

Guy's Court Nursing Home

Enter and View Report

Contact Details: Guy's Court Nursing Home
409 Poulton Rd
Fleetwood
FY77JY

Staff Met During Visit: Bernadette Croston (Manager) plus 4 members of the care staff team.

Date and Time of Visit: Thursday 18th February 2016, 10.30am to 12.30pm

Healthwatch Lancashire Authorised Representatives:

Linda Brown (Lead)
Michele Chapman
Julie Downs
Becky Willshaw
Tim Snashall

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 authorised 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. The 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

Guy's Court Nursing Home is a nursing home privately owned by Embrace (UK) Ltd. Guys Court Nursing Home has places for 35 residents with no vacancies and a short waiting list at the time of our visit. According to the company website the home accommodates the needs of Dementia and Alzheimer's. Specialist categories include: end of life care.

Acknowledgements

Healthwatch Lancashire would like to thank Bernadette Croston; the Registered Manager, together with staff and residents at Guy's Court Nursing Home for being so welcoming to us and for taking part in the visit.

Methodology

The Enter and View team visited Guy's Court Nursing Home on the 18th February 2016.

We spoke to 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 Guy's Court Nursing Home, in addition, we spoke to staff, and where possible, friends and family.

The team also recorded their own observations on the environment and facilities available at Guy's Court Nursing 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 the visit including the informative value of the brochure and website together with the manner of response to any telephone enquiries.

Information about the home can be found on the company website Embrace (UK) Ltd. The website was interactive but there did not appear to be a printable brochure.

Our initial phone contacts were received very positively by the Manager who seemed very open and welcoming to our visit. Our phone contacts were answered in a timely manner.

The pre visit was scored as 4.5/5

Location

Guy's Court Nursing Home is situated on a main road in a residential area of Fleetwood. It is close to local amenities and public transport routes. The home was clearly sign posted and there was disabled access to the home. There was very limited car parking to the rear of the property, accessed from an adjacent street but it was not clearly sign posted. On street parking was available outside the home.

The location was scored as 4 /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 pleasant and well maintained. The property was set back a few metres from the street with no room for outside seating at the front of the property. Outside seating at the rear of the property was very limited with just a small seating area next to the car park. A fence enclosed the small lawn, bench seat and table from the carpark. The entrance to the home was secure and it was

clear where visitors should report to. On our arrival the door was answered in a timely manner.

The external environment was scored as 3.5/5

Internal Environment - First Impressions

Bernadette, the Manager, introduced herself and greeted us in a friendly and welcoming manner as did other members of staff. Bernadette made herself available to us throughout our visit and took the time to tell us about the home as we were offered a cup of tea.

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

Reception

There was a small reception area with a single chair situated towards the end of the side corridor. We were invited to sign the visitors book in use. Informative notice boards were displayed in the reception area such as, a Dignity and Whistleblowing Policy, the Managers availability and information about the Fylde and Wyre Advocacy Service. Photographs and names of staff were visible on the adjacent wall of the corridor. Feedback about the home from an annual Mori poll of residents and relatives was on display. This showed a very high level of satisfaction in terms of care, comfort, choice and quality of life.

Age appropriate music was heard in reception for residents to enjoy as were fresh flowers. The Healthwatch Lancashire poster was displayed prominently in the front porch window.

The reception area was scored as 4/5

Corridors and Bathrooms

Most communal areas were well lit and the flooring appeared to be safe and unworn. All communal areas and corridors had sufficient space for wheel chairs and walking frames and were clutter free. It was noted that in some areas there was a discernible odour particularly on the

upper floor. The room temperatures appeared appropriate.

