



Beechcroft
Nursing & Residential Home

Runcorn
8th January 2016



ACKNOWLEDGEMENTS

Healthwatch Halton would like to thank Healthwatch Halton would like to thank the Acting Manager, residents, relatives and friends and staff who gave us a warm welcome and spent time talking to us about their or their relative's experiences of living and working at the Home.

WHAT IS ENTER & VIEW

People who use health and social care services, their carers and the public generally, have expectations about the experience they want to have of those services and want the opportunity to express their views as to whether their expectations are met.

To enable Healthwatch Halton to carry out its activities effectively there will be times when it is helpful for authorised representatives to visit premises where services are being delivered to carry out an Enter & view visit.

An Enter & View visit is not designed to be an inspection, audit or an investigation, rather it is an opportunity for Healthwatch Halton to get a better understanding of the services by seeing it in action and talking to residents/patients/carers/relatives and staff. Healthwatch Halton seeks to identify and disseminate good practice wherever possible. However, if during a visit, we identify any aspects of a service that we have serious concerns about, then these concerns are to be referred to the appropriate regulator or commissioners of the service for investigation or rectification. Any safeguarding issues identified will be referred to the Local Authority.

The rectification of less serious issues may be directly with the service provider on the day of the visit.

Properly conducted and co-ordinated visits, carried out as part of a constructive relationship between Healthwatch Halton and organisations commissioning and/or providing health and social care services, may enable on-going service improvement. Healthwatch Halton's role is not to seek out faults with local services, but to consider the standard and provision of car services and how they may be improved.

VISIT DETAILS

Centre Details	
Name of care centre:	Beechcroft Nursing & Residential Home
Address:	Lapwing Grove Palacefields Runcorn Cheshire WA7 2 TP
Telephone number:	01928 718141
Email address:	beechcroft@hc-one.co.uk
Name of registered provider(s):	HC-One Limited
Name of registered manager (if applicable)	Mrs Ann Woods
Type of registration:	Nursing Home
Number of places registered:	66

The Enter and View Visit was conducted on January 8th 2016 from 10 am-12pm

The Healthwatch Halton Enter and View Team were:

- Irene Bramwell
- Lyndsay Bushell
- Susan Ellison

Disclaimer

Our report relates to this specific visit to the service, at a particular point in time, and is not representative of all service users, but is a snapshot view of the service at the time of the visit..

This report is written by volunteer Enter and View authorised representatives who carried out the visit on behalf of Healthwatch Halton.

OBSERVATIONS

Beechcroft Nursing and Residential Home is situated in a residential area in Runcorn, and within walking distance to local shops, churches and a local bus route. The Home is accessible by wheelchair and there is parking space including disabled car parking spaces both at the front and rear of the Home. The outer buildings and gardens of the Home are clean and maintained to a good standard. There is a designated sheltered area in the rear garden for residents who wish to smoke.

Entry to the Home is accessed using a doorbell however, on our visit, there was a short delay whilst waiting for a member of staff to open the door. The reception area presented as fresh, clean and uncluttered, a signing in book and pen was available for visitors. In addition a comment box was available for residents' families and friends to feedback their experiences of the care Home to the provider. The latest up-to-date Home registration and insurance certificates were also on display in the reception area.

The Acting Manager, Vicki Brannigan, welcomed the team and explained that as the former manager had left, she had been Acting Manager for the past ten months.

A member of the visiting team discussed the role of Healthwatch Halton and the purpose of the visit.

Vicki explained that the Home is registered to care for 66 residents with 41 nursing beds and 25 residential beds. They employ 55 members of staff but are currently in the process of recruiting a nursing assistant, as there is a national shortage of nurses. Prior to admission, residents are assessed to identify their medical and social care needs.

A diverse range of services, including nursing care, residential care, intermediate care, respite breaks and end of life care are offered to residents. The Home encourages memory books for residents and remembering-together services.

