

## Enter and View Report

### Visit details

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Service address:	The Park Nursing Home 40 St Marks Road, Derby DE21 6AH
Manager:	Jon Flynne (Fred Mabatid at time of visit)
Service provider:	Embrace Group
Date and time:	Wednesday 4 March 2015, 10.00 am to 1.00 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

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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

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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

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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**

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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**

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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**

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The Park Nursing Home, owned by Embrace Group, is a purpose built nursing home which has been open for 17 years. The home is located on a quiet street close to local amenities. It has 41 beds and at the time of the visit had 32 residents; 6 male and 26 female. Some residents have mild dementia. All rooms are single and have en-suite facilities; two or three rooms are interconnecting and could be used by a couple in a bedroom and sitting room setup. When the home is full there are always two nurses on duty in the daytime, as well as seven care assistants in the morning, six in the afternoon and one nurse and four care assistants at night. There is a domestic dedicated to each floor and one who moves between the two, one laundry assistant and a chef (or a cook if they are not in) and a kitchen assistant during the day. The home has around 60 members of staff in total and has a low staff turnover.

## **Observations**

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### **General**

#### **Observations**

- Residents can choose to keep their own GP if the surgery is prepared to visit.
- They can also choose their own dentist; one local one will visit the home.
- A private chiropodist visits every six weeks and an NHS one visits every three months.
- At the time of the visit, the home was applying for Derby City's Bronze Dignity Award. It has a Dignity Champion.
- The home has a motivator and three carers who are also activities co-ordinators.
- Activities include cards, bingo, craft, pampering, animal therapy and singing.
- The residents are given various meal choices but the menu is not put on display.
- Maintenance and domestic staff were very much in evidence during the visit.

## Outside

### Observations

- The home has a big, clear sign which is easily visible from the road.
- There is a pleasant, secluded garden with different seating, paved and grass areas, a bird table, bunting and planters.

## Entrance

### Observations

- There was a strong smell of air freshener on entering the home.
- There is a suggestion box in the entrance.
- There are separate signing in books for staff and visitors.
- Machines are available for hot drinks, water and sweets.
- An activities board is on display.
- There is a wheelchair store under the stairs.
- Information on e-learning, whistleblowing, CQC registration and food hygiene is on display.

## Bathroom 1

### Observations

- This room is used for hairdressing and has a sink with showerhead, mirror and hairdressing equipment.
- It also has a toilet and a standard bath with handrails.
- Clean towels were stored on an open shelf.
- There were a number of full bin liners on the floor.
- There were signs of a leak on the ceiling above the toilet and, consequently, some of the wallpaper was coming off.

## Bathroom 2

### Observations

- The room is pleasantly decorated with a border and pictures.
- There is a toilet, profiling bath with hoist, a wet room corner with a shower, a bath chair and a chair for dressing and undressing.
- Clean towels were stored on an open shelf.
- A used glove was on the floor.
- There was a slight odour in the room.

## Bathroom 4

### Observations

- There is a toilet, profiling bath and a wet room corner with a shower.
- The room has a pleasant feel and is decorated with pictures.
- Clean towels were stored on an open shelf.

## Bedrooms

### Observations

- Bedroom doors have room for the resident's name, room number and a picture of something that means something to them.
- A sign on the bedroom door denotes if and what help the resident needs in the event of an evacuation. This information is also kept on file.
- Bedrooms are neutrally decorated and furnished with a profiling bed, cabinet, chair, table, lamp and vanity unit.
- Residents are encouraged to personalise their room with their own furniture and belongings and can also provide their own television.
- There is a folding door, which allows more room, between the bedroom and en-suite which consists of a toilet and wash basin.
- Residents can have a shower whenever they would like one.
- Downstairs bedrooms face on to the patio.

## Dining Room 1

### Observations

- There was a serving table, a small fridge, a toaster and a trolley with cold drinks.
- Three big dining tables provide seating for 12 to 14 residents.
- Old food adverts that would be recognisable to the residents decorate the room.
- The other end of the room is Lounge 2; there are phrases decorating the walls and patio doors which make the room light and airy.
- There is seating for six and a television.
- Some residents were watching television but were not seen to be interacting with each other.
- There was a slight smell of urine on leaving the room.

## Dining Room 2

### Observations

- This room is used for activities.
- The room is light and airy.
- Some residents were playing card bingo – the activity was keeping their interest and the residents and staff were seen to be engaging well.
- The same sort of old food adverts as in Dining Room 1 that would be recognisable to the residents decorate the room.

### **Downstairs corridor**

#### **Observations**

- There are handrails in the corridor.
- The corridor was decorated with pictures.
- The corridor appeared a little bit dark in places.
- Toilets along the corridor were clearly signed.

