

Enter and View Report

Visit details

Service address:	Merrill House Queensferry Gardens, Allenton, Derby DE24 9JR
Manager:	Sharon O'Connell
Service provider:	Derby City Council
Date and time:	Monday 15 February 2016, 10.00 am to 12.00 pm
Authorised representatives:	Rebecca Johnson, Steve Barr and Margaret Hall
Reason for visit:	Healthwatch Derby Enter and View Programme
Declaration of interest:	There were no declarations of interest on this visit

Acknowledgements

Healthwatch Derby would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

What is Healthwatch

Healthwatch Derby is an independent consumer champion created to gather and represent the views of the public. Healthwatch Derby plays a role at both a national and local level, making sure the views of the public and people who use services are taken into account.

What is Enter and View

Part of the Healthwatch Derby programme is to carry out Enter and View visits. Healthwatch Derby authorised representatives carry out visits to health and social care services to see how services are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows representatives of Local Healthwatch organisations to enter and view premises and carry out observations for the purpose of carrying on of Local Healthwatch activity including 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 they can also happen when services have a good reputation – so we can learn about and share examples of what they do well.

Disclaimer: This report relates only to the service viewed on the date of the visit, and is representative of the views of the service users, visitors and staff who contributed to the report on that date.

Purpose of the visit

This visit was part of Healthwatch Derby's work around residential and nursing homes in the city, looking at the experiences of the residents, their visitors and carers, and was therefore an announced visit.

Methodology

During the visit a tour of the facilities is carried out as well as resident interviews. Visitor and staff surveys are then left with freepost self addressed envelopes to be completed and returned within a two week timeframe.

Introduction/summary

Merrill House is located in a quiet cul-de-sac in a residential area. The home is purpose built and is split into three wings, each split over two floors. It has 40 beds in total and at the time of the visit there were 26 residents and only short term residents were being taken. This was to enable moving residents around into temporary rooms while a new fire system was being installed. Of the 26 residents, just over half were male. In a morning there are usually four care assistants (one on each floor and one floater) and three in an afternoon and overnight. There is also a manager and deputy manager in the morning and one of them in the afternoon. Care assistants have NVQs and a couple are working towards the new Care Certificate. Residents keep their own GP as much as possible; four practices are used in total with the majority of residents being registered with Meadowfields. One dentist visits Merrill House and residents can be taken to Coleman Street, family members take a couple of residents to a dentist that they are already registered with. A private chiropodist visits every 12 weeks and an NHS one visits seven residents. Residents are asked their menu choices for the day every morning. Breakfast is flexible from 6.00 am and cereals and toast are set out for residents to help themselves. There are two main and a vegetarian option at lunchtime followed by a sweet trolley and hot or cold options at teatime. Group activities mainly take place in the afternoon with some one-to-one activities taking place in the morning. Residents help to choose activities and all staff members help to deliver them. The home offers themed entertainments such as high tea and for events such as Burns Night and St Patrick's Day. Monthly musical interaction sessions are held by a visiting therapist. Nearby schools put on shows, concerts and events for the residents. A local chaplain holds a monthly service and also visits with a dog on a Friday and is available to everybody. A Catholic priest visits sometimes as well.

Observations

General

Observations

- Staff and residents were seen to be interacting well.
- Everywhere was bright and clean.
- The home smells fresh and clean and of warm food rather than chemicals.
- There are handrails in all corridors.
- Each upstairs corridor has an evacuation sledge.
- There is a payphone for residents to use, tucked away in a quiet corner with a comfy seat.
- Some of the decor is a little worn and old.

Outside

Observations

- A large, clear sign is clearly visible on approaching Merrill House.
- There is a fairly large car park with clear markings.
- The fire assembly point is very evident in the car park.
- The home is surrounded by large grassy areas and has gardens which are enclosed and can be accessed by patio doors from each wing.
- There is ramped access to the garden where there are tables and chairs and birdfeeders.

Entrance

Observations

- There is ramped access to the main entrance.
- There is a bookshelf with second hand books for people to buy and a leaflet rack containing useful information.

Central lounge

Observations

- This is a communal room for all of the wings where the residents mix together, especially in the evening.
- There is a dining table in the middle and comfortable chairs round the edge.
- There is a large balcony above and a skylight provides lots of natural light.
- A covered notice board has information for residents including upcoming events, hairdressing prices, expectations, food hygiene rating and chaplaincy.
- There is a tombola, sweet machine, large clock and interactive calendar downstairs and an old fashioned washstand with a mirror, bowl and jug upstairs on the balcony.

Lounges and dining rooms

Observations

- Each wing has a lounge with dining area and small kitchen.
- Residents have access to a fridge, kettle and microwave.
- Each wing's lounge has its own colour scheme and is decorated with old-fashioned clocks and pictures and a large, easy read calendar is on display.
- The dining rooms have tables for different numbers of residents.
- Menus are on display – weekly for breakfast and the current day for lunch and teatime.
- Some dining rooms had a list of staff on duty on display.
- Wheelchairs are stored neatly between dining room and kitchen.
- There is a quiet seating area in a windowed recess at the end of each upstairs corridor.

