



Enter & View Report

Care Home: Westhaven Care Home



Service address: 10 Lighthouse Road
Hoyle, Wirral
CH47 2EB

Service Provider: Minster Care Group

Date : 18/01/2017

Authorised representatives: Jo McCourt
Mary Rutter
Elaine Evans



Table of Contents

Acknowledgements.

What is Enter & View?

General profile of service and purpose of visit.

Type of E&V visit undertaken and Methodology.

Findings and observations.

Feedback from residents, relatives and staff

Safeguarding

Conclusions and recommendations

Supplementary feedback from the provider post visit

Healthwatch follow up action distribution of report

Distribution of Report

Glossary



Acknowledgements

Healthwatch Wirral would like to thank the management, residents, carers and staff at Westhaven who spent time talking to us about the home.

Please note that this report relates to findings observed on the specific date and time of the visit. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

The visit also takes into consideration the fact that some of the residents spoken to may have an illness and/or disability, including dementia, which may have an impact on the information that is provided.

What is Enter and View?

Part of the Healthwatch Wirral work programme is to carry out Enter and View visits. Local Healthwatch Representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act 2012 allows local Healthwatch 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 use the service first hand.



1.0 General profile of the service that was entered and viewed.

Westhaven is a 52 bedded Care Home located in a quiet residential area of Hoylake in Wirral. It offers residential and nursing care for residents in a purpose built modern building.

2.0 Purpose of visit

Familiarisation

3.0 Type of E&V visit undertaken

Unannounced visit ✓

Announced Visit

4.0 Methodology

The visit is not designed to be an inspection, audit or an investigation, rather it is an opportunity for Healthwatch Wirral to get a better understanding of the service by seeing it in action and talking to staff, service users and carers/relatives. Healthwatch Wirral seeks to identify and disseminate good practice wherever possible. However, if during a visit Healthwatch Wirral identifies any aspects of a service that it has serious concerns about, then these concerns are to be referred to the appropriate regulator or commissioners of the service for investigation or rectification. Any safeguarding issues identified will be referred to the Local Authority or Commissioner for investigation.

The rectification of less serious issues may be directly with the service provider.

The Enter & View visits are a snapshot view of the service and findings are reported based at the time of the visit.



Enter and View visits are conducted in a way that works in accordance with Wirral Safeguarding Adults Partnership Board's principles and procedures. Information will be shared accordingly in order to safeguard adults at risk on Wirral and promote quality of local services.

5.0 Discussions, findings and observations

On entering the property, the Deputy Manager was welcoming and very willing to answer our questions. We were asked to sign in before being escorted to the office on the ground floor where we were joined by the Manager to have a discussion about the home.

The Manager informed us that the newly reconstructed home opened in September 2016 and can accommodate 52 residents in single rooms all with en-suite facilities. At the time of our visit there were 19 residents living at the home of which 11 were residential, 2 were nursing, 5 were Discharge to Assess and 1 was respite care. Each new resident receives a gift and card welcoming them to Westhaven.

Accommodation is provided over 3 floors and a passenger lift is available for people to move safely between floors. There is a 12 bed residential unit and the other beds are available for residents who require nursing. This home is providing 5 ' Discharge to Assess' beds which is a scheme to support the local Hospital Trust. The scheme enables the Trust to free up hospital beds by discharging patients to these beds for rehabilitation and reablement assessment before being discharged home. Westhaven intends to increase the number of these beds to 10 when they have recruited more staff.



Health and Safety.

Evacuation procedures for residents are not practiced yet but staff have received Fire Training.

The building and all equipment is checked and maintained regularly.

Care Plans

We were told that residents care plans have been revised based on activities for daily living. They accurately reflect people's needs and wishes and are person centred. Residents end of life and preferred place of care are recorded. Falls and any other untoward incidents are recorded in the care plans and relatives would be informed of such.

Residents are permitted to keep their own GP if the practice is agreeable to this arrangement. However, one GP Practice looks after the Discharge to Assess residents.

Staff and Training

The home currently employs 29 care staff.

We were informed that staffing levels are;

During the day - 1 Manager, 1 Deputy, 1 Registered Nurse and 4 Care Workers.

At night - 1 Registered Nurse plus 3 Care Workers

The Manager informed us that these staffing levels are adequate to provide safe care to residents.

The home uses their own staff, Bank staff or Agency staff to cover any shortages.