### **Lounge 3**

#### **Observations**

- This is used as a sensory room.

### **Lounge 4**

#### **Observations**

- This is used as a storeroom.

### **Lounge 6**

#### **Observations**

- This is very similar to Lounge 7 but with the addition of a balcony and birdbath.

### **Lounge 7**

#### **Observations**

- This is situated through an archway from Dining Room 2.
- There is seating for three and a television.

### **Lounge 8**

#### **Observations**

- This is used as a reminiscence room.
- To aid reminiscence, there is an old-fashioned fireplace with tissue paper flames, ornaments, an old telephone, books, records, a sing-along book, a talking points book and a wartime memory book.
- There is also a booklet of pictures that residents can point at to express their needs.
- A variety of craft materials are kept in this room.
- A mixture of different chairs is available in this room.

## Upstairs corridor

### Observations

- An evacuation chair and sledge and instructions are kept at the top of the stairs.
- Another evacuation sledge is kept at the other end of the corridor for the other staircase.
- Call system screens in the corridor show which resident has called for help.
- There are pictures along the corridor.
- There are handrails in the corridor.
- A treatment room and sluice are situated on this corridor.

## Lunch service

### Observations

- Residents were observed having lunch.
- Two hot options were available and the residents did not have to choose in advance.
- The kitchen seemed to be a long way from the dining rooms but food is distributed to them in hot trolleys.
- Supporting staff all wore blue aprons.
- As staff served lunch they were talking to the residents.
- Each resident was asked what they would like to drink.
- Staff members were observed offering and giving as much or as little help as and when needed and talking to residents at the same time.
- One of the options was fish and parsley sauce which was presented complete; this was given to one resident who did not want the sauce, a member of staff was going to scrape it off until another suggested getting a new meal plated up in the kitchen.
- Any relevant medication was distributed while the residents were in the dining room for them to take when they had finished eating.
- Some residents eat in their room; their food was taken to them on a covered tray.

## 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 5 surveys were returned within a two week timeframe.

### Resident Surveys

- Are you happy living at this home?
  - 4 out of 4 responses said yes.
- Do you feel respected as an individual at this home?
  - 4 out of 4 responses said yes.
- Can you make informed decisions about your daily life at this home?
  - 4 out of 4 responses said yes.

### Staff Surveys

- Do you feel there are enough registered nurses on shift at this nursing/residential home to meet the needs of the residents?
  - 1 out of 1 response said yes.
- Do you feel there are enough care assistants on shift at this nursing/residential home to meet the needs of the residents?
  - 1 out of 1 response said yes.
- Do you feel there are enough housekeeping staff on shift at this nursing/residential home to meet the needs of the residents?
  - 1 out of 1 response said yes.
- Are you satisfied with your present job?
  - 1 out of 1 response said yes.
- Do you feel that you are asked to do things against your better judgement?
  - 1 out of 1 response said no.
- Do you feel you have enough time to fulfil your duties on shift?
  - 1 out of 1 response said yes.
- Do you feel you receive adequate support at this nursing/residential home, both physically and emotionally?
  - 1 out of 1 response said yes.
- Do you feel your work is valued here at this nursing/residential home?
  - 1 out of 1 response said yes.

### Visitor Surveys

- No visitor surveys were returned within the two week timeframe.

## Conclusion

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During the visit it was apparent that trends were emerging, namely issues around:

- There was a slight smell of urine in parts of the building.
- Full bin liners were on the floor in Bathroom 1.
- A used glove was on the floor of Bathroom 2.
- The downstairs corridor appeared a little bit dark in places.

## Evidence of best practice

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Evidence of best practice include:

- Bedroom doors have room for the resident's name, room number and a picture of something that means something to them.
- A sign on the bedroom door denotes if and what help the resident needs in the event of an evacuation. This information is also kept on file.
- To aid reminiscence, Lounge 8 has an old-fashioned fireplace with tissue paper flames, ornaments, an old telephone, books, records, a sing-along book, a talking points book and a wartime memory book.

## Recommendations

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Recommendations include:

- If possible, a deep clean could be undertaken to help alleviate the unpleasant odours in parts of the building.
- The day's menu could be put on display as information for residents and visitors.
- Clean towels stored on open shelves could be covered.
- Bathroom 1 is in need of some redecoration.

## Service Provider Response

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There has been a change of management at The Park since the Enter and View visit, but the new manager has made the following comments:

- We are due to have a large refurbishment programme and there have already been improvements to staffing levels of permanent staff.
- With regards to the smell of urine that was noted on the inspection, we have improved our cleaning schedules and changed the chemicals we use so I am quite confident that this issue has now been fully resolved.