Treatment and medical rooms

Observations

- The treatment room has storage for dressings and supplies and a bed and chair for all required treatments.
- A district nurse visits and uses the room each day.
- The medicine room is kept locked and has a separate neat trolley and cupboard for each wing.
- All medical records and MAR sheets have a photograph of the resident on for identification purposes.
- Some residents self-medicate and some participate in their own medication.
- Medication cupboards are on order for bedrooms.

Bedrooms

Observations

- Plaques outside rooms show the room number as well as the name and photo of the resident and display a traffic light system to aid in the event of an emergency.
- Most bedrooms are fairly small but have fitted wardrobes and a hand basin.
- A bed, wardrobe, chair and bedside drawers are provided but residents can personalise their room with soft furnishings and belongings.
- Some bedrooms have laminate flooring.
- Three larger bedrooms are available upstairs, one on each wing.

Toilets, shower rooms and bathrooms

Observations

- The home's showers are in walk in wet rooms.
- Toilets are large with raised seats and grab rails.
- There are two toilets and a bath or shower room in each corridor.
- The home has two types of bath; chair hoist and opening side.
- The shower rooms and toilets are quite plain.

Activities rooms

Observations

- Each wing has a small activities room which is used as a quiet lounge.

Smoking room

Observations

- The home has a smoke room with comfy seating and windows onto the garden.
- Cobwebs were hanging from the skylight.

Hair salon

Observations

- A hairdresser visits every Tuesday.
- The hair salon is well appointed with room for several residents. It has overhead dryers, a sink, chair and mirror.
- Towels are stored neatly on a rack.
- There is lots of water damage to the wallpaper and ceiling.

Concerns Addressed During Visit

- There were no concerns addressed during the visit.

Interview/Survey findings

During the visit, Healthwatch Derby spoke to residents, and left visitor and staff surveys to complete anonymously. A total of 12 surveys were returned within a two week timeframe.

Resident Surveys

- How do you feel about living at this home?
 - 2 out of 2 responses said happy.
- Do you feel that you are respected as an individual at this home?
 - 2 out of 2 responses said yes.
- Do you feel that you can make informed decisions about your daily life?
 - 2 out of 2 responses said yes.

Visitor Surveys

- Are you made to feel welcome when you come to visit this home?
 - 4 out of 5 responses said yes.
 - 1 out of 5 responses said no.
- Do you feel that visiting times are flexible at this home?
 - 5 out of 5 responses said yes.
- Are visitors supported by the staff at this home in regards to visiting, or taking the resident on daytrips?
 - 3 out of 5 responses said yes.
 - 1 out of 5 responses said no.
 - 1 out of 5 responses said don't know.
- Do you feel that the staff are friendly and helpful at this home?
 - 5 out of 5 responses said yes.
- Are you happy with the service of physical and medical care provided at this home?
 - 4 out of 5 responses said yes.
 - 1 out of 5 responses said don't know.
- Are you happy with the service of emotional care provided at this home?
 - 4 out of 5 responses said yes.
 - 1 out of 5 responses said don't know.
- Are you happy with other aspects of service at this home, such as food and activities?
 - 4 out of 4 responses said yes.
- Do you feel that the resident's care plan is followed successfully?
 - 4 out of 5 responses said yes.
 - 1 out of 5 responses said don't know.
- Do you feel you are fully informed and kept up to date with the health and care of the resident?
 - 4 out of 5 responses said yes.
 - 1 out of 5 responses said no.
- Do you feel that the residents are treated with respect and dignity?
 - 5 out of 5 responses said yes.

Staff Surveys

- Do you feel that there are enough care assistants on shift at this home to meet the needs of the residents?
 - 5 out of 5 responses said yes.
- Do you feel that there are enough housekeeping staff on shift at this home?
 - 5 out of 5 responses said yes.
- Are you satisfied with your present job?
 - 4 out of 5 responses said yes.
 - 1 out of 5 responses said no.
- Do you feel that you are asked to do things against your better judgement?
 - 5 out of 5 responses said no.
- Do you feel you have enough time to fulfil your duties on shift?
 - 5 out of 5 responses said yes.
- Do you feel you receive adequate support at this home, both physically and emotionally?
 - 4 out of 5 responses said yes.
 - 1 out of 5 responses said no.
- Do you feel your work is valued at this home?
 - 2 out of 5 responses said yes.
 - 1 out of 5 responses said no.
 - 2 out of 5 responses said don't know.

Evidence of best practice

Evidence of best practice include:

- All medical records and MAR sheets have a photograph of the resident on for identification purposes.
- Some residents self-medicate and some participate in their own medication.
- Medication cupboards are on order for bedrooms.

Recommendations

Recommendations include:

- Fixtures and fittings need to be maintained and free from dirt.
- Soft furnishings and pictures would finish the hair salon off.
- Some colourful decorations would make the shower/bathrooms feel more homely.
- More dialogue with staff to ensure that they feel that their work is valued.

Service Provider Response

I feel this is an accurate report with a majority of positive comments. Obviously there is always room for improvement.

I'm happy with the general comments from service users, staff and visitors.

We do have activities and some trips out as well as entertainment bought in. Not all service users choose to take part which is their right.

I will look into some form of decor for the bathrooms and pictures for the hairdressing room.

Staff are always thanked and praised for a job well done. At times we have to give criticism and this is what's remembered rather than the praise.