Training /Induction/ Appraisal

We were informed that all staff have induction when they start working at the home. 80% of staff are former employees of the original Westhaven Home.

Staff qualifications are Registered Nurse Level 1 and Level 5 for Matron and Deputy. The Care staff have NVQ Levels 2 or 3 plus the Care Certificate.

Staff are required to complete mandatory training in core subjects which include Health & Safety, Moving and Handling, Basic Food Hygiene, Basic Life Support, Infection Control, Safeguarding, Mental Capacity Act, DoLS, COSHH (Control of Substances Hazardous to Health), Fire Safety Awareness and Fire Drills.

Training is delivered face to face (The Deputy Manager is a trainer) and staff can access training on line.

We were informed that Safeguarding and Mental Capacity Act training has made staff more aware.

Staff receive an annual appraisal and supervisions every 12 weeks or more often if required. Westhaven Care Home is committed to providing continual staff development to people employed by them and takes advantage of any free training available locally. The home also has a Dementia Champion and Dignity Champion in post. Team leaders are currently being recruited for the ground floor.

Medication

The home has a Controlled Drugs Policy. Medications are administered and managed by the Registered Nurse using the Venalink System or boxes and bottles. Assessment for self administration is undertaken for every resident. On the day of the visit, Healthwatch Authorised Representatives observed the nurse administering medication from the recently acquired new drug trolley. The nurse wore a special red



tabard to advise people not to disturb them when conducting the medication round.

Complaints

The home has a complaints procedure and staff, residents and their relatives are aware of this. The Manager has an open door policy to enable staff, residents and relatives to discuss any issues. Any complaints received would be fully investigated by Management.

Committees

Westhaven Care Home holds residents and relatives meetings where suggestions, issues or concerns are discussed. At a recent meeting, residents requested that visitors should not attend too early in the day and that meal times should be protected. Both of these requests were approved although Management always strive to be flexible and will make special arrangements when necessary.

Nutrition and Hydration

Dietary intake is monitored using the **MUST** tool (Malnutrition Universal Scoring Tool) Residents are weighed when they arrive at the home and their weight is regularly monitored and recorded. When applicable, dietary supplements are provided. All staff are aware of the need for adequate hydration and nutrition for residents and drinks are offered on a regular basis. Care staff are on hand to assist residents with their dietary needs as the home chooses a person centred approach to caring. Residents are given a good choice of food and staff know individual preferences. Residents are also encouraged to suggest menu ideas.



Pressure Ulcers

The home manages the prevention of pressure ulcers by providing ongoing training to staff, using repositioning and specialist equipment and by providing a nutritious diet.

Falls

The home manages falls by conducting falls risk assessments and audits. Residents may be referred to the Falls Team. Falls are recorded in the care plan and accident book.

DoLS and DNAR

The Manager told Healthwatch Authorised Representatives that all residents are assessed before admission and the home follows legal requirements and best practice guidelines. Residents are reviewed annually and Best Interest meetings would be held if required.

Quality

The home monitors the quality of the service they provide by conducting audits and by holding regular residents and relatives meetings.

Activities

The home employs a full time Activities Co-ordinator and is looking at recruiting another. A wide range of activities are on offer as well as 1 to 1 engagement. There is a cinema screen in the main lounge for residents to enjoy film nights. The home hopes to have its own transport for resident outings when it has more occupants. Currently residents attend local groups and a church who provides soup and sandwich lunches.



Residents are also encouraged to pursue their own hobbies if they wish to do so and activities may be geared around the individual. One resident has donated their own piano to the home and often entertains fellow residents with 'sing alongs'.

Events are held and local community groups, schools and residents are invited.

Extra services offered include hairdressing and beauty therapies as Westhaven Care Home has its own salon.

After the discussion with the Manager and Deputy, Healthwatch representatives were invited to look around the facilities.

Environment

Reception

The reception area was bright and welcoming. There was an electronic system for staff to use to log on and off duty, hand cleanser to address infection control and a variety of notice boards displaying information.

Corridors

The corridors were themed with topics such as sports and films. They were bright, clean, tidy and fresh. All were free from obstruction. The décor was of a high standard and all areas were well lit. Handrails were provided to aid the residents. Information boards displayed what activities were available daily.

Healthwatch Authorised Representatives observed that staff were readily available to help residents go about their daily lives. Health and Safety equipment checks appeared to have been completed on fire extinguishers and any equipment viewed. There was a nurse's station sited on the main corridor of each floor.



