

Enter & View Report

The Old Garden Care Home

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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.

Acknowledgements

Healthwatch Wirral would like to thank the management, residents, carers and staff at The Old

Garden 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

The Old Garden is a new, privately owned purpose built care home in Hoylake. It provides Residential Care, Nursing care, Day Care, Dementia Care and Respite for up to 40 residents.

Purpose of Visit

Familiarisation

Type of Enter & View Visit Undertaken

Announced

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

Healthwatch Authorised Representatives met in the main reception and were greeted warmly by the receptionist who requested us to sign in and use the hand sanitizer. The receptionist escorted us to the library, adjacent to the reception, where we were offered refreshments.

The Manager and Deputy welcomed us and took us to the office to have a discussion before viewing the home.

We were informed that the home had recently been built on the site of the original Old Garden cottage.

The 'Old Garden' cottage, which dates back to the 1700's has been refurbished to house the administrative wing, reception, library and kitchen facilities as well as a number of staff training rooms. Located and linked to the rear of the cottage is the three story, purpose built wing with 40 en-suite bedrooms. At the time of our visit there were 28 residents living at the home.

The 14 beds on the top floor are designated for residents who have Dementia, Alzheimer's or forms of memory loss.

The Manager and Deputy gave us an open, informative and comprehensive picture of their progression in setting up the new facility. Their enthusiasm for providing a high quality service was apparent and they were delighted with the opportunity of working in such a good environment

and with very supportive owners.

Health and Safety

There were no concerns about Health and Safety on the day of our visit. We were informed that the Fire Service had been in to advise the home and that the home was fully compliant.

The Old Garden use the PEEP evacuation procedure for residents and a member of staff is employed to manage the maintenance of both the building and equipment.

Care Plans

We were informed that all care plans are person centered and are recorded on the Care.Doc system by the nurses and lead carers. Residents' End of Life wishes are also documented as are falls and any untoward incidents.

The residents are looked after by a local GP Practice who provide an enhanced service and weekly ward round.

Staff

It was reported that 46 care staff are employed at the home and all staff are carefully chosen.

Nurses are on site 24 hours/day to provide nursing care to residents with long term conditions, and residents who may be recovering from hospitalisation.

Senior care staff are employed to assist and provide residential care for residents who are more independent but may require some help with day to day living.

All staff have induction, regular supervision and annual appraisals.

Staffing Levels

During the day

AM - 1 Registered nurse, 1 lead carer and 7 care staff

PM - 1 Registered nurse, 1 lead carer and 6 care staff

At night

1 Registered nurse and 4 care staff

We asked the manager whether they felt that staffing levels were adequate to provide safe care to residents and their response was “yes”.

We were informed that staff shortages are covered by using Agency staff and that staffing levels will

be continually assessed to meet the needs of the residents.

Training

Staff qualifications range from RGN, RMN, NVQ2 and NVQ3.

Training is delivered on line or in house.

The home is participating in End of Life 6 Steps Training and is working toward accreditation.

This home also participates in the Tele-triage System Scheme. 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 whenever a resident falls ill with the ability for nurses to seek a second opinion from specific clinicians if necessary.

Instead of dialing 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.

Medication

Medication is administered by trained staff and is stored securely in the ground floor treatment room.

Complaints

The home has a complaints procedure and staff, residents and their relatives are aware of this.

We were informed that all complaints are documented, recorded and responded as quickly as possible. Appropriate action is taken and the resident or relative is updated and the outcome is discussed. The manager has an open door policy to enable staff, residents and relatives to discuss any issues.

Safeguarding

Healthwatch Authorised Representatives were assured that any safeguarding alerts would be reported to CADT and CQC and would be documented and investigated.

Committees

We were informed that the home did not have a residents' and relatives' group in place yet but there

were plans to set one up after Christmas.

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. Care staff are on hand to assist residents with their dietary needs.

We were informed that all dietary requirements are catered for at the Old Garden. Food passports and mealtime passports are made for each resident.

The chef and staff know the likes, dislikes and preferences of the residents and the home offers well balanced homemade meals. The ingredients are sourced from local produce. Residents are offered a choice from the menu. Tea, coffee, cold drinks and snacks are available throughout the day. Residents can choose where they would like to eat as the home provides not only a dining room but also a café and a bistro area for less formal dining. Family are welcome to join residents for a meal and residents have the option to dine in their rooms if they wish to do so.

A formal private dining room and bar are available for residents to use if they wish to hold a celebration party and invite family and friends.

Pressure Ulcers

Residents are pre assessed for pressure ulcers and are observed regularly. Any resident who may develop or acquire a pressure ulcer may be referred to the Tissue Viability Team or GP.

Falls

Falls are recorded and analysed. Resident's mobility is assessed and reasons for falls are recorded in the Care.doc system.

Sensor mats are used to prevent falls and residents may be referred to the Community Falls Team.

DoLS and DNAR (Do not attempt resuscitation)

The home follows legal requirements and best practice guidelines.

Quality

The home conducts monthly audits to monitor the quality of the service provided.

Activities

The 2 Activities Co-ordinators arrange an extensive programme of activities which all residents are invited

to participate in. Residents also have the opportunity to have an input into the programme and can suggest activities that they would like to be added to the programme. The home has its own transport in the form of a 17 seater minibus and a chauffeur driven Mercedes.

Additional Services

Hairdressing, beauty salon and nail bar.

Hydrotherapy pool, which can be used by non-residents.

Environment

Reception

The reception area was clean, bright and welcoming and a receptionist manned the desk and welcomed visitors.

Statutory notices and information was displayed in this area.

Library

This was the first area visitors come into after checking in.

