

Nelson Manor Care Home

Enter and View Report

Contact Details: Nelson Manor Care Home
247 Barkerhouse Road
Nelson
BB9 9NL

Staff Met During Visit: The Manager, Judy Molloy, the Governance Manager, Steven Briscoe, Lisa Spencer, Activities Coordinator and eight members of the care staff team

Date and Time of Visit: 4th February 2016 10:30am - 12:30

Healthwatch Lancashire Authorised Representatives:

Linda Brown (Lead)
Michele Chapman
Julie Downs
Debbie Mckno (Volunteer)

Introduction

This was an announced Enter and View visit undertaken by authorised representatives from Healthwatch Lancashire who have the authority to enter health and social care premises, announced or unannounced, to observe and assess the nature and quality of services and obtain the view of those people using the services.

This visit was arranged as part of Healthwatch Lancashire's Winter schedule. The aim is to observe services, consider how services may be improved and disseminate good practice. The team of trained Enter and View representatives record their observations along with feedback from residents, staff and, where possible, resident's families or friends.

The team compile a report reflecting these observations and feedback, making comment where appropriate. Their report is sent to the manager of the facility for validation of the facts. Any response from the manager is included with the final version of the report which is published on the Healthwatch Lancashire website at www.healthwatchlancashire.co.uk



DISCLAIMER

This report relates only to the service viewed at the time of the visit, and is only representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.

General Information

Nelson Manor Care Home is a Care Home with Nursing, privately owned by Great Marsden Residential Limited. Nelson Manor Care Home has places for 70 residents with 19 vacancies at the time of our visit. According to the website the home accommodates the needs of dementia, old age and physical disability. This is now over three floors; Care, Jubilee Dementia Unit and Nursing, with each unit having its own manager. We did not visit the nursing unit.

Acknowledgements

Healthwatch Lancashire would like to thank Judy Molloy, Steven Briscoe, Lisa Spencer, together with staff, residents and relatives at Nelson Manor Care Home for being so welcoming to us and for taking part in the visit.

Methodology

The Enter and View team visited Nelson Manor Care Home the morning of Thursday 4th February 2016. We spoke to seven residents, where possible, structuring our conversations around a questionnaire covering four themes (Environment, Care, Nutrition and Activities) designed to gather information concerning residents overall experience of living at Nelson Manor Care Home. In addition, we spoke to six staff, and where possible, friends and family. The team also recorded their own observations on the environment and facilities available at Nelson Manor Care Home.

These observations were scored on a scale of 1 to 5:

1 = Poor, 2 = Below Average, 3 = Average, 4 = Good, 5 = Very Good.



Enter & View Observations

Pre Visit

The team evaluated several areas prior to our visit including the informative value of the brochure and website together with the manner of response to any telephone enquiries.

Nelson Manor Care Home has an informative website but the brochure would not download and had to be requested. The brochure was not readily available at the home and only a non-removable copy could be found. When the initial phone call was made it was answered in a timely manner and the registered manager took my call and was very friendly and positive to our proposed visit.

The pre visit was scored as 4.5/5

Location

The location of the home is near to public transport and local amenities and within walking distance of local shops. The home was clearly signposted and although there is a large carpark there was not enough parking space for us at the time of our visit. There were notices in the window asking visitors not to park in front of them as it obscured the view from the residents. There was disabled parking space and access.

The location was scored as 4.5/5

External Environment

On arrival the team considered whether the external environment was pleasant, welcoming to visitors and if residents had the facilities to sit outside, when appropriate. The team found the external environment was well maintained with pleasant borders and planters. No seating was noted at the front of the building as it opened up onto the carpark but there was an enclosed and large attractive garden to the rear of the building complete with ample outdoor seating and tables. There were mature shrubs and trees and bird feeders to attract birds. We were told by the Activities Coordinator that residents can go for walks around the garden with support if they need

it rather than the longer walk to the local area. In addition to this, in another area, a greenhouse was situated for resident use.

On arrival it was noted that the entrance was secure and it was clear where visitors should report to. The door was attended to in a timely manner.

