



Ferndale Court

Widnes

9th March 2017



Enter & View report

ACKNOWLEDGEMENTS

Healthwatch Halton would like to thank the management, staff and residents at Ferndale Court for their time and consideration during our visit.

WHAT IS ENTER & VIEW

People who use health and social care services, their carers and the public generally, have expectations about the experience they want to have of those services and want the opportunity to express their view as to whether their expectations were met.

To enable the Healthwatch Halton to carry out its activities effectively there will be times when it is helpful for authorised representatives to observe the delivery of services and for them to collect the views of people whilst they are directly using those services.

Healthwatch Halton may, in certain circumstances, enter health and social care premises to observe and assess the nature and quality of services and obtain the views of the people using those services. In carrying out visits, Healthwatch Halton may be able to validate the evidence that has already been collected from local service users, patients, their carers and families, which can subsequently inform recommendations that will go back to the relevant organisations. Properly conducted and co-ordinated visits, carried out as part of a constructive relationship between Healthwatch Halton and organisations commissioning and/or providing health and social care services, may enable ongoing service improvement. Healthwatch Halton's role is to consider the standard and provision of local care services and how they may be improved and to promote identified good practice to commissioners and other providers.

VISIT DETAILS

Centre Details	
Name of care centre:	Ferndale Court Nursing Home
Address:	St Michaels Road Widnes Cheshire WA8 8TF
Telephone number:	(0151) 495 1367
Email address:	FerndaleCourt.manager@hc-one.co.uk
Name of registered provider(s):	HC-One
Name of registered manager (if applicable)	Jan O'Hanlon
Type of registration:	Nursing Home
Number of places registered:	58

The Enter and View visit was conducted on 9th March 2017 from 2.15pm to 3.15pm

The Healthwatch Halton Enter and View Team were: Dave Wilson, Doreen Whimperley and Mike Hodgkinson

Disclaimer

Our report relates to this specific visit to the service, at a particular point in time, and is not representative of all service users, only those who contributed.

This report is written by volunteer Enter and View authorised representatives who carried out the visit on behalf of Healthwatch Halton.

SUMMARY

Ferndale Court Nursing Home is a purpose built care home in Widnes, providing living accommodation for up to 58 people. The home currently has 48 residents.

Residents we observed during our visit seemed content and well cared for. The home was clean and well decorated. The staff we met during the visit were friendly and welcoming. Interaction between staff and residents seemed good. While we didn't get to speak with many residents or family members, those we did speak with praised the care at the home.

We understand that Ferndale Court is due to have a new permanent registered manager in place shortly. We will look forward to a return visit to the home later in the year.

OBSERVATIONS

Location, external appearance, ease of access and parking

Ferndale Court Nursing Home is a purpose-built care home in Widnes run by HC-One and primarily caters for older people with dementia or enduring mental health conditions.

Ferndale Mews is registered for 58 residents and currently has 48 residents in place. There are 17 single en-suite bedrooms for dementia patients on the ground floor Residential Unit (13 residents) and 17 en-suite bedrooms upstairs in the Nursing Unit (14 residents).

The home is situated off St Michael's Road in the Ditton area of Widnes and is within a short walk of the local bus routes.

There is an accessible car park within the grounds of the home provided for visitors. At the time of our visit there were adequate parking spaces available. We noted two disabled parking spaces, one of which was occupied. The markings for the disabled spaces were slightly faded and in need of re-marking.

Initial Impressions (from a visitor's perspective on entering the home)

On arrival we were greeted by a member of staff, Sue, and shown in to the reception area while we waited to meet the manager, Jan O'Hanlon.

Jan introduced herself and explained that she was covering as manager until the new registered manager was in place.

A signing in book was available and the latest CQC registration certificate was on display and up to date. No Healthwatch Halton poster was on display.

The reception area was pleasant and well decorated.

Internal Physical Environment

Ferndale Court is split into 3 units, Bluebell, Primrose and Sunflower, each with its own communal spaces and dining rooms. The Home was bright, clean and well lit throughout. The communal areas we visited were comfortably warm, although some windows were open giving a fresh and airy feeling.

Decoration was of a good standard throughout and carpets were all clean. There were no unpleasant smells.

Chairs were fairly casually arranged around the communal rooms but this allowed for good access.

The home has a lift for residents. The dining rooms we viewed were clean, some tables were set, some were not.

Staff support skills and interaction

The staff we met at Ferndale Court were very welcoming. Whilst Manager, Jan O'Hanlon spoke with Dave, Doreen and Mike were shown around the Home by Senior Carer, Michelle.

We went in to the ground floor lounge and observed a few residents sitting watching TV.