There were two members of the administration staff

working quietly at one end and there were several areas for people to sit and relax in very comfortable chairs. There was a view over the garden from the windows. We observed one gentleman who visits his wife every day, sitting with her chatting before moving into the dining room for lunch. The library was very well decorated with a Christmas tree and other festive decorations were placed around the room.

Corridors/Stairs

The corridors were bright, tidy, free from obstruction and tastefully decorated. They were wide enough to easily accommodate 2 wheelchairs passing one another. There were hand rails integrated into the dado rail to aid residents.

Lift

The lift was large, brightly lit, and served all floors.

Communal Day rooms / Dining rooms

There were communal lounges on each floor.

The ground floor had the largest area as it contained the dining area which is also used for some group activities but there was a separate lounge area as well.

The dining room had a small area where residents could either help themselves to breakfast or be

served. There was also a hot drinks machine available at all times. Residents were offered wine if they wished with their meals. Tables were nicely set out with cloths and napkins and there was plenty of room for staff to be able to assist if needed. This area overlooked the garden.

Bar and Visitors/Residents private dining room

This facility was offered to residents to entertain their relatives or friends in the small dining room which would accommodate around 6 - 8 people.

This opened onto the bar, with piano.

This was decorated to a high standard and photos and memorabilia of golf and local views were displayed.

Beauty Salon

This was professionally fitted out to a very good standard with a backwash and facilities for 2 residents at a time. There was also a nail bar. We understand that the residents pay for these services.

Hydrotherapy Pool

This was well equipped and overseen by an independent physiotherapist.

Bathroom/Toilets

All bathrooms viewed were furnished to a very high

standard and had marble wet rooms.

The supported bathroom viewed was a very high quality facility with a hydrotherapy bath, with music and a hoist track over the bath area. Mood lighting had been installed in the room to help residents relax. This room was decorated to a high standard and very spacious.

Bedrooms

We were invited to view a bedroom which was awaiting a new resident. The room was furnished and decorated to a high standard. We were informed that all rooms are equipped as standard, with a profile bed, nurse call system, underfloor heating, flat screen smart TVs with WiFi which enables residents to Skype family and friends. All rooms have en-suite facilities.

There were 12 ground floor rooms with doors onto the garden with a small paved area for residents to sit and enjoy the gardens. A further 28 bedrooms over the 2 upper floors provide views across the Royal Liverpool Golf Club.

The first-floor rooms had access to a balcony which had seating and could be used for teas etc. in the summer months.

Kitchen

The kitchen displayed a Food Hygiene rating of 4.

At the time of our visit lunch was being served and the kitchen staff were busy. The kitchen was well equipped, clean and tidy.

We were able to speak who informed us that he enjoyed his job. The quality of the food was of a high standard and very well presented. Choices were made by all the residents daily.

Laundry

The laundry was well equipped with several washing and drying machine as well as an ironing machine. Laundry was pre-sorted into different coloured bins to aid the washing. There seemed to be plenty of room and it was adjacent to other services, such as the boiler room and the kitchen.

We observed clean bed linen and towels stored on the staircase landings, adjacent to the bedrooms.

External Areas and Gardens

The external areas and garden were well equipped with comfortable garden chairs and tables, and fully accessible for people in wheelchairs.

Observations

Staff

All of the staff were smartly dressed. They appeared to be very cheerful and treated residents in a friendly manner and with respect and dignity.

We observed staff assisting residents at the lunchtime service and they appeared kind and patient. We also observed staff assisting residents to manoeuvre around the home.

We were able to speak to one of the Activities Organisers who works 36 hours per week. They had a very positive approach and interacted very well with the residents and had arranged a local choir to come in and sing that afternoon. They had an inclusive plan for activities and were very keen on getting feedback from the residents and their relatives about a range of ideas for future activities. An outing to the pantomime had been arranged for residents later in the week in the homes mini bus.

They told us that they spoke to every resident every day to discuss their eating preferences for lunch and dinner. The other co-ordinator, who works full time, was also active in taking activities to residents who

preferred or needed to remain in their rooms. It was reported that the home was able to offer Christmas Lunch to families of residents on Christmas Day.

We spoke to one of the domestic staff members who spoke of the high standard expected of her as well as the praise and support she got from her manager.

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

Residents

We spoke to one gentleman who was in a wheel chair in the first-floor lounge. He was being helped with his lunch by a friend, whilst watching a favourite TV programme. He informed us that he was very happy with the care, as was his friend.

Other residents we spoke to appeared cheerful and informed us that they enjoyed living in the home, were happy with the food provided, the activities and the level of staffing.

Conclusions

- All areas were clean and fresh
- The building and external areas were in very good condition and internal areas were furnished and decorated to a high standard
- The atmosphere was welcoming and staff were friendly and enthusiastic
- Staff appeared to be caring, respectful and approachable
- Residents looked well cared for and cheerful

Recommendations & Considerations

- Complete the End of Life 6 Steps training to gain the accreditation.
- Display Healthwatch Leaflets to gain independent feedback from residents, staff and visitors

Supplementary feedback from the provider post-visit

Thank you for visiting The Old Garden. I am happy with the content of the report.

The Manager

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
- » **CQC** - Care Quality Commission
- » **DOLS** - Deprivation of Liberty
- » **DNAR** - Do not attempt resuscitation
- » **Falls Team** - Advice from Community Trust
- » **Datix** - Recording data system
- » **RGN** - Registered General Nurse
- » **RMN** - Registered Mental Nurse
- » **NVQ** - National Vocational Qualification
- » **MUST** - Malnutrition Universal Screening Tool
- » **SWOT** - Strength, Weakness, Opportunities, Threats
- » **MCA** - Mental Capacity Act
- » **H&S** - Health and Safety