The external environment was scored as 5/5

Internal Environment - First Impressions

We were met and made to feel very welcome by the activities coordinator, who introduced herself and showed us around the facility until the manager was available to speak to us. We were offered a drink whilst the activities coordinator talked to us about the home and in particular her role within it. Our initial impression was that the home was pleasant and welcoming.

The internal environment - first impressions was scored as 5/5

Reception

The main reception area was modern and bright with a nice seating area complete with coffee table for visitors. It smelled pleasant and had flowers on the table. A white board had information about the names of staff on duty that day but there were no photographs to identify them. An activities schedule, on another white board, was printed out in small text which the coordinator acknowledged was rather small to read and would benefit from being larger. There was no visible information about up and coming social events or any activities that are planned within the local community or entertainment. The CQC report was available to read as was a dignity notice board and other information and leaflets. There was a notice which displayed the homes 'Values' and a suggestion box had been provided for feedback from family and friends.

A nostalgic sweet trolley was kept in the reception area and used for residents to choose sweets,

which were provided free of charge. This was brought round when there was a movie activity. The Enter & View poster was clearly displayed and representatives noted the use of a signing in book and a wall mounted electronic terminal which recorded and summarised staff attendance.

Each unit had its own small reception/office area.

The reception area was scored as 3.5/5

Corridors and Bathrooms

All corridors and bathrooms were bright or well-lit with a pleasant odour throughout the facility. The temperature was appropriate throughout the home. All communal areas were very clean, uncluttered and with sufficient space for walking frames and wheelchairs. The flooring was safe, and clean with the exception of a wet floor in one public bathroom which had recently been used; this was dealt with immediately when pointed out to a member of staff. All the bathrooms were modern and very well equipped for residents who needed assisted bathing, complete with all adaptations. Throughout the home the public bathrooms were signposted and spotlessly clean, with the exception of one unflushed toilet on the Jubilee unit which again was dealt with immediately it was highlighted. It was noted that there was a mild odour on the Jubilee unit on entry. All toilets had an adequate supply of toilet rolls, soap and paper towels. It was also noted that there was pictorial sign posting and colour contrasted yellow toilet doors, blue hand rails and toilet seats, where appropriate, assisting those with dementia needs. We were told that all bedrooms are en-suite.

Bedroom doors were painted different colours on the Jubilee unit but the pictorial signposting was all the same and lacked personalisation for identification.

The Jubilee unit corridors had been individually painted suggesting a more domestic setting to aid identification and assist navigation for residents.

Corridor and bathroom areas were scored 4/5

Lounges, Dining and other Public Areas

The public areas were noted to be very clean and homely with a nice view overlooking the garden in the downstairs lounge. A resident told us that the Patio doors are "locked in winter". Residents can go out but they have to ask staff to unlock the door. There was ample seating for residents in both lounges and dining rooms and in addition there was a number of small seating areas that could be used by residents. Fresh flowers were noted in the lounges and there were plenty of coffee tables for use by residents. It was noted that a box of toys had been provided for children to entertain themselves when visiting residents. The seating arrangement promoted social interaction and the TV was not intrusive to conversation. There was a 'Garden Lounge' on the Jubilee unit that was a full wall painted mural that gave the impression of looking out of a conservatory onto a garden' complete with colourful flowers, where residents seemed to enjoy sitting at the tables. The reminiscence lounge, also on the Jubilee Unit, had a full wall mural of a local landscape and comfortable sofa seating. However apart from the painting and a bookcase, with books that were not suitable for reminiscence and less accessible to people with dementia, there was little that promoted its namesake. The activity coordinator told us that she did bring residents into this room for specific reminiscence activity working from a small book. Where two corridors met, again on the Jubilee unit, there was an area painted and set out like an old kitchen; 'Betty's kitchen', complete with an overhead clothes airer, wooden kitchen table and chairs and was occupied by a couple of residents.