It was considered that whilst efforts had been made to signpost the downstairs bathrooms to be dementia friendly, there were no colour contrasting toilet seats, hand rails or taps. Bedroom doors on the upstairs floor were not dementia friendly. The majority of doors had no identification except for being painted different colours and to look like a front door. The corridors on the upper floor were very narrow and lacked any sign posting to aid navigation for residents. The Manager told us that names and some personalisation had been put on doors but that residents had removed them. The upper floor was in need of redecoration and we were told that a refurbishment has been planned for April 2016. Some bedrooms had already been decorated. All public bathrooms and toilets had appropriate adaptations and were clean with an adequate supply of toilet rolls, soap and hand towels, they were not however dementia friendly.

A bath seat appeared rusty but the Manager informed us that the bathroom and equipment had been identified for replacing.

The corridors and bathroom areas were scored 3/5

Lounges, Dining and other Public Areas

The Manager informed us that the home is predominantly a nursing home set out over three floors with ten beds on the top floor, seventeen beds on the middle floor and eight beds on the ground floor. At present there is a dementia unit on the top floor complete with its own dining room and lounge. The home is however in the process of integrating residents from the dementia unit into using the facilities downstairs.

It was noted that public areas were homely and comfortable but will benefit from the planned refurbishment. The home has a large downstairs lounge and a smaller lounge-dining area in a conservatory, which is also used as 'Guys Social Club', complete with imitation bottle optics and bar. We were informed that parties and the 'Summer Fayre' are held here. The lounge areas were pleasant with soft furnishings, tables and

decorative touches. Large clocks were evident in the lounge areas and the home appeared clean throughout.

There was plenty of seating for residents in the newly refurbished dining room named 'Guy's Bistro', which was very spacious and airy. The Bistro overlooked the small garden area, which the Manager told us is also scheduled for a makeover. The café style tables were set for lunch complete with table cloths, purpose made washable napkins, crockery, flowers in wine bottles and the day's menu. This is a really lovely addition to the home and the Manager, staff and residents were enthusiastic about using it to promote "a community within a community".

The home also has a dedicated hairdressing room, 'Guys and Dolls' which was very pleasant and where residents could enjoy a hairdressing experience from their own preferred hairdresser or use the one who visits the home.

The lounges, dining and other public areas were scored 4/5

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.

At the time of our visit there appeared to be adequate numbers of staff on duty and staff were actively engaged in caring for the residents. Staff appeared to know residents well and by name, speaking to them with kindness and respect. Call bells were answered in a timely manner as were requests for assistance. Signs were displayed on bathroom and bedroom doors where personal care was taking place so that visitors and staff knew residents were receiving care.

Residents were noted to be either in their rooms or occupying the public areas such as the large lounge or social room. We were told by the Manager that residents sat with their friends and although the seating in the large lounge was around the edges it was evident that there were residents who preferred to sit together. Two residents had their own two seater sofa where they always sat together. The television did not

impede on conversation.

In the upstairs lounge, a carer was observed interacting with a resident, using music CDs as prompts for reminiscence, which the resident seemed to be enjoying.

The home has an Activities Coordinator who runs 'OOMPH' (Our Organisation Makes People Happy) exercise classes which are designed to improve mobility, social interaction and mental stimulation through singing, music and movement, tailored to the needs of the residents.

A four week activities schedule was on display at reception and we were told by the Manager that "there is always something going on at the home" such as entertainment in the form of singers and a carer who also does a magic show for the residents on occasion.

Guy's Social Club has a 'Midnight Group' where some residents stay up late to watch a film and have a late supper. Men can have a darts evening with a pint of shandy and there are also ladies 'get-togethers'. Residents can also have meals out if they want to.

The home has a library service and newspapers delivered daily.

Resident and staff interactions were scored 4.5/5

Overall the Enter and View Project Officers rated the environment and facilities as 4.1 /5

Additional Information

The Manager told us that:

- There was a large investment from Embrace to refurbish and improve the fabric of the home to commence in April 2016.
- A new mini bus has been purchased to offer residents more opportunities for trips out.
- The Manager was very passionate about the home being a “community within a community” and worked very hard to ensure that the experience of living at Guy’s Court “felt like a family”. The Manager has involved the residents in her daughter’s wedding plans; for example, by showing them the wedding dress and cake.
- Two handymen worked at the home, one permanent and one on call 24/7.
- The Manager has staff team building nights such as bowling where the residents get to choose the teams.