Lift

The lift was of a good size to accommodate trolleys, walking frames and wheelchairs. It was well lit, clean and fresh.

Lounge Areas

All rooms viewed were furnished and decorated to a very high standard and were comfortable and homely. Chairs were placed in groups enabling residents to chat to each other.

Dining rooms

The dining rooms were furnished and decorated to a high standard. The tables were set with linen, cutlery and crockery. A menu, flowers and a fruit bowl were placed on each dining table. Each dining room had a small kitchen area and a dumb waiter to enable food to be transported from the kitchen. Staff were observed assisting residents with dignity and respect.

Bathroom/ wetrooms

The rooms viewed were very spacious and appointed to a very high standard with specialist baths, hoists and grab rails to aid residents. Call bells were positioned appropriately.

Each floor had a disabled access toilet.

Bedrooms

Every room was decorated and furnished to a very high standard and all had ensuite facilities. Each bedroom was fitted with the Call Bell System within easy reach for residents who may require assistance. It was evident that residents were able to personalise their rooms with their own items. We were informed that residents can choose their own room and that a married couple were due to become residents and were having adjoining rooms, one to be used as their own personal lounge and the other as a bedroom.



Kitchen

The home has a Food Hygiene rating of 5.

The kitchen itself was very clean, tidy and organised with a good range of equipment. All staff working in this area wore appropriate personal protective clothing.

Laundry

The laundry room was well equipped and of good size with efficient systems in place for collecting, washing and returning residents clothes.

External areas and gardens

There was a garden to the rear of the property with raised flower beds, patio areas and walkways for the residents and family members to enjoy. Car parking was available on site for visitors.

Staff Observations:

Staff appeared to be friendly and attentive. They were observed treating residents with dignity and respect.

Feedback (from Staff, Service Users, Relatives, Visitors, Carers)

Staff -.

All staff spoken to said that they enjoyed working in Westhaven Care Home.

Residents –

Residents reported that they were very happy and very comfortable living at Westhaven Care Home.



6.0 Safeguarding observations on day of visit.

No Safeguarding issues were identified at the time of our visit.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies.

If any safeguarding issues are identified during a Healthwatch Enter and View the Local Authority will be notified on the same day as the Enter and View visit.

Safeguarding Alerts reported in the last 12 months.

One alert was reported to the Safeguarding team. It was documented and investigated and the outcome was positive.

It is seen as good practice for all Health and Social Care Services to report potential Safeguarding alerts to Wirral Council's Central Advice and Duty Team.

7.0 Conclusions

Westhaven Care Home appeared to be a very pleasant, well run home with a good atmosphere and high standards of care at the time of the visit. The residents were treated with respect and consideration and all appeared to be happy to be living at the home.

The buildings was maintained to a very high standard and the internal décor and furnishings were finished to a high standard. We were informed that the building has been recommended for a design award.



Staff were friendly, helpful and treated people with respect. The Manager and Deputy appeared to be “hands on” and seemed to be very approachable to their staff and residents.

The Management should be commended for involving local people by inviting them to coffee mornings and events.

8.0 Recommendations

- Display Healthwatch ‘Your Voice’ leaflets to allow feedback to be gathered independently.
- Continue forging good links with the local community.

9.0 Supplementary feedback from the provider post visit

Thank you for your report and I have nothing that I would like added.

May I take this opportunity to thank you and the two ladies that accompanied you for your feedback.

Could I request a supply of Healthwatch leaflets and posters to display for our residents and their family members?

10.0 Healthwatch follow up action

Revisit the home in 12 months when the home has full occupancy.



11.0 Distribution of report

Healthwatch Wirral will submit the report to the Provider, Commissioner, CQC, and Family & Wellbeing Performance Committee.

Healthwatch Wirral will publish the report on its website and submit to Healthwatch England in the public interest.

12.0 Glossary

CADT- Central Advice and Duty Team

COSHH - Control of Substances Hazardous to Health

CQC - Care Quality Commission

DoLS - Deprivation of Liberty Safeguards

DNAR - Do not attempt resuscitation

Falls Team - Advice from Community Trust

RGN - Registered General Nurse

NVQ - National Vocational Qualification

MUST - Malnutrition Universal Screening Tool



Healthwatch Wirral

Pacific Road Business Hub

Pacific Road

Birkenhead

Wirral, CH41 1LJ

Telephone: 0151 230 8957

Email: info@healthwatchwirral.co.uk

Website: www.healthwatchwirral.co.uk