

Healthwatch Cheshire West Enter and View Report - Revisit

Enter and View revisit to	Morningside 52 Swanlow Lane Winsford Cheshire, CW7 1JE
Date	12 th January 2016 arriving at 7.00 am
Authorised Representatives	Neil Garbett, Margaret McDermott, Richard Berry, Caroline Jones
Staff Present	At the time of our visit staff shifts were in period of transition.
Background	The service is provided by Medingate Limited. Morningside is an elegant Edwardian residence dating from 1905. Residential care, respite, day and convalescent care is provided. Specialist care categories include Alzheimer's, Parkinson's, stroke and visual impairment. The establishment has 31 single rooms (with WC and wash basin). 27 residents were cared for on the day of our visit.
Overall Impression	<p>This was the third visit Healthwatch Cheshire West had made to this establishment - on previous visits a number of recommendations have been made particularly in relation to building fabric and refurbishment. Healthwatch Cheshire West is disappointed that apart from a few minor repairs and touch ups, very little improvements have been made to the fabric of the building since March 2015.</p> <p>It is our understanding that some funds have now been set aside by the owner for refurbishment and Representatives look forward to seeing the outcome of this in the coming months for the residents.</p> <p>Healthwatch Cheshire West has some concerns in relation to Infection Control in shower area and both Infection Control and Fire Safety in terms of the laundry and these have been reported to the relevant authorities at the time of our visit.</p> <p>Care staff appear to be working hard and have a lovely relationship with residents.</p>
Any ideas or suggestions for improving service?	<ul style="list-style-type: none"> • Refurbishment of Laundry Area and bathroom as an urgent requirement. • Refurbish other areas including lighting and exterior appearance as mentioned in this and previous reports.

Environment

Laundry - A sluice in the laundry had a sign above saying, ***“Do not place anything in the sluice.”*** At the time of our visit Representatives noted that the sluice was filled with a plastic tub bucket filled with coat hangers.

The boiler in the laundry area was covered with a duvet and cushions awaiting either disposal or cleaning. Washing was in bags on the floor. Representatives felt that the former was an observed fire hazard and that the bags on the floor were in danger of contamination - particularly those stored underneath the sluice itself.

The door to the Laundry was designated as a fire door and fitted with an automatic release. The fire precautions log record stated that this was tested and working on 11.12.15. At the time of our visit this did not appear to be working and even if it was, the mechanism was unable to work correctly, as the door was propped open by a large heavy tub of detergent.* The whole area of the laundry was cluttered with folded and hanging laundry some stacked on top of the machines. Representatives noted that the outside door to the laundry was in a bad state of repair.

(*Noted on our previous report September 2015)

Health and Wellbeing

Residents spoken to on this visit seemed happy with their care. Representatives spoke to a number of residents on this visit - all expressed contentment and said the staff looked after them well. All staff that we spoke to also appeared happy and we observed good interaction between themselves and with the residents.

This was an early morning visit starting at 7.00 am. At this time six residents were up and out of bed but all residents spoken to commented that they liked to be up early.

Representative's conversations with staff suggest that two night-time staff do all washing, drying and ironing. They check on residents two hourly and turn ten residents two hourly. They also clean all toilets and bathrooms, lounges and dining areas. Representatives feel that this is a significant amount of work and responsibility for just two staff and that the company's staffing levels should be revised to ease pressure on night staff.

Additional Observations:

- The home was clean and tidy on our visit with no unpleasant odours.
- All bedrooms now have the resident's name and photograph in a neat frame on the door of their bedroom.
- Damage to the bath in the downstairs bathroom has been temporarily repaired with mastic.
- A downstairs bathroom was cluttered with access to the washbasin blocked by a large hoist.
- Shower room downstairs had a very noisy extractor fan, grouting was dirty, skirting at bottom of room was coming away from wall and there was no shelf for toiletries which were all on floor and could easily be contaminated.
- Upstairs bathroom and toilet was locked. Night staff told us that, ***“It was to be replaced imminently.”*** Representatives are concerned that this was exactly what we were told in March 2015 and with this facility not operational, this means that at present there is no bathroom upstairs for the residents.
- There are two stair-lifts on the main staircase. Representatives noted that these do not work.
- Two Representatives tried to use the lift. Both found that the button [1] when tried had an extremely long travel and appeared to stick with intermittent response. The central stainless steel panel on the lift control system appeared to have been taken off at some point as it was not fitted flush.
- The “Hairdressing Salon” appears still situated in the medication room.
- Lights in downstairs toilets are without lampshades (bare bulbs)
- Representatives feel strongly that the laundry room is not fit for purpose. In this room duvets and chair pads were piled on top of the boiler, the sluice was filled with a large bucket full

of coat-hangers left from the night's ironing - presumably as there was no other available space for them. Bags of cleaned pink material were stored on the floor under the sluice and the fire door was held open with a large plastic container. The exterior door frame is rotten.

