



Healthwatch Wirral

Familiarisation visit

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View/Red Rocks Nursing Home 16 Sep 2021/Final File/Red Rocks Nursing Home 16 Sep 2021
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Established in 1937 and personally supervised by generations of the same family since 1948, with the current proprietors living on the premises Red Rocks Nursing Home is situated on the coast of Wirral, with views of the Dee Estuary and Hilbre Island. (information sourced from Care Home's website)

Foundations of Quality

'Foundations of Quality Improvement should always have what patients tell us about their treatment and care at the heart of everything, as a system, that we plan and do. We must be able to evidence that all actions and decisions made come back to this, making certain that everyone feels respected, involved and valued at each and every part of the journey. We should all feel confident that we are either giving or receiving quality care.'

Healthwatch Wirral, Age UK Wirral, NHS England and ECIST, Wirral System

Acknowledgments

Mike Vaughan (manager) & all the staff, residents and relatives at Red Rocks Nursing Home.





What is Enter & View

Healthwatch has statutory powers and duties to carry out Enter and View visits to any site where Regulated care is given. Local Healthwatch Authorised Representatives carry out these visits to health and social care services to find out how they are being run and can make recommendations where there are areas for improvement.

The Health and Social Care Act 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, or provide, the service firsthand.

Healthwatch can also be invited in by Providers to seek a 'fresh pair of eyes' on their service and gain some external assurances that they are on the right track prior to their CQC inspections.

Methodology

Purpose of visit - Familiarisation

This visit is not designed to be an inspection, audit, or 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 and service users and carers /relatives. The Familiarisation visits are a snapshot view of the service and findings are reported based at the time of the visit.

Healthwatch Wirral seeks to identify and disseminate good practice wherever possible. If during a visit, Healthwatch Wirral identifies any serious concerns these will be referred to the appropriate regulator. Any safeguarding issues identified will be referred to the Local Authority or Commissioner for investigation and our visit will cease with immediate effect.

Findings and observations

Red Rocks is a 22- bed nursing establishment and is currently at full capacity. There are no Discharge To Assess beds. The home has a picturesque outlook, with sweeping views towards Hilbre Island. There is a pleasant outside patio seating, where several residents were observed chatting whilst taking the sun. Within the well-maintained grounds there is ample car parking.





The Visit

Authorised reps attending K Crampton & J Canning

The reception area is welcoming and strict Covid guidelines are adhered to upon entry, including temperature checks and negative LFT are required by all visitors before admittance. The home appears clean and very well furnished. Staff wore masks throughout our visit and were observed washing hands regularly and were respectful and helpful to us. We also observed them welcoming other visitors and with residents, as being polite and respectful.

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The home has a staff of 18 Health Care Assistants, 14 nursing & 32 non-care staff. The Care Home are working with all their staff individually in relation to Covid Vaccination. Staff appraisals and supervision meeting for staff have continued during the pandemic, along with small 'well-being' meetings every Friday. Staff training is on-going and kept up to date.

The home has a robust complaints procedure, all staff are made aware of this upon induction and it is listed in the staff handbook.

Residents

Rooms are either ensuite or have a bathroom/toilet close by. They appear well-appointed; some rooms are smaller than others.

Each resident has a care plan which is reviewed monthly or, as and when, if changes are needed. Residents and families are consulted if any changes are required. Tele-triage system is used by staff for residents. There have been no shortages in patients' medication and the home has a good rapport with pharmacy staff. Residents are informed about GP options upon admission.

Safeguarding

The Home discussed how they approached safeguarding issues and we were informed that matters are fully investigated utilising the Local Authority Safeguarding Team, GPs etc making sure that the Home's actions are appropriate and proportionate..

The complaints procedure is given to residents upon admission and details also posted on the notice board by the front door.

Falls

Risk assessments and appropriate measures are in place to prevent falls including pressure sensor mats, handrails, and correct footwear. Staff do refer to the falls prevention team when required. Any falls are recorded in the incident log and an audit is completed each month.

During our observations all fire exits were clear and no obstructions in any areas. The fire/evacuation procedure is visible on each floor notice board and regular evacuation exercises take place, the most recent was a full practice exercise using the most recent equipment to ensure patient/staff safety and to review the effectiveness.

The lift is in good working order with regular servicing.



The decor is maintained on a rolling schedule with two full time maintenance staff. Each room is fully refurbished when a resident vacates.

The Care Home had a clean and fresh smell and appeared exceptionally tidy and organised.

