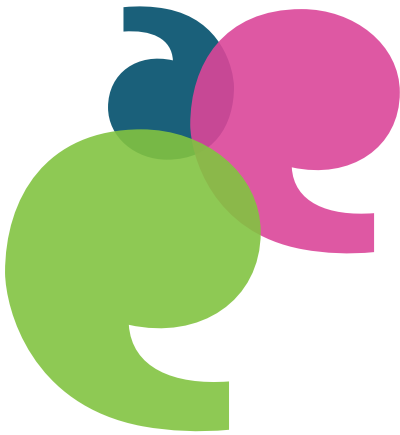




**Visiting report**  
**Murdoch House Care Home**

16 December 2015



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## Report details

Address	Murdoch House, 1 Murdoch Road, Wokingham, RG40 2DL
Service Provider	Four Seasons
Date of visits	Monday 16 <sup>th</sup> November 2015
Type of Visit	Unannounced
Visiting Team	Jane Lord, Margaret Campbell White and Tony Allen

### Acknowledgments

Healthwatch Wokingham Borough would like to thank the staff, residents and visitors at Murdoch House for their contribution to our visit. Special thanks go to manager, Christine Tyrell, who was generous with her time and ensured we had every opportunity to ask her questions.

### Disclaimer

Please note that this report relates to findings observed on the specific date of our 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.

This report is written by the volunteers who carried out the visit on behalf of Healthwatch Wokingham Borough.

### Visiting Team

The team of authorised representatives carrying out this visit were Jane Lord, Margaret Campbell White and Tony Allen. They were accompanied by Healthwatch staff members Nick Durman and Nicola Strudley.

## Purpose of the visit

- To engage with residents of Murdoch House and understand how dignity is being respected in a care home environment
- Identify examples of good working practice and innovation
- Observe residents engaging with the staff and their surroundings. Capture the experience of residents and relatives and any ideas they may have for change.

## Methodology

The visit was unannounced in the morning of the 23<sup>th</sup> November 2015.

Whilst our team were in possession of the latest Care Quality Commission (CQC) Inspection Report, we were not basing our visit on the content of this report.

Murdoch House is a residential home owned by Four Seasons. It has 24 rooms for adults requiring social care and some nursing care over 2 floors. There is an additional room being used for respite (which could be booked by families in advance). 5 rooms were empty. The majority of residents were self-funders, with rates between £750-795 per week. It would appear that there is a national trend of more residents coming into care homes at later in life and being supported to live longer. 5 residents at Murdoch House were over 100 years old. All residents have capacity to make their own decisions; this is something that families don't always appreciate. We were informed that where possible if rooms become available downstairs, then those residents who were most frail would be given the opportunity to be moved.

On arrival at Murdoch House we were met by Christine Tyrell (registered manager) who welcomed our visit. During our interview with Christine Tyrell we were impressed with her knowledge of the home and the care standards required by the residents. We then spent the rest of the time talking with residents and staff.

First observations were that the home was clean and warm with a homely feel, despite its cramped circumstances, as is the case with non-purpose built facilities. We observed residents relaxing in the communal areas.

## Summary of Findings



### Murdoch House Care Home Wokingham

At the time of our visit, the evidence we observed:

- That Murdoch House provides a good quality of care to its residents
- Activity Coordinator ensured that group social activities were provided; residents were able to exercise choice around attending various events.
- Nutrition is well maintained with direct support to those with eating and drinking difficulties is given
- We felt that Murdoch House had a caring atmosphere which makes up for the lack of space.

#### Additional findings

- There was a clear fire evacuation policy and the necessary equipment such as an Evac Sledge that can be used to bring residents down stairs if every needed to do a full evacuation.
- There was plenty of opportunity for staff, residents and visitors to provide feedback on any aspect of care or the service received through the use of touch screen I pads on stands which provide real time data into the “Quality of Life” programme
- It would appear that there are benefits to being part of the Four Seasons Group whom provide a structure and supports for running the home, which allowed the manager and her team to get on with running the home. The manager had experience of working for an independent home and found the pressures greater.



IPad feedback station, part of Four Season's "Quality of Life" Programme

## Recommendations

We would recommend that

- Whist there are 2 rooms with a shower and 1 one with a bath we recommend Four Seasons consider upgrading more of the en suites to include showering facilities.
- The Rose Street Pharmacy, Wokingham Medical Centre and Murdoch House, as an integrated team, examine the working practices in managing repeat medicines and supply and administrations

## Results of Visit

### Residents

On the day of our visit residents were involved in a variety of activities in a number of the communal areas, they were also happy to talk to us freely and most seemed happy and comfortable. All residents we spoke to were happy to recommend Murdoch House

*"If I had to live in a care home this is where I would come"*

### Staff

Staffing levels in the day consisted of 1 senior carer, 2 care assistants, Manager, Administrator, 2 Maintenance men, Chef, a Domestic. Night is a senior carer and care assistant with Manager or Deputy Manager on call. During our visit we also had the opportunity to talk to a senior carer and a domestic assistant.

In our discussions we were told that the home is run very thoroughly and that staffing

relationships are very good. One to one supervisions are undertaken whilst staff have the opportunity for career development. The home prefers to employ staff with NVQ qualifications and employees who have previous care experience. We were informed of a comprehensive training programme which included DoLS, Health and Safety, Fire Safety, Manual Handling, Abuse, Infection Control, Food Hygiene, First Aid, Mental Capacity, Equality and Diversity, Medication, Dementia and Nutrition.

