



## ENTER AND VIEW

### SPRINGBANK NURSING HOME

Part of the Healthwatch Staffordshire remit is to carry out Enter and View Visits. Healthwatch Staffordshire Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand. Healthwatch Staffordshire Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Staffordshire safeguarding policy, the service manager will be informed and the visit will end. The Local Authority Safeguarding Team will also be informed.

*Provider Details*

**Name:** Springbank Nursing Home

**Address:** Millhayes Road, Knypersley, S-on-T, ST8 7PS

**Service Type:** Nursing and Dementia

**Date of Visit:** 4<sup>th</sup> November 2016

*Authorised Representatives*

**Name:** Glenys Robinson

**Role:** Author

**Name:** Sandy Turner

**Role:** Observers

*Purpose of Visit*

To check whether previous concerns raised by CQC on visits in October 2015 and April 2016 had been addressed: - Namely

The service was not consistently caring. People were not always supported to have their care in an environment that protected their privacy and dignity.

People told us they were treated with care and given choices. However, improvements were needed to the way the provider offered choices at lunchtime.

People and their relatives were not always involved in planning their care. Staff had a varied knowledge of people's care preferences. This meant that people were at risk of receiving inconsistent care.

We saw written evidence that all staff had now been trained in the use of topical creams, this was also documented in residents' rooms, and all nutritional needs were monitored, individual health needs documented and catered for, meal choices were displayed in the dining room and residents' individual choices met. Both residents and their representatives were included in planning care and privacy and dignity was preserved at all times by staff and the measures they took to ensure that others did not enter the bedroom while this was taking place, by putting a notice on the door.

## *Physical Environment*

### **External**

The outside of Springbank Nursing Home was neat and tidy, the gardens were well kept and the grounds free from litter, there was adequate car parking. All paintwork appeared to be freshly done. The entrance door was well signposted and easily accessible, there is a locked front door with a push button intercom system. The door was opened promptly by the admin officer who was very welcoming, asked us to sign the visitors book in the hallway and then went to fetch the Manager. There was no CCTV.

### **Internal**

The Reception desk is immediately to the left of the inside door with the Manager's Office next to it, this opens onto a light airy dining room which, whilst we were there, was set for lunch with nice table clothes and mats. ALL furniture has recently been replaced and colourful soft furnishings and pictures on the walls added, the whole effect is very pleasing to the eye.

The only odour in the Home being freshly cooked food coming from the kitchen. Residents bedroom walls can be decorated in whatever colour they choose as the overall ethos of Springbank is that it is their home and therefore they should be able to have the colour they like best.

There is a lounge on both the ground and first floor - again pleasantly furnished, both have televisions in them and the upstairs one has a computer on desks at both ends.

We went into numerous toilets and bathrooms which were spotlessly clean and odourless, with the lights switching on automatically when the door opened. One of the bathrooms had textured walls which we asked about and it was explained that this is for residents with advanced dementia who liked to touch the texturing whilst having personal care administered as it acted as a distraction.

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## *Resident Numbers*

Capacity - 40 residents

Present occupancy - 31

Comprising - 17 Nursing - 4 Continuing Health Care - 9 residential - 1 respite

There are 28 single rooms and 6 double

5 rooms are 'en suite'

### *Staff Numbers*

8 Registered Nurses  
26 Carers  
2 Activity Coordinators  
6 Domestic  
2 Maintenance  
2 Administration  
4 Catering

### *Agency Usage*

Previously there had been a high level of Agency usage, it had now been cut CONSIDERABLY by the new Manager who will only use them in an emergency and then only have staff who have worked at Springbank previously and know the residents.

### *Resident Experiences and Observations*

We spoke with several residents ALL of whom had only positive things to say about their care, staff and food. Should a resident wake up early they can have breakfast at 6.30 am if required. All rooms were light, airy and nicely furnished with their personal possessions around them. Each resident was given the choice of which clothing to wear every morning, it did not have to be laid out the night before.

