

Healthwatch Cheshire West Enter and View Report	
Enter and View Visit to	Kingscourt Nursing Home Newton Lane Hoole Chester CH2 3RB
Date	3 rd August 2016
Authorised Representatives	Elizabeth Bott and Andrew Firman
Staff Present	Justine Hughes - Manager and Gosia Krzeczowska - Deputy Manager
Background	Healthwatch Cheshire West published a detailed Enter & View Report following a visit in June 2015. See: http://www.healthwatchcwac.org.uk/sites/default/files/kingscourt_hoole_chester_-_4th_june_2015_0.pdf At the time of this visit there was a Senior Springcare Acting Manager, Sue Jones, in place and a number of suggestions for improvement were made in the report. The purpose of this follow-up visit was to check out the current management arrangements and whether any progress had been made in implementing the suggestions.
Overall Impression	The experienced new manager, Justine Hughes, who has been in post from April - for just four months, shows every sign of bringing the stability the home needed. She is adopting a 'hands on' approach, has regular staff meetings and quarterly meetings for residents and families. Both she and her well esteemed, lively deputy felt that staff morale was improving with their good and willing team. Some of the suggestions in the last Healthwatch report had been implemented with others to follow.
Any ideas or suggestions for improving service?	<ul style="list-style-type: none"> • Really press the Springcare Group to bring in a new call bell arrangement to avoid the intrusive and frequent buzzing. <i>Representatives experienced the buzzer several times and felt it was very intrusive.</i> • The external front paved area is uneven and needs re-laying professionally. • Provide a new display board in the dining room for menus and imaginatively use the activities board to show the forthcoming programme.

Environment

We found that the clean and well-maintained environment was still kept to a high standard but noted that the call bell continued to be seriously intrusive and that some areas did need re-decoration. The maintenance man appeared to be kept busy. Beyond his brief is the paved front area which has not been laid to a good standard, is uneven, and is a potential hazard to those unsteady on their feet and also to wheelchair users.

A new board is needed in the dining room to display menus.

A helpful 'who's who' board is being planned by the manager.

Representatives noted that the water temperature in the top floor bathroom had not been recorded on the sheet provided for the last four days. This was brought to the attention of the manager who said she would investigate the matter.

Health and Wellbeing

Staff made it quite clear that they did not see themselves as capable and properly equipped to cope with and care for residents who were becoming significantly confused as well as their general nursing needs. We heard one resident with apparently a serious level of dementia making vocal sounds in his room. We were told that arrangements were in process of being made for this residents transfer to a 'more suitable' care situation, although we understood that relatives felt he would be better off remaining at Kingscourt, the home he was familiar with and had been living in for some years.

All the staff continued to be pleased by the strong and responsive support they and their residents receive at Kingscourt from the GP practice team [Park Medical Centre] sited next door.

Springcare provides a number of the necessary services with contracted service staff visiting its care homes as appropriate/in turn. At intervals Kingscourt is provided with a physiotherapist, also a podiatrist. Representatives wondered on reflection as to the frequency of these visits and whether, for example, the physiotherapy service was accessed often enough by residents who could benefit from it. When talking with some residents in a lounge, one of the representatives was spoken to by a resident who said she badly needed help because her hand was painful and the fingers were not now working. The manager who happened to be very nearby told her that she would put her on the list to see the physiotherapist.

Staffing - Representatives felt that staffing levels (same as reported last year) were adequate to meet the needs of the 34 residents, the majority of whom have nursing needs, although the manager told us that she was short of night staff employed by Kingscourt itself. The Springcare organisation has a bank of relief staff which is helpful. The home makes good use of the 'hospital at home' service, for example to administer intravenous antibiotics, to enhance what its own nurses can do and reduce the necessity for residents to visit or be admitted to hospital.

One of the two chefs at the time of our visit was on sick leave and we met the enthusiastic activity co-ordinator, Simone, who was also temporarily standing in as cook. The kitchen hygiene rating has been maintained at level five.

Representatives were informed that staff lunch breaks were now more staggered in order to ensure more care staff would be on duty over this busy period.

Training - The deputy manager was very helpful on our visit and has experience of working with EMI residents. She is also, with the manager, carrying out 'deprivation of liberty' training with the staff and is being funded by Springcare to extend her NVQ qualifications

to level five.

The intention to train care staff additionally to administer medication to reduce the workload of trained nurses has yet to be implemented.

Care Planning - The former 'resident of the week' scheme has been replaced with 'resident of the day' when their care plan is reviewed, thereby ensuring that all residents' care plans are reviewed monthly.

Activities and Community Links

In addition to the various activities reported last year, we were told that a minibus owned by Springcare enabled residents to be taken out on trips every Friday. Representatives noted that the activities programme was not displayed on the notice board provided.

Feedback

One of the residents told us when referring to the staff that, "*They're very nice here.*" She added, "*I like the food.*"

Several residents the representatives conversed with expressed the view that they were well looked after. Some were in their 10th decade! Various staff spoken to also seemed generally happy now with their work situation at Kingscourt.

Additional Comments

Representatives witnessed the manager being available and responsive to a visiting relative with an issue which appeared to be dealt with efficiently.

Feedback from Provider of Service

No feedback received at time of publication.