All staff are employed by Four Seasons and no outside agencies are used.

A senior carer told us

*“I love my job and enjoy working at Murdoch House. I am able to undertake continual e-learning.”*

The domestic assistant who works 28 hours a week and relatively new to Murdoch House, starting just 4 months said

*“I prefer working here to my previous cleaning job at a care home in Reading because the latex gloves you get here are better quality and the cleaning products are better quality.”*

## Environment

Murdoch House sitting areas were cozy and the dining room was nicely presented. Four Seasons has recently had redecoration including new curtains.

Bathrooms and shower rooms were clean and tidy.

Residents living on the top floor have to be able to walk down the stairs unaided. If not they have to move to the ground floor. Murdoch House has a detailed fire evacuation procedure. The alarms were being tested as we arrived & we saw 30 minute fire doors in the corridors and to all the bedrooms automatically close.

When residents first come to Murdoch House, the personalization of their rooms is encouraged and supported. Residents are welcome to bring in small items of furniture and are given a choice of floor coverings. We saw photos in residents' rooms.

15 of the rooms had an ensuite toilet and basin, 2 rooms have a shower and one has a bath. Looking around a number of the bathrooms they were all clean and spacious with the necessary equipment for moving and handling residents safely.

The dining room was clean with brightly coloured tablecloths and cutlery neatly laid out. There was a menu on the board which had choices for lunch, including a vegetarian option. Lunchtime is the main meal, with something like soup in the evening. Most residents prefer to have breakfast in their rooms and can have a cooked breakfast if they wish. In the evening residents have the choice of a hot meal or sandwich selections. A Senior Carer told us that if the residents do not want anything on the menu they will be offered something else.

### Interaction between Residents and Staff

There is an Activity Co-ordinator employed by the Home with the main role of engaging residents in exercise, movement, health and beauty activities. The Activity Co-ordinator also arranges for residents to go out on day trips.

We observed staff talking to residents in a caring and courteous manner. Residents were regularly asked if they were ok and whether there was anything that they needed.

*“I would recommend it here. A thing is what you make it. If you say you will like it you will. You could not ask for anything better. Everything is here. You only have to ring a call bell and somebody is there. I ring the bell for anything even if I drop something on the floor!”*

The manager explained the main things she gets complaints about is the lack of car parking spaces for visitors, however there are several pay and display car parks just a few minutes' walk away from the home.





Manager's poem

### Promotion of Privacy, Dignity and Respect

We observed some of the resident's room's doors being open; this was due to resident choice. Staff were talking to residents in a caring and respectful manner.

All residents observed in the communal areas were dressed well in day attire. Residents told us that staff supported them to select the clothes that they wanted to wear that day.

### Assessments of Needs, Care Planning

All of the residents were under one General Practitioner and we were informed that there was a good working relationship with him visiting once a week. All residents that had wanted the flu jab (all bar 2) had been vaccinated.

The majority of medicines and prescriptions were batch collected at Rose Street pharmacy. This occasionally could be problematic as care staff had to sign for multiple prescriptions that they could not fully check nor be certain were correct. Murdoch House use Boots in Bracknell to deliver medication

Residents were regularly showered or bathed at their preference in a communal bathroom however residents were given a full wash down every day.

We spoke to a visiting District Nurse. It was evident that Staff worked closely with a wider multi-disciplinary team of health and social care professionals where necessary, including a visiting chiropodist.

### Activities

Murdoch House had plenty of activities available to residents including a visiting jazz singer, a visiting hairdresser, bingo, gardening, exercise, reminisce work and day trips. There were Christmas activities including a pantomime, a choir visiting and shopping trips to town.

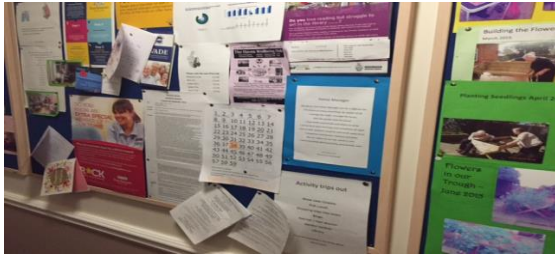
One resident explained that because of her breathing problems she did not like to participate in the activities for fear of slowing the others down, she was content to be present but sit back and watch.

In the hallway a residents satisfaction survey from 2014 showed all categories scoring highly and above the national average apart from “activities” which scored 28% in terms of satisfaction. We spoke to the Administrator at the end of our visit about these results and she explained that they were without an activities coordinator for 6 months in 2014 and it had been difficult to recruit one. Resident satisfaction for activities is now 89%

## Murdoch House Response to Healthwatch report

*“We thoroughly enjoyed your visit and you are welcome back any time, other than the few factual corrections mentioned I am very happy with the report and pleased you liked Murdoch House.”*

Christine Tyrell, Manager



Notice Board

## What is Enter and View

Part of the local Healthwatch programme is to carry out visits to health and 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 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.

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 CQC where they are protected by legislation if they raise a concern.

Healthwatch Wokingham Borough  
**c/o Citizens Advice**  
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Wokingham, Berkshire RG40 2YF

or email to: [enquiries@healthwatchwokingham.co.uk](mailto:enquiries@healthwatchwokingham.co.uk)

