

Healthwatch Cheshire West Enter and View Report

Enter and View Visit to	Redwalls Nursing Home 80 Weaverham Rd, Sandiway Northwich CW8 2ND
Date	22nd November 2016
Authorised Representatives	Chris Banfi, Margaret McDermott, Val Pasley and Jenny Young
Staff Present	Julie Sheridan, Manager, Laisah Elchico, Deputy Manager
Background	<p>Redwalls Nursing Home is owned by Kingsley Health Care and is part of a group of 26 homes. Representatives understand that Kingsley took over the running of the home a year ago.</p> <p>The home provides residential, nursing, respite, dementia and end of life care for up to 44 people. At the time of our visit there were 41 residents. Representatives were told that four beds are classified as community intervention beds, described as "step up" from the community or "step down" from hospital and are funded by Vale Royal Clinical Commissioning Group.</p> <p>The manager has been in post since April and the deputy has worked at the home for the last eight years.</p>
Overall Impression	<p>Representatives felt that the home had a calm and caring feeling and good interaction was observed between staff, and staff and residents.</p> <p>Representatives were made very welcome by the manager and her deputy who spent a great deal of time answering our questions and showing us around the home.</p> <p>The manager told us that, "<i>A lot needed to be done,</i>" when she started in April and that, following the CQC report in December 2015 and the take-over by Kingsley an action plan had been put in place. Representatives were told this has now been completed. She told us that the owner, who visits regularly, is very supportive and that Kingsley was in the Top 10 of Health Investors in People last year.</p> <p>Staff, residents and relatives confirmed that there had been a lot of changes resulting in significant improvements.</p>
Any ideas or suggestions for improving service?	<ul style="list-style-type: none"> • Continue with the upgrading and refurbishment of the home, in particular the downstairs shower room, the new hairdressing room and a larger space or room for activities. • Ensure that all the good practice which has been introduced this year becomes embedded in the culture of the home. • Check that everyone understands and can work with 'Care.docs'.

Environment

The exterior building is well maintained and set in pleasant landscaped gardens. Accommodation is on two floors linked by staircases and a lift.

We were told that there has been considerable investment in the home this year with new carpets, new furniture and improved decor, whilst retaining some of the attractive old features of the building.

All rooms apart from five are en-suite and we also observed bathrooms and shower rooms which were clean and well equipped but some could do with upgrading. On the first floor there is a treatment and medication room. This was locked and well organised inside. Representatives noted that the nurse administering the medication wore a red overall stating, "***Do not disturb on drugs round.***"

The home was clean and there were no unpleasant smells. Representatives were told that a new hairdressing room is planned.

A new call bell system is now in place. The staff member responsible for maintenance told us there is now a strict and thorough inspection system in place including fire alarms, fire escapes and legionella checks and that there are new fire doors and zones.

There is an attractive dining room where tables were nicely set for lunch with menus on the tables showing the choice available for the week - although Representatives felt that the print font used on these was quite small.

Representatives were shown rooms, which were a good size and attractively furnished. The home has several lounges. A smaller lounge leads to a very pleasant light and airy well-furnished sun lounge.

The laundry is small but appeared well organised, with all residents having their personal baskets. The flooring needed attention and Julie told us that the laundry and kitchen were both on the list to be updated in the near future.

Health and Wellbeing

The manager told us about new systems in place for recording care plans and administering medication. 'Care.docs' has recently been introduced to record care plans which can be updated daily and it also flags up issues such as weight loss. All plans observed by a representative were up-to-date. This system has been explained to residents and relatives on a 1 to 1 basis and we were told that most seem happy with it. Staff told us that they were, "***Becoming familiar with it.***"

A representative observed a couple of incidents of injury which had been recorded and care plans were changed appropriately. Files are still kept for paper-based records.

Medication - Representatives were informed that this is now administered using the "Bio dose" system. Staff commented on the ease and reliability of the use of this system. It has been inspected by the Danebridge Health Centre and we were told that their report stated that the MAR charts (medication records) were the best they have ever seen. Three nurses have recently attended RCN medication training to update their skills. The home now only stores medication that is required.

An issue raised in the CQC report regarding the use of 'thick and easy' thickening products is being addressed through training and much improved controls and storage.

We were told that the home has excellent relations with a local surgery and a GP visits weekly. There have been several visits by a CWAC representative regarding infection control and letters and reports were seen which confirmed that all the requests were being met and that she is pleased with the progress of the improvements.

Food hygiene inspection level has now increased to 5.