Food choices were given on the day as it was felt that on one day you should not have to decide what you wanted to eat the following day. Residents also chose where they would like to eat, in the dining room or in their bedroom.

Care was given in such a way as to preserve the dignity of the resident and all trolleys were equipped with signs which were hung on the bedroom door if personal care was being given and other staff instructed to knock and await a call to come in before entering, we saw this on two of the bedroom doors whilst we were looking round.

A GP visits the home every Monday or more regularly if needed, she was present during our visit.

Escort service to hospital is provided if no relative is available

The home is visited by a hairdresser, Podiatrist, Masseuse and a nail bar is in the process of being installed, reflexology is also available.

### *Family and Carer Experiences and Observations*

There is an 'open door' policy at the Home with visitors being welcomed at any time.

We spoke with a family whose relative had been admitted in a very poorly state, he had now improved so much he was sitting up in bed watching the television and conversing with them. They were so full of praise for the care their loved one had received they jokingly said they had booked their own rooms when the time came for them to need care.

Families are welcome to make themselves a hot drink if they wish or can choose a cold one plus biscuits/yogurts etc. from the trollies on each floor, they are also invited to stay for a cooked meal; which they would pay £1.00 for and this would be put into the residents comfort fund.

Relatives meetings are held three monthly with the date being prominently displayed and are well attended. A 'grumble box' is situated in the entrance hall should a relative have a grievance they don't want to personally give. Relative questionnaires are also given out and the results collated and displayed for all to see.

### *Catering Services*

All food is cooked daily on the premises with fresh ingredients being used. There is a four weekly menu cycle. The days menu is displayed in the dining room with two hot choices each meal, although individual choices are met by the catering staff. Residents who require a soft diet are given the same food as the others but pureed so they can enjoy the same experience as the other residents on their table.

### *Staff Experiences and Observations*

We spoke with various members of staff who all said how morale had improved recently. Rigorous training was in place with charts displaying who had done what on the wall of the office. They said they felt fully supported by the new management. Staff felt they were now treated as individuals and their needs taken into consideration regarding rotas etc. Further examples are: a member of staff finding her caring role a little onerous and requested she be changed to a domestic role. Another carer had retrained and was now on the catering staff.

Staff had all been through Red Crier training and were paid to do this. They felt more able to do their jobs safely as new slings, and hoists had been provided and the appropriate training given.

*Summary, Comments and Further Observations*

*Springbank now appears to be a very well run establishment, residents and staff are happy and well cared for. The owners are supportive of the Manager and more than willing to provide her with the necessary tools to do her job well. For example there is an extensive activity programme in the Home and she recently requested a considerable sum of money to provide a different activity each day in December and also a specialist chair - this was immediately granted  
It was nice to see that the residents who were sitting in the lounge area were thoroughly enjoying a singing and movement session with the very enthusiastic Activity lady. Some residents as appropriate had twiddle muffs, soft toys, dolls etc. and we observed one lady in bed cuddling a baby doll.*

*Staff have all been trained in the use of topical creams and each bedroom has a locked box on the wall for records to be kept when this and other medication is administered, it is hoped that in the not too distant future this will be changed to electronic record keeping with the Carers having handheld devices.*

*Records of the nutritional needs of each resident is kept and completed daily.*

*The Manager is hoping to provide a 'day care' facility soon from 8.00am to 4.00pm, with the provision of a packed tea to take home if needed.  
End of life care is also provided.*

*We were also told that when a resident dies flowers and a card are sent to the family and then a repeat card in 6 week's time.*

*Recommendations and Follow-Up Action*

*The only recommendation we would like to give is that the hallway in Wedgwood was rather cluttered with wheelchairs and a hoist, we discussed this with the Manager who said it was in hand and many of the wheelchairs were surplus to requirements and would be returned to stores.*

*Provider Feedback*

*TO BE FILLED IN BY HEALTHWATCH ONCE FEEDBACK RECEIVED*