Meetings are held regularly, where residents can voice any concerns to staff, as the home feels it is important to listen to the resident's voice.

The management and chefs are keen to use local ingredients and suppliers for meals and speak directly to residents regarding dietary and favourite meals requests. The home provides a rolling 4 weekly menu.

The whole team are engaged with recycling and using quality food products from reliable suppliers.

Relatives' comments

"My Mother & father spent their final months together at Red Rocks before they passed away. Despite being offered a room together they decided to reside in separate rooms but spent all day together. Mike and his team afforded them every home comfort and dad had his food cooked to his 'strict standards.' Staff often popped into mums' room, where she liked to offer relationship advice! She never felt isolated. There were some really kindly gestures from Red Rocks staff gave me great comfort."

"My mum has been as resident here for a while. Although she still misses her home she has settled well. She has formed a close attachment to a staff member (housekeeping) who chats to mum every day and arranges her flowers. Menus are discussed daily. The team has been so responsive and reactive in sorting out problems with Mum's meds and there is always someone on hand to update me on Mums care."

A relative told us that their family member isn't able to be at home alone any longer due to risk of falls and feels that Red Rocks is best suited to her as it's within their local community and relatives and friends can visit. They did explain the room is rather small with no ensuite facility and feels this could be addressed. The relative is happy with the care given but wants to ensure their relative is getting value for money.

A resident told us that they want to be at home but is happy to stay at Red Rocks but would like a bigger room. The resident understands the reasons that family believe they are safer there.



Recommendations

- *En-suite* facilities could be considered within the future business plans to improve the experience for residents. Communication that explains the costing and facilities in more detail could be beneficial.
- The Care Home should actively encourage the residents, their families and the staff to share their experiences on the Healthwatch Wirral Feedback Centre <https://healthwatchwirral.co.uk/feedback-centre/> . This will ensure that the Care Home receives independent and regular feedback to help improve/change their service.

Conclusion

This appears a well-run residential care/nursing home which is set in a nice area of Wirral. The residents seemed happy, their personal care seemed well catered for and most appeared engaged with social activities on offer. Residents are encouraged but not forced to participate in activities and are consulted with their diet and food intake.

The leadership and staff team appear to be capable, passionate and caring. During our visit HW Wirral did not observe anything of concern, in relation to the purpose of a Familiarisation Visit. We aim to visit within the next 12 months, as is our normal practice and we will liaise with CQC to ensure visits do not clash.

Follow up Actions;

We will visit again and hope to work with you in the near future.

Glossary

- HWW - Healthwatch Wirral
- GP - General Practitioner
- CQC - Care Quality Commission
- LFT- Lateral Flow Tests
- ECIST - Emergency Care Improvement Support Team
- 6 Steps - Care Home Training

Distribution

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.

<https://healthwatchwirral.sharepoint.com/Shared Documents/Reports/Enter & View/Red Rocks Nursing Home 16 Sep 2021/Final File/Red Rocks Nursing Home 16 Sep 2021 FINAL.docx6>



Comment box

Whilst we understand this is what the resident or their relative actually stated, we were not in a position of having a vacancy that would have enabled us to offer a room upgrade. The relative is aware of the size of all our rooms and the availability of ensuite facilities. Actually, we have been able to offer a room upgrade this week, so will be moving the resident to a bigger room with Birds eye views on Monday after we have performed the necessary deep clean and left a dormant period over the weekend. The resident is delighted.

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Our brochure states:

Whilst the fee range above indicates a broad range, **the specific fee quoted will be personal to you and your precise and detailed care needs. We will notify you of the actual fee to be charged after we have undertaken a thorough pre-admission assessment meeting.** *The standard of normal care and cleanliness remains the same throughout the home and we are more than happy to offer anyone first refusal in choosing another room when available.*

Additionally, our Terms and Conditions specify:

4. **Fees** – There is a minimum charge of 2 weeks fees applicable to each booking.

Fees on admission for **Room 14** are £1,000.00 per week, charged calendar monthly in advance and do not include leap years. They include accommodation, food, laundry, nursing / personal care. (**Calendar Monthly Fee calculation = Weekly Fee divide by 7 x 365 divide by 12**). Fees are analysed as follows:-

Food / Accommodation £354.00 **Nursing** £420.00 **Personal Care** £226.00

In the event of your needs increasing to a higher dependency than originally assessed, we reserve the right to review the fee charged. Any decision to amend fees will be based on a nationally recognised BARTHEL assessment tool and will only take effect 1 month after the decision is notified to you in writing.