- At the time of our visit a large clothes maiden filled with clean damp washing was located in the lounge area to the left of the main entrance. Several half full black rubbish bags and one full "yellow" bag were placed by the door of the main entrance.
- Rear garden fence has not been repaired, this was recommended in March 2015 - general tidying needed on rear walking areas.

Activities and Community Links

Information on these did not form part of our visit at this time.

Feedback

Conversations with residents suggested contentment.

Additional Comments

Representatives express thanks to staff who were welcoming at our quite early arrival time.

Feedback from Provider of Service

Further to your Enter and View Report when you revisited Morningside on 12th January 2016 at 7am. Sorry I missed you, I arrived about 5 minutes after you and your colleagues had left. Obviously, you have seen first-hand how small our current laundry room is and that we don't currently have room for extra storage. We do have an agenda to extend the laundry room so that it is more user friendly.

We did employ a laundry assistant in November 2015 but unfortunately this lady does not work every day and when you visited on the 12th it was Julies weekend and Monday off work.

Therefore, there was a bit of a back log with the laundry. (We do have some one in almost every day now, so Julie and Louise are working with each other to ensure that the majority of the laundry and ironing is done throughout the day. This then frees up the night staff).

At the time of your visit our night staff are usually assisting residents up and handing out laundry to the respective bedrooms. So although you witnessed laundry hanging around this is not common practice.

As for the items on the sluice and the boiler, thank you for bringing this to my attention. A memorandum is in circulation to all staff highlighting the issues that have been found. Also the evening staff have been spoken too regarding this.

The laundry door that was 'propped open', was found to need the batteries replacing, this has been rectified. I have asked staff to inform me in the first instance if and when any dor-guards need attention. If they fail to inform me then the guard will be removed.

We have currently got windows and a back door on order. The living room bay windows and back door (external laundry door) are priority and are to be fitted first.

The bathroom upstairs which was locked at the time of your visit and was not in use. This was due to the whole bathroom being removed including tiles. The retiling is now completed. A new toilet, sink and walk in shower is being installed and should be completed very soon. Once this room is back in use then the shower room down stairs will be re-fitted completely.

There were toiletries and a hoist in the shower room and bathroom, these had not yet been returned to the residents bedrooms where they belonged.

The Stannah stair lifts on the main stair case and the passenger lift had been recently inspected and serviced and it was brought to my attention that the batteries were faulty and not keeping their charge. Therefore, new batteries were on order for the Stannah (now fully operational again) and the button has been fixed in the passenger lift (for the 3rd time in as many months). With regards to the panel inside the lift, the only people who have the tools to remove this are the lift engineers, I will be contacting them to report that it is faulty and not flush.

Unfortunately, it is a very slow lift but it is in full working order.

Yes, the 'Hairdressing Salon' is still situated in the medication room. This is currently only used once a week by the hairdresser and as always all medication is locked away securely in the relevant cabinet, cupboard, trolley or fridge.

Downstairs toilet light shades / fittings are currently being sourced and should be delivered early next week (week commencing 8/2/16).

Due to the great British weather, we have been using a maiden to dry delicate clothing that can-not go in the tumble dryer, as you would at home. This has been the case for as many years as I can remember, it doesn't pose a hazard to anyone who sits in the 'blue lounge' as they soon dry in front of the radiator and it isn't in the way for any resident to fall or trip.

The bags that you witnessed near the front door were there as the staff were ready to take them to the large bins for disposal.

The Fence panel in the back garden was repaired, but then removed, due to this being the only way we can gain entry to the land at the back as there is some "tree maintenance" being performed. The land is owned by Morningside and there are no other entrances or exits currently available.

I hope this answers most of your concerns, however, if you require any further information please do contact me.

Jennie Woodier - 5th February 2016