

Healthwatch Cheshire West Enter and View Report - Social Care	
Enter and View Visit to	Morningside Rest Home 52, Swanlow Lane Winsford Cheshire CW7 1JE
Date	28 th March 2014 arriving at 10.00 am
Authorised Representatives	Margaret McDermott, Jo Lewis
Staff Present	Manager - Jane Haines, Senior Carer - Jennie
Background	Morningside is a home offering residential care for people over the age of 65 years needing personal care. The service is provided by Medingate (since 2008) who own two homes, the other located in Cumbria. We were told by the manager that the owners were two business men from Hounslow who visit the home once a month. The home has a contract with CWAC and is registered with CQC. There are 31 beds and at the time of our visit occupancy was 25 beds. Fees are currently £420.00 per week. We were told by the manager that 60% of residents are completely self funded and 10% of residents have whole fees paid by Cheshire West & Chester Council (CWAC). We were told by the manager that she had been in post since October 2013 and is currently working with CWAC to sort out many issues including non-compliance of contracts. The manager stated that staff from CWAC were working with her and were being very helpful.
Overall Impression	Morningside was originally a large family home. Over the years it has been continually extended and resembles a rabbit warren. When we arrived it was a busy time of day, staff were busy with breakfasts, getting residents up and doing the medicine round. There was also an unexpected visit from the owner; this made it difficult to spend much time with the manager. We did not have the opportunity to speak to the owner. There were also contractors and maintenance men on site. Despite this, the atmosphere was calm and all staff were welcoming and happy to engage with Representatives.
Any ideas or suggestions for improving service?	<ul style="list-style-type: none"> • All staff should be aware of fire evacuation procedures. • Vigorously pursue appointment of permanent kitchen staff and a handyman as soon as possible. • Re-locate communal telephone to a more private place. • Improve communication between residents and kitchen staff regarding choice of menus and preferences. • More care to be taken with food presentation. We observed

an elderly unwell gentleman who at approx 11.15am requested scrambled egg for breakfast. This was brought to him by the chef and consisted of a very thick slice of white bread and scrambled egg served on a small (tea) plate making it difficult for the resident to cut the bread without it all sliding off the plate. A very badly presented meal.

- Relocating the hairdressing salon which at the moment is situated in the medicine room.
- Not all electric plugs had pat markers on suggesting not all had been checked, as we did not see the bedrooms we do not know whether plugs there were tested.
- The dining room is situated on the main corridor, therefore, privacy is limited. Some residents appeared to be using it as a sitting area. Maybe one of the lounges (which was empty) could become a defined dining area and tables properly laid for meals.

Environment

OUTSIDE

The exterior of the home needs redecoration and the manager informed us that this was going to be done and new windows fitted. The front garden was also in need of some attention and a large sign was displayed advertising for staff. We observed good interaction between the staff and between residents and staff.

There was adequate parking space.

At the back of the building were observed pleasant gardens with seating areas. Again attention was needed in terms of general upkeep.

INTERIOR

We were told by the manager that the interior had been redecorated but we felt that some areas still required maintenance, with chipped paintwork apparent. The interior décor was not homely, warm nor welcoming and appeared bland and institutional, particularly the bathrooms which were a stark white.

There are two lounges at the front of the building and a large conservatory, which also has a few tables where residents eat. There is also a small kitchen area in the conservatory to enable residents to make drinks as required.

A narrow hallway was fitted with a gel dispenser, a sweet machine and a signing in book.

Complaints procedure was observed on a notice board. A separate notice board is located in the hallway with fire procedures on. We could not see information on assembly points in event of fire and **one member of staff we asked did not know the fire assembly point.**

The dining area is located in an open section off the corridor offering no privacy or dignity. The kitchen and laundry are also off the main corridor. The kitchen door was open onto the corridor when we were visiting. When we asked if there was there a menu board it was hurriedly put up and stated lunch menu was fish, chips and peas, soup or cheese on toast, Bakewell Tart and custard and/or butterfly cakes.

The laundry was small but tidy and appeared well organised. We were told that care

staff do all the laundry. We were further told by a member of staff that there were plans to move the laundry into the basement and the laundry would become the sluice room.

The bathrooms were clean and tidy with moving and handling equipment in-situ. Two bathrooms had water damage on the ceiling. The manager said she hadn't noticed this before.

A separate walk-in shower floor was dirty. We were told by a member of staff that all water taps have safety valves fitted but she didn't think they had been tested for a few years.

Manager showed us round the bedroom areas but we went in no rooms. When we asked to see inside a bedroom we were shown an unoccupied room needing re-furbishment. We were told some rooms were en-suite and residents could bring in their own furniture. The Manager commented that there were call buttons in all bedrooms. A resident told us that hers worked.

The staircase of the property had a chair-lift fitted. We were informed that this was being taken out as it did not work. The Manager commented that it would not be replaced with working model. There was one small lift, not easily identifiable as it appeared to blend into the wall. A notice by the lift upstairs stated do not use in event of fire.