The visiting team enquired about staff training. We were told that staff have been trained in safeguarding and are aware of local safeguarding procedures, and there is a wide range of training courses both in house and external. All staff are required to undertake mandatory training including in palliative care, which is provided by Halton Haven Hospice.

The Home has an open door policy with regard to the complaints procedure, and the Acting Manager told the team that she is happy for residents' families and visitors to raise any concerns they may have with the care provided and told us that residents and family members are aware of the complaints procedure. The Home holds regular resident and family meetings, however they are poorly attended.

The administration of drugs in the Home is undertaken by nursing staff and senior carers, following in-house Pharmacist training. Residents have access to other healthcare services such as Hearing Aid Services, six week Chiropody appointments. Dental and optician

appointments are provided on an 'as and when needed basis'. We were told residents are able to keep their own GP and have access to Physiotherapy and Tissue Viability Nursing services when needed.

Other services available to residents include hairdressing and access to Aromatherapy, which incurred a small charge. There is a laundry service is on site.

We asked about pets being allowed into the Home and were told that a resident has had a budgie living at the Home, however the general rule is that residents cannot bring their pets with them during their stay, although visitors can bring pets (owned by the resident) to visit. Residents are supported to use their own mobile phones.

During the tour, dining rooms appeared clean, bright and uncluttered and dining tables were set for lunch. There was a worded menu card available for residents, showing the choice of meals served for lunch and to promote choice and the nutritional needs of residents. The visiting team felt that some residents could possibly benefit if the menu cards included photographs or pictures of meals available.

We were told that resident's special dietary needs are catered for within the Home. A choice of menu and alternative choice of meals is available 'within reason' as the Home employs a full time chef. We were told that residents can choose to eat their meals in their rooms and have access to snacks and drinks throughout the day. However, whilst there were juice dispensers available in the lounge areas, it was noted that there were no cups available in one lounge and only one cup available in another, for residents to use.

The Home employs an activities coordinator to engage residents in different activities, including art and craft sessions, such as knitting and ceramics and we were told that the majority of residents enjoyed playing Bingo.

The activities coordinator also said that the Home encourages the local school and church to be involved with the Home. The school had provided a carol singing concert over the Christmas period, and musicians and singers visit the Home.

Fundraising events such as a summer fair, where donkey rides, at a small charge, were provided for children in the community and a Halloween event were very successful.

There is a Mini-Bus attached to the Home which enables residents to engage in outside activities. A recent activity included a trip to the Maritime Museum in Liverpool, and there are regular trips to local markets. To meet the spiritual needs of residents, access to religious services are provided through lay preachers visiting the Home to administer Holy Communion or residents can visit the local church.

We were given the opportunity to tour the Home and we were told that residents can furnish their rooms to their own personal taste and each individual resident's room had a name plate to aid orientation. Staff wore uniforms. The Home is split into two units Residential and nursing and both have their own lounge and dining rooms.

We noted that toilets and bathrooms could benefit from dementia friendly signage, to help residents with orientation to the communal toilets. On entering the residential unit, some team members noticed there was a strong, pervading odour of urine, which was also noticed in other areas of the Home during the visit. A visiting team member noted that in one of the bathrooms there were stains in the bath and on the bath chair, and this was mentioned to Vicki at the end of the visit.

We also noted that in both units there were areas that could benefit from redecoration as some doors were scuffed and some areas appeared worn and jaded. Communal corridors in the Home were wide, uncluttered and wheelchair accessible and temperatures throughout the Home were comfortable.

Televisions were on in the lounge areas and volumes were at an appropriate level. It was noted that in the lounge in the residential unit, the vast majority of residents were sleeping in chairs, and that the lounge was not supervised by staff at the time of the visit.