Staff have received training in the Mental Capacity Act and a member of staff was able to confirm this and showed some understanding of the Act. There is now an application for DOLS in place for all residents.

Daytime staffing levels are one nurse and four carers for each floor and 1 nurse and 4 carers at night. A senior clinical nurse is always on duty over the weekend. The home has recently gone through a successful recruitment campaign. There are 2/3 cleaning staff daily and also laundry staff.

Carers are offered NVQs at level 2 and 3 through Bespoke Training. Julie is registered with Care Skills Academy. The induction process includes working alongside qualified staff and the use of E-learning. Other training provided includes Dementia Awareness and there is a plan to hold training shortly on Dignity in Care. A staff member described attending updates in mandatory training, Dementia and DOLS. 'Careskills' records showed that all training will be up-to-date by the end of the month.

We were told that there are link carers for infection control, food and nutrition, moving and handling, continence and tissue viability. A continence nurse visits when required.

Supervision is carried out bi-monthly and Julie also holds group supervision sessions on specific topics such as the effects of dehydration. For appraisal we were shown a document "Care Staff Competency Evaluation and Assessment" which Julie plans to use. She attends handover every day and has head of department meetings every week.

Julie has set up a communication box for anyone to use for any issues. There is a complaints process in place but we were told that there had not been any complaints since Julie had been in post.

We met the staff member responsible for the CCG funded beds who organises the care with the help of nurses, a physiotherapist and an occupational health therapist - all linked with a social worker. She told us that since the change of ownership she felt that the home was improving all the time.

Food - The home employs a head chef (four days a week), two other chefs and three kitchen staff/helpers. All food is freshly sourced and home-cooked. A three monthly rolling programme is used and the daily menu is displayed outside the dining room. There is a choice of main courses and alternatives will be provided if someone does not like the choice. We observed residents who found it difficult to feed themselves being helped by staff. Residents told us that the food is good.

Activities and Community Links

Representatives were told that a new Activity Co-ordinator has been appointed and will start soon. Another member of staff has been acting in this role and representatives were impressed with the effort she has put into the task. We observed an activity planner on the wall and were shown detailed plans for previous weeks which showed a wide range of activities including quizzes, flower arranging and coffee mornings organised by local churches. A resident told us she had been to the coffee morning that day and had, "**Thoroughly enjoyed it.**"

Resources were stored in an open cupboard and are available for use. We observed a staff member asking residents what music they would like to be played.

A teacher who plays the piano has agreed to set up a choir in the home. Children come in from a local school to play instruments and sing to residents.

We were told that a florist visits to do flower arranging.

A hairdresser comes to the home once a week and a chiropodist every six weeks.

There are links with the local Women's Institute and a Catholic Communion is held in the home every three weeks. The Joshua Foundation is setting up a centre locally and they plan to bring in the children they support and also have offered to supply art equipment.

Feedback

Many positive comments were received by representatives, in particular about the changes which have taken place this year. A relative commented, "**This is a good one!**" and that it is much better than an experience she'd had with another home.

Residents told us -

- *"The food is excellent."*
- *"The staff are good."*
- *"Things "are getting better all the time."*
- *"I'm very happy and well looked after."*
- *"If you had to be in a home you couldn't be in a better one".*
- *"The staff are very kind, the food is very good and beautifully served."*

Staff told us that the team, *"Works well together"* and that they can, *"Go to the manager any time."*

Additional Comments

Following the last CQC report there have been significant changes put in place to improve all aspects of the care provided. Kingsley Health Care, Julie and her staff have worked hard to implement the changes required and are to be congratulated on what they have achieved so far in a relatively short time. Some developments are planned and need to take place and others need to be re-enforced and embedded.

Feedback from Provider of Service

The arrangements that were made for the visit to the home were satisfactory as we understood that a visit unannounced was vital to get an accurate picture of the care home.

We are very happy with the feedback from the visit in general and very pleased at the acknowledgement of the progress that has been since the last visit.

Wonderful comments and we feel very proud of our home.

I am as the manager very proud of all my staff here at Redwalls Nursing Home.

We wish to note the following:

- *Continued improvements will be made on a daily and weekly basis. Refurbishment will continue.*
- *Consolidation of all good practice will become imbedded within the home.*
- *All staff will receive ongoing training with Caredocs as and when they require it.*
- *The activity co-ordinator is now in place and has made good progress in the two weeks she has been with us. She has got to know all the residents and has begun to design a programme of events to meet each residents needs.*

JULIE SHERIDAN - HOME MANAGER 13.12.2016