Cleaning materials are kept in a locked room.

Medicines are kept in a locked room and controlled drugs are kept in this room in a locked cabinet. It was noted by Representatives that this room is also used as the hair-dressing salon.

Wheelchairs available and were stored tidily.

STAFFING

We saw evidence of managerial changes to practice and were told of the work in progress, these included all staff having Disclosure Barring Service (DBS) checks, references are received before taking up employment, introduction of infection colour-coding, introduced nutritional assessments, weight monitoring and care plan reviews. We were told that the manager does annual appraisal and personal development planning for staff. We were shown staff training matrix and induction checklist for new staff. We saw the shift handover communication book. We were told by the manager that there are currently 30 staff employed. Staff are DBS registered and encouraged to attain NVQ level 3. Mandatory training includes infection control, fire, manual handling and medication competence.

We were further informed that the shift pattern was as follows:

7am-3pm: Senior carer + three care assistant

3pm-11pm: Senior carer + two care assistants

11pm-7am: two care assistants.

There is one full time cleaner and one part time.

Agency care staff were being used at the time of our visit and an agency chef and kitchen assistant were present. The home is currently advertising for a full time chef.

There is currently no permanent handyman and the manager said they were advertising presently but had not been successful. The manager said there were plans to recruit another part time activity coordinator so the home had cover seven days a week.

Health and Wellbeing

Residents keep their own GPs if requested. A local GP visits weekly. District nurses visit as required. Chiropody service available every 4/6 weeks, this service is chargeable. We observed a senior carer distributing medication from a lockable medicine trolley using the mar sheets to record dosage.

We were told care plans were reviewed monthly or as changes occurred.

Hairdresser is available every Tuesday.

Activities and Community Links

Residents meetings are held quarterly. Minutes of the meeting held on 18th February were displayed on a notice board in main entrance. The manager said she was introducing relatives meetings and was due to send out a satisfaction survey.

There was evidence of social activities including community engagement. We saw one resident waiting in the hallway to be picked up by the Salvation Army for lunch. She said she went regularly. Another resident commented that she goes to church every week and staff always take her.

The activity co-ordinator was highly praised by the residents we spoke to. We were told she works three days a week. There was an activity board displaying daily events in the conservatory.

We were told by staff that activities include beetle drives, quizzes, dominoes games, music nights and an entertainer monthly. At the time of our visit, we saw no activities taking place apart from residents watching the television.

We were told that residents also go to 'Tea and Chat' mornings at a nearby church.

Day trips are also arranged, e.g. to the Zoo and Llandudno.

We were told by a staff member that the church brought fresh flowers in and the residents helped to arrange them. We saw no evidence of this only a few artificial flowers in the lounges.

Feedback

The manager is tasked with improving standards and therefore needs time to implement the changes required by both the CQC and CWAC. She was forthcoming with recent criticisms and shortfalls and was open and willing to share information with the reps. The manager was able to show us evidence of the changes she was making since her employment at Morningside and she discussed with us changes she hoped to implement in the future.

We had a good opportunity to speak to many of the residents, their comments follow. We were not able to obtain feedback from any relatives as there were none on site at the time of our visit.

- Residents commented that, "Staff were very nice" but also said that, "More staff are needed as they are run-ragged."
- A staff member said that she liked working at Morningside and the manager told us that over the last few months staff had told her that working there was now, "Less chaotic and more professional."
- Residents also commented about the food saying "They get a lot of sandwiches" we were also told by a resident that they did not have a choice at mealtimes but "If they didn't like what was for lunch they could have something else." A resident told us they needed more variety of food and the chef did not discuss the menus with them.

- Medication dispensed by staff - One resident commented that she prefers it that staff give out medication rather than self medication, "At least the staff know that I have taken it!"
- Another resident said the food was not as good as it used to be as the chef had gone.
- Residents stated they would like more input regarding their meals but expressed concern that it may increase their fees.
- Residents who spoke to the representatives did not appear to be aware of the menu board in the corridor by the kitchen.
- A resident commented, "Oh, if someone is not eating their meal the staff go and sit with them and encourage them or get them something else. They are very good".
- Another resident commented about the use of the telephone, "The staff are very good, they let me use the phone in the office but I think there is another one on the wall near the office." Another resident stated that if she had a complaint then she, "Would speak to the manager. I get on well with Jane and am not worried telling her if I wasn't happy about something." *
- A resident told us that she never went out anywhere, just sat in the lounge every day. Last time she went out it cost her £36 as she has to have wheelchair friendly transport. She then started to cry saying she just sat there day after day. When we asked the manager she told us she has taxi vouchers to use. Looking on the internet the allowance is £72 per year.

Additional Comments

*There is a phone next to a communal toilet; this is not private and potentially noisy.