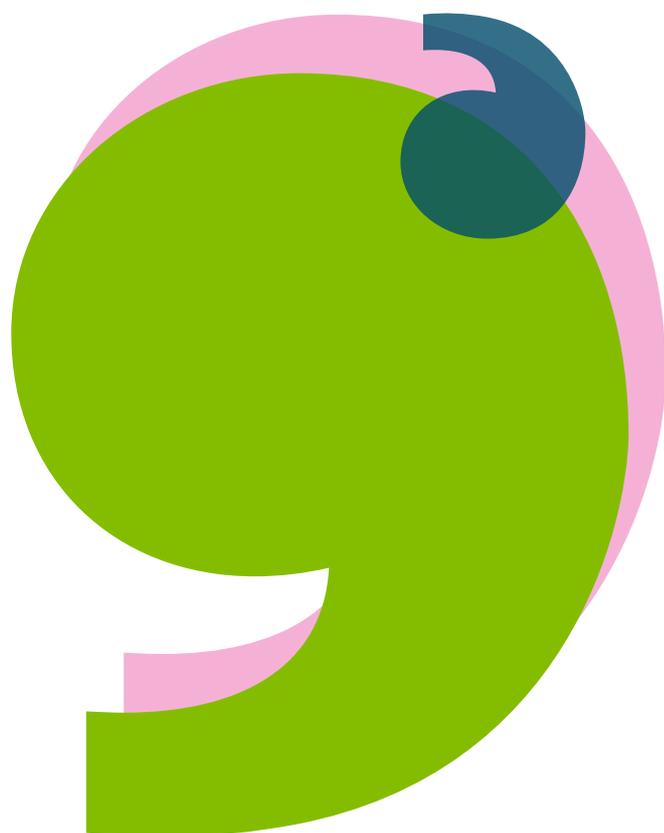




Enter and View report

Westside Nursing Home

13 June 2016



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1 Introduction

1.1 Details of visit

Details of visit:

Service address	90 Western Road, Mickleover, Derby DE3 9GQ
Service provider	Derby Care Homes Ltd
Date and time	13 June 2016, 10.00 am to 12.30 pm
Authorised Representatives	Rebecca Johnson, Sandra Dawkins, Suman Gupta and Margaret Hall
Contact details	Healthwatch Derby, The Council House, Corporation Street, Derby DE1 2FS
Declaration of interest	There were no declarations of interest on this visit

1.2 Acknowledgements

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

1.3 Disclaimer

Please note that this report relates to findings observed on the specific date set out above. It is not a representative portrayal of the experiences of all service users, visitors and staff, only an account of what was observed and contributed at the time.

2 What is Enter and View?

Part of the Local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch authorised 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 allows Local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential and nursing 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 experience the service first hand.

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 at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

2.1 Purpose of 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 the staff.

2.2 Strategic drivers

Residential and nursing homes are one of Healthwatch Derby's key priorities to ensure the services within the city are of adequate quality and meet the expectations of the service users and their families.



2.3 Methodology

Prior to the visit, the home is contacted in order to explain the purpose of Enter and View. Posters are then displayed advertising the visit and the opportunity for residents, staff and visitors to complete a survey. Therefore, this was an announced visit.

The visit consists of talking to the manager, tour of the facilities and resident interviews. Authorised representatives take advice from staff as to which residents should not be approached/are unable to give informed consent. They introduce Healthwatch Derby and Enter and View, gain their consent to take part and explain that they can withdraw at any time. They ask structured questions in an informal manner.

Visitor and staff surveys are left with freepost envelopes. The surveys include introduction, consent and withdrawal information, questions about their views and experiences and contact details for Healthwatch Derby and other relevant organisations.

A draft report and full anonymised survey results are sent to the home which then has 28 days to respond. The finalised report is sent to the CQC, Derby City Council, Southern Derbyshire and Hardwick Clinical Commissioning Groups and published on the Healthwatch Derby website.

2.4 Description of service

Westside Nursing Home provides nursing and residential care for residents over the age of 65. It is situated on a bus route, quite close to local amenities. It has been open for 31 years; it started as a converted house with eight beds and has been extended over the years to a capacity of 26 residents. At the time of the visit there were 22 residents, about a third of which were male. Westside Nursing Home has close links with the End of Life team at Royal Derby Hospital and takes residents from them when possible.

