen food hygiene rating was 3

## Recommendations & Considerations

- Continue with programme of deep cleaning and refurbishment to include a Dementia Friendly environment
- Continue to develop systems and documentation to improve the kitchen food hygiene rating

### Supplementary feedback from the provider post-visit

Thank You for your positive feedback.

A refurbishment programme is underway to replace some of the carpets. Staff completes a deep clean of 2 rooms per day on each floor and will deep clean all communal areas as and when required which takes approximately one and a half weeks.

### Healthwatch follow up action

Revisit in 2019

### 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



**healthwatch**  
Wirral