We introduced ourselves to residents in the communal lounge and discussed their experience of the care provided. Comments included *'I do lots of activities, I can get up when I want and go to bed when I want to. I normally go to my own room about five o'clock and watch TV' 'The chiropodist comes in and does my feet , I like to get a bath but sometimes the staff are too busy to do it but they do it in the end '.*

During the visit we were able to speak to a family member who told us, *"The staff are really nice in here, my mother would not eat and was losing weight however, and she has started to put it back on since she has been in here. She is a lot better and they look after her. We have no problems with the staff they really look after her."*

Another visitor said, *"I think the Home should stock more continence pads, I do not think they have enough pads for residents including my mum. I think communication between the staff and family could be improved regarding my mother's care."*

Throughout the visit, we found interaction between family visitors and staff was calm, friendly and dignified. Team members were only able to speak with the residents who were not sleeping at the time of the visit. Our observations were that residents appeared settled on both units and interactions between residents were calm and friendly.

At the end of the visit we discussed our findings with the Acting Manager who thanked the team for bringing them to her attention. However, she believed that the Home always has sufficient continence pads for residents. Also she told us that she did not feel that the Home would benefit from dementia friendly signage, as only a small percentage of residents had a mild form of dementia. Vicki agreed with the team that some of the carpets in the Home needed replacing and this would be part of ongoing maintenance.

On leaving the Home any immediate concerns were raised with the relevant bodies and will be followed up through the appropriate channels.

SUMMARY

Beechcroft Nursing and Residential Home is situated in a residential area in Runcorn, and within walking distance to local shops, churches and a local bus route. The Home is accessible by wheelchair and there is parking space including disabled car parking spaces both at the front and rear of the Home.

Beechcroft has a wide range of staff who care for up to 60 residents. All staff are required to undertake mandatory training which includes safeguarding. The Home employs an activity coordinator who supports residents to engage in a broad range of activities.

The Home is in need of some refurbishment as certain areas appeared in need of decoration.

Residents have access to primary care services which includes GPs; Audiology; Dental; Optical and Chiropody. In addition residents have access to a Hairdressing Service and Aroma therapy services for a small charge. The Home engages residents in a wide range of activities and a mini bus is available for residents to visit local markets and areas of interest.

RECOMMENDATIONS

- 1. Signage:** It was felt by the visiting team that refurbishment would benefit residents if it included dementia friendly signage throughout the Home on Menu cards; communal bathrooms and toilets. This would help residents in their choice of meals, aid orientation to communal toilets thus helping to promote the dignity of those residents diagnosed with dementia
- 2. Odours:** Ensure regular use of the various specialised products available to reduce odours within the Home. Ensure that communal toilets are checked and cleaned frequently.
- 3. Access to drinks:** Ensure there are cups available at all times to enable residents to make use of the juice dispensers.

APPENDIX 1

The following comments contain responses from residents and family members.

Visitors' Comments

- *The staff are really nice in here*
- *My mother would not eat and was losing weight she has started to put it back on since she has been in here*
- *My mum is a lot better and they look after her we have no problems with the staff they really look after her. She can have what she wants and nothing is too much trouble*
- *The staff are fabulous in here they really look after everyone*
- *I think the Home should stock more continence pads, I do not think they have enough pads for residents including my mum.*
- *I think communication between the staff and family could be improved regarding my mother's care.*

Residents' Comments

- *I do loads of activities with the activity coordinator*
- *I can get up when I want and go to bed when I want*
- *I have knitted scarves for the staff. I enjoy knitting*
- *I enjoy doing word search books*
- *When I came here I did not know anyone but I soon got to know them all*
- *I get on with all the staff they are lovely*
- *I get my hair done every week the hairdresser comes in to do it which is good*
- *I never walked for eight years until I came here, I just decided to stand up one day and I took a few steps*
- *I like to get a bath but sometimes the staff are too busy, but they help me in the end*
- *I do not mind the meals, it is mainly lamb, beef or chicken soup sometimes. I am not fussy on lamb though*
- *The Chiropodist will come in and do my feet*
- *I have my own mobile phone and phone my daughters when I want to.*
- *I can have a drink and a snack when I want. You only have to ask*
- *I do craftwork it is really good I enjoy doing craftwork it passes the time*

👉 *I like to do ceramics it is really interesting*

👉 *I like going to the market to buy clothes. You can get some nice clothes in Widnes Market.*

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