In the morning there are usually four care assistants and a nurse on duty, three care assistants and a nurse in the afternoon and two care assistants and a nurse at night. The manager, who is also a registered nurse, or a senior nurse are always on call if they are not in the building. During the day, kitchen and laundry staff are also on duty. All care staff have NVQ Level 2 and some are working towards Level 3. Two staff members are starting working on NVQ Level 5. Staff members also undertake relevant mandatory and in-house training on topics including medicine management, end of life care, health and safety, movement and handling, first aid, dementia, safeguarding, tissue viability and infection control.

Residents are registered with either Mickleover Surgery or Mickleover Medical Centre - the two surgeries visit on alternate weeks to do a ward round. Families are encouraged to take residents to the dentist if they are already registered with



one, otherwise referrals are made to the community dentist. A private chiropodist visits every eight weeks and is very reasonably priced - the same fees have been in place for 20 years. An NHS chiropodist also visits when necessary, usually every eight to 10 weeks. A hairdresser visits two days a week and for special occasions - for example, if a resident is going to a family wedding.

Breakfast usually consists of cereal and toast but a cooked breakfast is available on request. Menus are on a four-week rolling programme. There is usually one main choice at lunch and teatime but a list of lots of alternatives which are always available is on display. Sometimes there are special meals such as barbeques, curry or fish and chips or something themed for occasions such as the Queen's birthday. Residents' birthdays and other celebrations are marked with a party, buffet and cake.

Activities usually take place on Tuesday, Thursday and Saturday afternoons and include music and movement, singalongs, knitting, jigsaws, card games and one-to-one activities. Summer and Christmas fairs raise money to take the residents on trips to garden centres and similar. Zoolab runs an animal handling workshop once a year, the manager also takes her rabbits to visit and residents' family members sometimes visit with dogs.

Westside Nursing Home is in the process of applying for the Derby City Council Bronze Dignity Award.

2.5 Summary of findings

- The environment felt light and airy and everywhere was very clean and tidy.
- The facilities at Westside Nursing Home are well thought out and meet the needs of the residents and staff.
- Lots of relevant information is on display throughout the building.
- The residents all appeared to be clean and well turned out.
- The staff were observed as being caring and sensitive towards the needs of the residents.
- From observation and survey results, visitors seem very happy with the care at Westside Nursing Home.



2.6 Results of visit

Environment

Everywhere felt light and airy and was very clean and tidy. There are pleasant gardens at the front and back of the home, at the front there is an ornate fountain and a path through the garden.

Facilities

There is a small car park for visitors at the front of the building.

There are steps up to front door, but flat access is available at a side entrance.

The main lounge has chairs of the same style in different materials round edge, a television in a corner, stereo, CDs, books and magazines. The room is decorated with pictures and ornaments and has several lamps to provide more lighting. There is a hatch from the kitchen and a wall thermometer for checking the room temperature.

The conservatory dining area is located through an arch from the lounge. It has tables of different sizes, coordinated linen tablecloths and napkins and is decorated with artificial flowers and pictures. There is an inside rockery, a view of the back garden and ramped access to the patio and a pagoda.

There are handrails on one side of the downstairs corridor which is also known as Memory Lane with lots of pictures of old Derby.

Bedrooms have white wood doors with metal protectors at the bottom with brass numbers, the name and photo of the resident and two dots, one showing whether the resident should be resuscitated and one showing how much help they would need in the event of an emergency evacuation. All bedrooms have a basin and some also have a toilet, others have commodes. There are three shared rooms which have dividers in them. Some bedrooms have carpet but the majority have laminate flooring. They all have a bed, wardrobe, armchair and bedside table but residents can also have their own furniture. Sensor mats are stored under the bed and used at night to alert staff to residents' movements and all beds have bumper rails. The wardrobes are very large so that residents can keep their own pads and other equipment in their own rooms. Televisions can be provided, but residents usually bring their own.

Westside Nursing Home has five communal toilets and three bathrooms. One is wider to help with access and one has a walk-in shower with residents having the choice of a seat or their own wheelchair.

There is a stair lift which is normally only used for emergencies if the lift is out of order. There is a gate at the bottom of stairs to dissuade residents from going upstairs on their own.

There are plenty of emergency pull cords and hand gel dispensers around the building.

At the time of the visit, Westside Nursing Home was undergoing a decorating programme.

Information

Two clear signs with the home's name and telephone are visible from the road; one freestanding and one on the building.

A 'Welcome to Westside' board has paintings on along with details of singalongs and visiting. Another notice board has information on chiropodists, visiting times, oral hygiene, infection control, hairdressers and a list of birthdays for the month. A 'Planning for future care' board shows end of life information for families including bereavement, Macmillan and funerals. Westside Nursing Home has been awarded a Derbyshire End of Life Care Quality Award.

