

## New Park House

### Date & Time of Visit

22<sup>th</sup> August 2016 13:30

### Name of Service Provider and Premises visited

Safe Harbor Group

New Park House

### Registered Home Manager

Emily Crosby-Holland

### Authorized Representatives

Barbara Mawby, Paul Astley

### Purpose of the Visit

Healthwatch Stoke-on-Trent, in partnership with the City Council, has introduced a Dignity and Respect Charter which applies to every resident receiving care. Our visit was to assess how this is perceived by both residents and staff.

### New Park House

New Park House is made up of four units delivering both residential and nursing care. At the time of visit it had an occupancy of seventy-two.

### Methodology

- As the Manager was not available, members were able to talk to the owner who was extremely helpful and supplied a great deal of information;
- Brief conversations were also held with a small number of patients and staff;
- Members were able to walk around the unit and view the available facilities.

### Findings

#### Environment

This is a large unit and is in various states of repair. Mostly, the dining and communal areas appeared clean, light and appropriately equipped with televisions and seating etc. The kitchenette we saw had the appropriate notices about allergens and hygiene and we were pleased to note that Park House had achieved a hygiene rating of 5, although members did not visit the main kitchen.

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Volunteers were able to access rooms with residents which had been very much personalised with their own belongings and suitably felt like their own. It was also noted that residents had photographs of themselves and something of their personality at the entrance to their rooms.

The standard of repair varies across the establishment. For example, while communal seating areas are clean and well kept, some places in corridors have carpets which need replacing and are held together with duct tape. There are older items and features deliberately kept to aid reminiscence. First floor nursing could do with some updating.

The grounds are very pleasant and there is a courtyard used for gardening activities which is well maintained.

Members noted that whilst most WC's were clean, this could not be said for all.

Magnetic door locks and keypads are used to keep residents safe.

### **Activities**

Volunteers were able to talk to activity staff. It was found that activities include gardening (Wednesdays) and knitting as well as an organist that sometimes attends. An activities staff member told us about their reminiscence box. Members were also able to witness some physical activity such as ball catching. It was noted that there had been a recent trip to Trentham Gardens.

Staff told us that there are residents meetings where they are able to suggest activities. Birthdays are celebrated and members noted a monthly newsletter.

### **Dignity and Respect**

We found a Dementia Friends scheme which the staff we spoke to felt enthusiastic about. Members noted posters on notice boards that mentioned dignity and respect for which there is a member of staff who is champion.

### **Staff Comments**

Staff described enjoying working in the unit. They described being qualified to either NVQ level 2 or 3. Training such as safeguarding, infection control and food safety amongst others are delivered on site. Members were able to sit in on a session on infection control delivered by a specialist nurse from Stoke and Staffordshire Partnership NHS Trust.

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### Patient/Relative Comments

Members were able to speak to several residents. One, who had been there for six years explained how he immediately felt comfortable there. All of the patients spoken to reacted positively and were keen to talk.

However, some relatives we spoke to had concerns. One mentioned how she perceived a lack of staff, describing how she rarely saw staff in attendance when she visited. It should be noted that the person she was visiting had been waiting for three hours to be taken to the toilet and now needed changing. Indeed, members noted a strong odour whilst walking a corridor suggesting that there may be some truth in this.

### Healthwatch Comments

#### Recommendations

A suggestion would be to build upon the work already done through the residents meeting by tracking outcomes and promoting the success of this through 'you said, we did'. As this appears to be the main means of patient feedback, it could be more widely promoted.

Although there is a dignity and respect champion, there is no reference to the Stoke-on-Trent Dignity and Respect Charter. Healthwatch Stoke-on-Trent could supply literature to assist in this and could deliver a presentation describing it to residents or staff.

There are some areas of the building that need updating and attention is brought to the condition of the carpets, particularly in the corridors which may cause problems.

We were informed by the Manager of another Care Home in the Safe Harbor Group (during a separate Enter and View visit) that New Park was the location where most training was carried out. Healthwatch Stoke-on-Trent believes that New Park should be improved, regarding (perceived) staffing levels and state of repair of the Home.

We would wish to re-visit New Park early in 2017 to see which, if any, recommendations have been implemented.

In the meantime, we wish to thank the Owner and the staff at New Park for their time and cooperation.

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