In the dining room on both floors the dining tables were attractively set for lunch complete with table clothes, crockery and table settings. Unfortunately, due to time restrictions we were not able to see the dining experience. A large menu whiteboard on the Jubilee unit was noted and we were shown the weekly menus. There appeared to be a very good and varied choice of meals with alternatives available.

The menu was very impressive and most of the residents we spoke to said they were happy with the meals, one person said they had improved.

The lounges, dining and other public areas were scored 4.5/5

Overall the Enter & View Project Officers rated the environment and facilities as 4.2 out of 5

Observations of Resident and Staff Interactions

The Enter and View team observed the interaction between staff and residents, staff numbers, response times and the quality of person centred care offered. It was noted that there appeared to be adequate numbers of staff on duty and we were told by staff and relatives that this had improved since the new manager had started. The staff all wore uniforms and identification. It was noticed that there was good interaction and 'banter' between the staff and residents on the residential care unit and that staff appeared to know the residents well. Residents we spoke to were aware of the new 'key worker' system, introduced by the new manager, and knew who they were. One call bell was heard ringing for approximately 5 minutes on the Jubilee unit otherwise very few call bells were heard and these were answered in a timely manner.

Photographs of residents engaged in activities and on days out were displayed in the home and many relatives were seen visiting. There was a large activity board on display in the dementia unit but the activities were not pictorial.

The activity coordinator works 25 hours across the three units so her time was limited on each unit, however she knew all the residents by their name. It was noted that during the winter months trips and outings appeared to diminish. It was noted by the team that activities could be more varied and with more opportunity for residents to join in social activities and events. There also appeared to be very little in the way of visual or appropriate reading material, such as appropriate books, talking books, magazines or newspapers. There is however a new café within the home where residents and visitors can go and enjoy this social experience and which seemed popular with visitors and residents.

Resident and staff interactions were scored 3/5

Additional Information

The Manager told us that:

- An additional coordinator for activities was going to be employed by the home.
- The manager aims to ensure that the activities are tailor made to the likes of the individual resident.
- They were trying to change attitudes from task orientation to be more flexible to the individual's needs.
- Staff were being encouraged to be more interactive with residents.
- We met a volunteer who helps out at the home with activities and visits residents.

Environment

Summary of responses:

- Most respondents were happy with their rooms.
- Most respondents felt they had privacy in their own rooms.
- Most respondents thought the home was pleasant and clean.
- Most respondents told us there was a quiet lounge available for them to use.
- All respondents told us there was a garden where they could sit out.

Quotes from residents:

“My room opens onto the garden - I have to switch the alarm off to go out”.

“My room is too small”.

“It’s quiet at night”.

“You get to know the staff - they’re like friends”.

“The home is clean”.

“The home is a very nice place”.

“I like to read so I use the quiet room all the time”.

“There are 2 or 3 different lounges I can use”.

“My family take me into the garden”.

“If you want to go out, even if it’s wet, just ask and staff will let people into garden”. (Door is kept locked)

Care

Summary of responses:

- All respondents felt they are treated with dignity and respect.
- All respondents said they could talk to a member of staff if they had any concerns.
- All respondents told us they felt safe.
- All respondents told us that call bells and requests for help were answered in a timely manner.
- All respondents told us they have a choice about when they get up and go to bed.

Quotes from residents:

“They’d do anything for me”.

“Some of them are nice. Laura is my key worker”.

“You can ask the staff anything”.

“Can talk to my key worker anytime”.

“I can lock my door but I don’t”.

Food and Nutrition

Summary of responses:

- Most respondents were happy with the food.
- All respondents told us they had a choice of menu.
- Most respondents said they always had drinks available to them.
- All respondents told us they were able to choose where they ate their meals - in the dining room or in their own rooms.

Quotes from residents:

“The food is better than it used to be. I don’t go hungry”.

“It’s a good menu. I have two meals and cooked breakfast”.

“I have a cooked meal at lunch, from two choices, and there is plenty of veg”.

“I can have a drink anytime”.

“I like to use the dining room. I have meals in my room when not well but I prefer dining in the dining room”.