The home's most recent CQC report summary is on display - it received a rating of Good - along with the CQC registration certificate.

A compliments, complaints, and suggestion box is near the signing in book with a local services directory.

A butterfly is displayed on the wall in the hallway for five days as a sign of grieving and respect if a resident passes away; sometimes the resident's name is also displayed.

In the lounge is the home's 5 Star Food Hygiene Rating certificate along with the day's menu by the hatch on a blackboard, signs for breakfast choices and on request choices for dinner, tea and dessert. Next to this, a big board has the date in clear print and details of the staff on duty, activities and a list of singalong dates.

'Fun times at Westside' shows photographs of residents and staff enjoying activities and celebrations.

The fire call box is next to a list of residents with their room numbers and the different areas of the building.

The platform lift has a risk assessment on display.

Residents

The residents all looked clean and comfortable and were interacting well with each other.

Staff

Staff members were seen interacting well with residents.



A drinks round was taking place at the time of the visit and staff were observed ensuring that all residents were well hydrated, gently waking them if necessary. Help and encouragement with drinks was given where appropriate.

Two staff carefully moved a resident with a hoist whilst showing and respect to the resident.

Staff members have different coloured uniforms depending on their role.

Visitors and relatives

There were quite a lot of visitors at the time of the visit and they all appeared to be happy.

2.7 Survey results

A total of 20 surveys were completed.

Resident surveys

- How do you feel about living at this home?
2 out of 3 responses said happy.
1 out of 3 responses said neither happy nor unhappy.
- Do you feel that you are respected as an individual at this home?
3 out of 3 responses said yes.
- Do you feel that you can make informed decisions about your daily life?
3 out of 3 responses said yes.

Staff surveys

- Do you feel that there are enough registered nurses on shift at this home to meet the needs of the residents?
8 out of 8 responses said yes.
- Do you feel that there are enough care assistants on shift at this home to meet the needs of the residents?
8 out of 8 responses said yes.
- Do you feel that there are enough housekeeping staff on shift at this home?
7 out of 8 responses said yes.
1 out of 8 responses said don't know.
- Are you satisfied with your present job?
8 out of 8 responses said yes.

- Do you feel that you are asked to do things against your better judgement?
1 out of 8 responses said yes.
6 out of 8 responses said no.
1 out of 8 responses said don't know.
- Do you feel you have enough time to fulfil your duties on shift?
3 out of 8 responses said yes.
4 out of 8 responses said no.
1 out of 8 responses said don't know.
- Do you feel you receive adequate support at this home, both physically and emotionally?
7 out of 8 responses said yes.
1 out of 8 responses said don't know.
- Do you feel your work is valued at this home?
7 out of 8 responses said yes.
1 out of 8 responses said no.

Visitor surveys

- Are you made to feel welcome when you come to visit this home?
9 out of 9 responses said yes.
- Do you feel that visiting times are flexible at this home?
8 out of 9 responses said yes.
1 out of 9 responses said no.
- Are visitors supported by the staff at this home in regards to visiting, or taking the resident on daytrips?
8 out of 9 responses said yes.
1 out of 9 responses said don't know.
- Do you feel that the staff are friendly and helpful at this home?
9 out of 9 responses said yes.
- Are you happy with the service of physical and medical care provided at this home?
8 out of 9 responses said yes.
1 out of 9 responses said don't know.



- Are you happy with the service of emotional care provided at this home?
7 out of 9 responses said yes.
2 out of 9 responses said don't know.
- Are you happy with other aspects of service at this home, such as food and activities?
7 out of 8 responses said yes.
1 out of 8 responses said don't know.
- Do you feel that the resident's care plan is followed successfully?
8 out of 9 responses said yes.
1 out of 9 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?
8 out of 9 responses said yes.
1 out of 9 responses said don't know.
- Do you feel that the residents are treated with respect and dignity?
8 out of 8 responses said yes.

2.8 Evidence of best practice

- Sensor mats are stored under the bed and used at night to alert staff to residents' movements
- A butterfly is displayed on the wall in the hallway for five days as a sign of grieving and respect if a resident passes away; sometimes the resident's name is also displayed.

2.9 Recommendations

- A sign in the car park or on the side of the building explaining about flat access could help less mobile visitors from struggling.
- The chalk on the menu blackboard was not clear, the board may benefit from being repainted or replaced.

2.10 Service provider response

Thank you for the report, I was happy with the outcome.

A 'flat access entrance' sign has been ordered and will be in situ by 15 August 2016. The board has now been changed, making it clearer for residents, visitors and staff to read.