Environment

Residents Views from eight residents

Summary of Responses

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

Quotes from residents:

“I like my room, I have my own TV.”

“It’s like being at home.”

“My room is big enough.”

“Nobody bothers you.”

“I like to keep my door open all day and night.”

“The home is kept pleasant and clean.”

“The home is spotless, everything is cleaned every day.”

“I have my room if visitors come and we want to be in a quiet area.”

“The conservatory in the social lounge is used when we have visitors.”

“I get taken out by my relatives and go all over the place.”

“There is only a bench outside.”

“When my visitors come we can sit outside.”

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 at Guy's Court Nursing Home.
- 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 look after us without a doubt.”

“The way staff treat us is one of the best things about living here.”

“They look after us very well; the boss would see to that.”

“I can talk to any of the staff and they listen.”

“Any problems get sorted out.”

“The staff attend to call bells. One man fell and they came very quickly.”

“There are call bells everywhere in the home.”

“I have a choice about when I get up and go to bed. I have to be patient at times but that's understandable.”

Food and Nutrition

Summary of responses:

- All respondents were happy with the food.
- All respondents told us they had a choice of menu.
- All 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:

“I can’t fault the food.”

“The meals are very good.”

“I like the braised steak.”

“There’s a beautiful area to eat. It’s better than a hotel.”

Activities

Summary of responses:

- Most respondents found the staff helpful and friendly, one resident was unsure.
- All respondents told us they could have visitors at any time.
- All but one of the respondents said there were activities and outings available for them to take part in.
- A number of respondents told us that they were supported to pursue their own interests, some were unsure and others felt they were not supported to pursue their own interests.

Quotes from residents:

“Most of the staff are friendly, some are not as sociable.”

“I definitely find the staff helpful and friendly.”

“Most of the staff are helpful and friendly, they are overworked a bit but they do their best.”

“I play cards all of the time.”

“I don’t want to take part; my family take me out in the car.”

“There are no activities that I want to do. There is mostly singing, dominoes and playing cards at night.”

“There are lots of activities, we had a singer yesterday for two hours.”

“I’d like to get out more with a mobility scooter but I don’t have it now.”

“All I like to do now is talk to people and take it easy.”

“I’m not asked what I’m interested in really. I used to like sport, now I watch it on TV.”

“There is a day out of your choice if you are resident of the week.”

Relatives and Friends Views

Summary of responses:

No visitors were present at the time of our visit so the 'Friends and Family' questionnaire was not undertaken.

Staff Views

We had an opportunity to speak to four members of care staff about their experience of working at Guys Court Nursing Home.

Summary of staff responses:

- Half of the staff said there were enough staff when on duty.
- All staff felt supported to carry out person centred care.
- All staff thought they had enough training to enable them to carry out their duties well.
- All staff reported being happy working at Guy's Court Nursing Home.
- All staff would be happy to recommend Guy's Court Nursing Home to a close relative.

Quotes from staff:

“We mostly have enough staff on duty.”

“We usually have enough staff, except for annual leave and sickness when we use bank staff.”

“There is plenty of training.”

“I love it here; I wouldn't be anywhere else.”

“Absolutely, one of the best homes to work in.”

“I've been here 20 years.”

“I would definitely recommend it to my friends and family.”

“My auntie and mum lived at the home.”

A member of staff did not want to comment about staffing levels.

Response from provider

Results of the Enter and View visit were fed back to registered Manager, Bernadette Croston who provided the response below.

“Thank you for your visit to Guys Court. I think it was a true reflection of the homely atmosphere experienced by residents at Guys Court. We are about to commence a full refurbishment of the home which will add to the already positive atmosphere.”

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