Activities

Summary of responses:

- All respondents found the staff helpful and friendly.
- All respondents told us they could have visitors at any time.
- All respondents said there were activities and outings available for them to take part in.
- All respondents told us that they were supported to pursue their own interests.

Quotes from residents:

“Every Monday I join in the activities. There are trips during Summer, not as much in Winter. They are starting again and the home is getting a mini bus”.

“I listen to the wireless on my TV. Have a TV in my room”.

“Not been out for a bit due to the weather”.

“There are trips in better weather”.

“I like to do nothing.”

“I like jigsaws.”

“I tend to do quizzes but I’ve not been too well so I’ve not joined any activities”.

Relatives and Friends Views

Two visitors completed the 'Friends and Family' questionnaire.

Both respondents said that they have been very unhappy with the service generally but they were starting to see some improvements.

- One respondents told us their relative had made friends at the service.
- One respondent said that their relative did not feel safe at the service whilst the other did.
- Both respondents felt that they are not always kept informed about their relative and involved in care plans.
- Both respondents were unsure what the arrangements were for their relative in the event of an emergency.
- One respondent was encouraged to get involved in activities at the home whilst the other was not.
- One respondent was not satisfied with the level of support their relative receives from other local health services such as GPs, dentists, pharmacies. One did not answer this question.
- Neither respondents would recommend this service to others.

Quotes from relatives and friends

“There have been a lot of historic issues here, some improvements have been made”.

“The GP is reluctant to visit”.

“Currently this care home is improving, more time needs to be spent with residents”.

“I often get (name) ready meals.... The meals are repetitive and portion sizes are too small... Crockery is chipped...”

“The dementia unit has problems”

“I have had many problems with this facility...The home is very comfortable but has suffered from previous poor management. The staff, relatives and residents are working with the new manager to improve things.”

“We have not been kept informed by new members of staff and have requested a care plan.”

“With the new staff I feel I will know what arrangements are for my relative in an emergency”.

“There has been a big management shakeup. The service is improving; the new manager is really good”.

“I don't eat here because I'm never invited to and the meals are horrible. There has been a very slight improvement in the food. The soup and sandwiches are bland and residents are not encouraged to eat”.

Relatives we spoke to had some serious historical concerns that have been reported to the relevant agencies and acted upon, therefore they have not been documented in the report.

A Resident's daughter, told a representative that they reported their relatives watch and a blue badge has gone missing from their room. This was reported to management but as yet there has been no outcome noted. Since then the relative has seen the watch on another resident's wrist.

Staff Views

We had an opportunity to speak to six members of care staff about their experience of working at Nelson Manor Care Home.

- Almost all staff said there were enough staff when on duty .
- All staff felt supported to carry out person centred care.
- Almost all staff thought they had enough training to enable them to carry out their duties well.
- All staff reported being happy working here.
- All staff would be happy to recommend this home to a close relative.

Quotes from staff

“We generally get cover from other staff when there is staff sickness”.

“The current staffing levels are okay”.

“On days staff levels are okay but when on nights it can be quite pressured, one man wanders into other residents’ rooms so it can be difficult when trying to attend to another resident”.

“We get a lot of support from Debbie and Leanne”.

“There is a lot more support and more training with the new manager”.

“Fire safety. Moving & handling, Health & safety. Already got NVQ 3. Since the new manager started in October there’s been more training - Medication, DOLS, Mental Capacity Act, Safeguarding - face to face training - it’s been really good”.

“Only been here 4 weeks and I’m enjoying it”.

“Really impressed with the new manager. There’s a good team of staff”.

“I enjoy it here”.

“Oh yes I like working here- my priority is the residents”.

“I would definitely recommend this care home to my relative, there are some exceptional carers here”.

“Absolutely love it here - we have time for our set breaks.”

“I would recommend it here to anyone, it’s one of the best care homes I’ve known”.

Response from provider

No response provided:

The Registered Manager was given the opportunity to respond to the findings in this report prior to its publication. To date no response has been received.

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Lancashire

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