

Enter & View Report

Fairfield Nursing Home

10 Quarry Road East, Heswall, Wirral, CH61 6XD
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Authorised Representatives

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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, if available, 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 Fairfield 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

Fairfield is a Nursing Home located in a quiet residential area of Heswall in Wirral.

Type of Enter & View Visit Undertaken

Familiarisation, Announced Visit

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 Merseyside Safeguarding Adults 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

On entering the property, the Manager was welcoming and very willing to answer our questions.

The Manager informed us that the home provides accommodation and nursing care for up to 29 residents over 2 floors. Respite care is also provided and at the time of our visit the occupancy level was 27 residents.

The home is undergoing an ongoing programme of refurbishment and aims to include a 'Dementia Friendly' environment in future plans.

Health and Safety

Healthwatch Representatives were informed that regular Health and Safety checks were carried out and the building and all equipment is checked and maintained regularly.

Care Plans

It was reported that resident care plans are person centred and to accurately reflect peoples' needs and wishes. Residents end of life and preferred place of care are recorded. Falls and any other untoward

incidents are recorded in the care plans and relatives would be informed of such.

We were informed that the home has a good relationship with The Warrens GP practice who look after the clinical needs of the residents.

Staff and Training

The home employs 30 care 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 but staff may be increased depending on residents needs, for example, if a resident requires end of life care.

During the day

Morning

5 Care Support Workers and 2 RGN nurses

Afternoon

4 Care Support Workers and IRGN

Night

2 Care Support Workers and IRGN

The Manager, who is a qualified RGN, is hands on to assist if required.

When required, the home uses their own staff to cover any shortages.

Training/Induction/ Appraisal

Staff have induction when they start working at the home.

Staff qualifications include RGN, all staff have NVQ level 2 and 70% of staff have NVQ level 3.

The Deputy Manager has a degree in Palliative Care and the Manager has a Certificate in Palliative Care.

Staff are required to complete mandatory training in core subjects which include Health & Safety, Moving and Handling, First Aid, Tissue Viability and End of Life.

The Manager expressed an interest in participating in the 6 Steps End of Life training modules.

Training is delivered on line and on site.

Staff receive an annual appraisal and regular

supervisions including a 'Feedback Friday' session which is held every Friday to provide an opportunity for staff to discuss issues or concerns.

The Manager has introduced 'Toolbox Talks' which are informal staff meetings on topics related to their specific jobs.

Healthwatch Wirral representatives were informed that Fairfield Care Home is committed to providing continual staff development to people employed by them.

Medication

The home has a Controlled Drugs Policy. Medications are administered and managed by the Registered Nurses.

Medications are stored in locked trolleys in the treatment room.

Complaints

The home has a complaints procedure and staff, residents and their relatives are aware of this. The Management have an open door policy to deal with complaints or concerns from residents, relatives and staff.

Committees

The home holds residents' meetings where suggestions, issues or concerns are discussed.

Nutrition and Hydration

Dietary intake is monitored using the MUST tool (Malnutrition Universal Scoring Tool) Residents are weighed when they arrive at the home and their weight is regularly monitored and recorded. When applicable, dietary supplements are provided. All staff are aware of the need for adequate hydration and nutrition for residents and drinks are offered on a regular basis. Care staff are on hand to assist residents with their dietary needs. Residents are given a good choice of food and staff know individual preferences.

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

We were informed that hot and cold drinks and snacks are available throughout the day.

Pressure Ulcers

The home manages the prevention of pressure ulcers by providing ongoing training to staff, using

repositioning and specialist equipment.

Falls

The home manages falls by conducting falls risk assessments and regular observations. Residents may be referred to the Falls Team. Falls are recorded in the care plan and relatives are informed.

DoLS and DNAR

The Manager told Healthwatch Authorised Representatives that all residents are assessed before admission and the home follows legal requirements and best practice guidelines. Residents are reviewed depending on needs but usually annually, and Best Interest meetings would be held if required.

Quality

The home monitors the quality of the service they provide by conducting audits and surveys.

Activities

The home employs a dedicated activities co-ordinator for 35 hours per week.

Activities include crafts, quizzes and games and residents are asked what they would like to be included in the programme of activities planned. Birthdays and other events are celebrated.

Residents are also encouraged to pursue their own hobbies if they wish to do so and activities may be geared around the individual.

Extra services offered include hairdressing and beauty therapies.