The residents we saw seemed happy and content. We observed good interaction between staff and residents and noted that staff treated residents with dignity and respect. We spoke with one resident who said, *'The staff are all good'*. He explained he preferred having his meals in his room and didn't wish to be involved in activities.

During the visit we met Andy, the Home's Activities Co-ordinator and trainer. Andy was carrying out a staff training course on the safe moving and handling of residents. About six staff were taking part in the course.

Andy explained that he was the Activities Co-ordinator for both Ferndale Court and Ferndale Mews.

The manager, Jan O'Hanlon, informed us that staff undertake regular mandatory training. The home uses a system called 'Touch' which is an online based training system. HC1 also have their own bespoke training for staff.

Residents social and emotional and cultural welfare

We were informed that activities at the home are tailored for each resident. They include armchair exercises, playing cards and dominos, watching films on DVDs (as part of the recent redevelopment of Ferndale Court, a big screen and projector has been installed to

give one of the lounges a cinema feel). The home has engaged residents in reminiscence activities (they have borrowed Reminiscence Boxes from the local libraries). Church and school choirs have visited the home and sung for the residents.

Ferndale Court share a mini bus with Ferndale Mews. This is used for trips out and sometimes to take residents into Widnes to go shopping.

The home tries hard to meet the Spiritual needs of their residents. The local priest from St Michael's regularly visits the Home to say mass and do communion for residents.

Residents can make use of the new hairdressing salon within the home. A hairdresser also visits the home once a week.

Residents physical welfare

Residents medication is administered by Seniors. Jan told us they have no problems with pharmacists. They have a Service Level Agreement (SLA) with Boots pharmacy and they always provide a good service. A pre-admission assessment is carried out on all residents before they come to the home.

Residents have access to GP services and GPs visit the home to see residents. Under new plans to be shortly introduced by NHS Halton CCG, each care home will have one dedicated GP practice allocated to them.

Residents can access a local dental service for routine or emergency care. There is also a dental service that visits the home to treat residents. An oral health assessment is carried out on each resident when they arrive at the home.

During the visit we spoke with the cook at the home. He explained that they provide a choice of food at each meal. There is a sheet for each resident indicating which foods they like or dislike and details of any they should not have for medical reasons. This sheet is signed off and dated.

Residents can have a choice of other meals if they don't like what is on the menu.

Special dietary needs are catered for such as diabetes. Jan also explained about texture modified diets. Residents may be on special dietary needs following a SALT assessment. (Speech and Language Therapist (SALT) Prescribed diet - Dysphagia, Choking and Swallowing problems).

Jan informed us that the home will be developing menus with pictures to help the residents choose meals. Snacks and drinks are provided on an as and when required basis.

Facilities for and involvement with family / friends

Monthly family / resident meetings are organised, although they aren't always well attended

A copy of the Complaints process is given to residents. We were told that families are encouraged to contribute to the reviews of care plans. Care plans are informally reviewed monthly with a more in-depth review every 6 months.

Whilst there isn't a specific room for families to stay in, (when a resident is very ill), they would allow a family member to stay in an empty room if they had one available.

At the end of the visit we thanked the manager, staff and residents for answering our questions and taking the time to show us around the Home.

RECOMMENDATIONS

- 1.** We recommend that the disabled parking bays are re-marked to make them clearer for visitors.
- 2.** To invite Healthwatch Halton to re-visit the home later in the year once the new manager is settled in post.
- 3.** To display an up to date Healthwatch Halton feedback poster.

Healthwatch Halton has statutory powers and responsibilities under the Health and Social Care Act 2012, the Local Healthwatch Regulation 2012 and the Local Healthwatch Organisations Directions 2013 section 5.

Providers and commissioners of health and social care services are required to respond to our requests within 20 working days by:

- Acknowledgement of receipt of the report or recommendation in writing;
- Providing (in writing) an explanation of any action they intend to take in response, or if no action is to be taken, to provide an explanation of why they do not intend to take any action.

Healthwatch Halton are required to report if any providers/commissioners have not provided a response within the required timeframe; this information will be included in our Annual Report.

SERVICE PROVIDER RESPONSE

No response was received from the service provider.

your **voice** counts

We want to hear about the treatment and care you receive from our local health and care services

Hospitals, GP's, Dentists
Opticians, Social Care
Non-emergency services

Whether you've had a positive experience or there is room for improvement, have your say on the Healthwatch Halton website today.

You can even leave feedback anonymously



Leave feedback now:
www.healthwatchhalton.co.uk

Telephone: 0300 777 6543 Email: enquiries@healthwatchhalton.co.uk
Healthwatch Halton, St Maries, Lugsdale Road, Widnes, WA8 6DB

