

Enter & View Report

Salisbury House, Salisbury Management Services Ltd

83-85 Egerton Park, Rock Ferry, Birkenhead, CH42 4RD
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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 Salisbury House 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

Salisbury House is a large 3 storey detached Victorian property, surrounded by landscaped gardens, in the quiet residential area of Egerton Park. It is close to local shops, bus routes and Rock Ferry train station. The home offers single and double accommodation for residents.

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 Manager who asked us to sign in and escorted us to the Managers Office for a brief discussion about the home.

We were not requested to use hand gel on arrival but noticed that it was available throughout the home. In the office we met one of the other Managers who informed us that Salisbury House has been family run and managed by the owners for many years.

We were informed that the home offers residential and dementia care to up to 37 residents (male and female) along with flexible day care for people who may require this. They also provide a pick up and drop off service for day care.

They will accommodate EMI residents but they have to be assessed to ensure that the home can meet their needs before being offered accommodation.

The owner reported that they have recently purchased the building adjacent to Salisbury House and may develop it into a dementia care unit.

The home employs 41 staff. This number includes domestics, handyman and activities co-ordinator who provides a varied programme of activities and events.

When staff are recruited they are expected to complete an extensive induction, are regularly supervised and appraised in their role and receive mandatory and on-going training.

All Health Care Assistants are enrolled or have completed QCF Health and Social Care Awards at Level 2 or above. Several staff have achieved their

Level 3 award, and many staff have completed specialist dementia qualifications. The management team have achieved Level 5 Health and Social Care Leadership and Management Awards.

The Management have an open door policy to deal with complaints or concerns from residents, relatives and staff.

Staff turnover is low with many employees having been in post for a long time. The Manager agreed that staffing levels are more than adequate to provide safe care to residents and staff levels may be increased depending on residents needs for example if a resident requires end of life care.

The Manager reported that care plans are person centered. The home involves residents by holding resident/relative meetings.

We were informed that the home has a good relationship with the GP Practices and District Nurses who look after residents.

Healthwatch Authorised representatives asked how the home monitors performance and were told that

management conducts regular audits and surveys.

Environment

The home felt warm, comfortable, clean and fresh. All areas were traditionally decorated and furnished to a high standard.

There were plenty of notice boards displaying statutory notices, current information and photographs of residents enjoying activities. However one of the notice boards in reception was cloudy and difficult to read due to the transparent covering. In general, the home was free from obstruction and trip hazards apart from an area at the foot of the staircase which was being used to store walking frames.

The reception area was safe and secure and a lift was available for residents to access the upper floors. At the time of our visit lunch had recently been served. A menu was displayed in the dining room which showed that residents have a choice at meal times.

The home offers a menu to suit all resident's tastes and caters for residents with special dietary requirements.

Menus are regularly reviewed and residents' committee meetings are held with the chefs to ensure that resident's tastes and desires are incorporated into the menu

The dining rooms were spacious and well laid out. Staff informed us that hot and cold drinks are available throughout the day for residents.

Some of the residents had finished their lunch and were in the lounges or conservatory rooms enjoying activities. Some of them were due to go out in the Care homes' minibus to visit a local garden centre. Residents told Healthwatch Representatives that they looked forward to participating in the activities and particularly the outings. They said that they were treated very well by staff and the owners.

Healthwatch Authorised Representatives observed staff and the owners/managers treating people kindly and with dignity and respect.

The lounge areas were tastefully decorated and furnished with comfortable chairs around the perimeter of the room.

Resident's rooms were of different sizes and some had en-suite facilities. It was evident that residents could personalise their rooms.

The home uses a mixture of hospital and divan beds and call bells were placed within easy reach for residents.

We were shown a walk in shower room on the ground floor which was clean, tidy, and well equipped for the safety of users.

The kitchen had an environmental rating of 5.

The external gardens and car parking areas were well maintained with the provision of garden furniture and safety ramps for resident to use when accessing these areas.

Observations

Staff

All of the staff observed on the day appeared very cheerful and they treated residents kindly and with respect and dignity.

The Management 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. They were happy with the food provided, the activities and the level of staffing.

Conclusions

- Healthwatch Wirral Authorised Representatives received a warm welcome and staff appeared friendly and caring
- Within the limits of a short visit, Healthwatch Wirral were impressed by the services, buildings and facilities and also the caring attitudes of the manager and staff. The residents appeared to be well cared for and contented
- Salisbury House appears to provide a pleasant environment for people to live and work in. The manager and staff take pride in providing a quality service for the residents

Recommendations & Considerations

- Consider providing a stimulating 'Dementia Friendly' environment if the newly acquired building next door is to be used as a Dementia Unit
- Replace the transparent cover on the notice board
- Consider relocating the equipment currently being stored near the staircase.

Supplementary feedback from the provider post-visit

Thank you for your report, we were very pleased to meet you and show you around the home.

Thank you for your positive feedback and we will take on board the recommendations you have provided.

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

- » **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