After the discussion with the Manager, Healthwatch representatives were invited to look around the facilities.

Environment

The home felt comfortable, warm, bright, clean and fresh.

Reception

The reception area was clean and tidy. There was a signing in book and hand cleanser available for visitors to use.

Corridors

The corridors were well lit, clean, tidy and free from obstruction. The décor was good and handrails were provided to aid the residents when manoeuvring around the home. Notice boards displayed information about the home and what activities were available.

One small area of the corridor on the ground floor was malodorous.

Healthwatch Authorised Representatives observed that staff were readily available to help residents go about their daily lives.

Lounge and Orangery

These rooms were furnished and decorated to a good standard and were comfortable and homely. Wheelchairs were being stored in the corner of the lounge.

Residents appeared to be enjoying activities in the orangery. The activities co-ordinator told Healthwatch representatives that as well as providing activities to residents in the lounge, she also visits the residents, who may be unable to access the lounge, in their own room.

Dining Room

The dining room viewed was furnished and decorated to a good standard. Although the room was small it accommodated residents as there were 2 sittings at meal times and some residents liked to take their meals in the orangery. The tables were clean and there were fresh flowers on display. The menus showed a good choice of food available to residents.

Bathroom/Wet Rooms

The rooms viewed were clean and tidy. They were appointed to a good standard with specialized equipment to aid residents.

Call bells were positioned appropriately.

Bedrooms

Fairfield Care Home provides 29 bedrooms, 22 of which have en suite facilities which were currently being refurbished.

Rooms viewed provided profile beds and storage. All bedrooms were fitted with call bells within easy reach for residents who may require assistance. It was evident that residents were able to personalise their rooms with their own items.

Kitchen

The home has a Food Hygiene Rating of 5.

The kitchen was clean, tidy and organised with a good range of equipment and a separate larder. We were informed by staff that food is fresh and sourced locally.

Laundry

The laundry room was well equipped and with

efficient systems in place for collecting, washing and returning residents' clothes.

External Areas and Gardens

A small car parking area was available at the front of the building for visitors and staff.

The grounds were well kept, neat and tidy.

Observations

Staff appeared to be friendly and attentive. They were observed treating residents with dignity and respect.

Staff

All staff, who engaged with Healthwatch representatives, reported that they enjoyed working in Fairfield Nursing Home.

Residents

Residents who spoke with Healthwatch Authorised Representatives on the day reported that they were very happy and very comfortable living at Fairfield Nursing Home. They thought that the staff were kind and caring.

One person, who had recently been placed at the home, had a few minor issues but staff were working

with them to address these.

Relative

A visiting relative reported that the care at Fairfield is very good and that they are always made welcome and are included and involved in any decision making with regards to their relative.

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.

Conclusions

- The home provided a safe, homely and comfortable environment for residents
- Residents looked well cared for and happy
- Staffing levels were good enabling residents to enjoy one to one person centered quality care from staff
- Staff were observed treating residents with respect and dignity
- There was a pleasant atmosphere around the home and staff appeared to engage well with each other as well as with residents
- The Manager and staff were friendly, enthusiastic and appeared to be caring, respectful and approachable

Recommendations & Considerations

- Consider a deep clean or refurbishment in the corridor area detailed in the report
- 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 the programme of refurbishment and if possible include Dementia Friendly features (signage, equipment etc)
- In the planned refurbishment consider improving the car park area. When approaching the home down the narrow drive, visitors can only see that the carpark is full when they are at the parking area. They then have to reverse back up the narrow driveway onto the main road which may be hazardous.

Supplementary feedback from the provider post-visit

In the recommendations where it states the corridor was malodorous, this was due to a resident recently having had bowels open, unfortunately the odour that

lingers is beyond our control (despite using sprays) rather than a problem with cleaning. The odour had dissipated within a short time.

The access to the car park is also beyond our control as the driveway is lined with big trees preventing a view until you enter. The trees have a preservation order and we are limited as to how we can cut them back.

Healthwatch Wirral 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
- » **CSW** - Care Support Worker
- » **CQC** - Care Quality Commission
- » **DoLS** - Deprivation of Liberty Safeguards
- » **DNAR** - Do not attempt resuscitation
- » **RGN** - Registered General Nurse
- » **NVQ** - National Vocational Qualification
- » **MUST** - Malnutrition Universal Screening Tool