

**Enter and View report to NEW PARK HOUSE**

Address:	Chivelstone Grove, Trentham, Stoke-on-Trent. ST4 8HN
Date/Time of Visit	Monday 20 <sup>th</sup> March 2017, 2.30pm - 4.20pm
Purpose of this Visit	Stoke-on-Trent Healthwatch previously visited New Park Home on 22 <sup>nd</sup> August 2016. The purpose of this second visit on 20 <sup>th</sup> March 2017 was to assess whether previous suggestions made at an earlier visit and also the Dignity and Respect Charter were being implemented.

Authorised Representatives Paul Astley; Barbara Mawby

**GENERAL OVERVIEW**

New Park House (a member of the Safe Harbor Group of Care Homes) is set in pleasant grounds in a specially adapted older building.

In June 2016, it had been placed in 'Special Measures' by the Care Quality Commission after the service had been rated generally 'inadequate.'

**METHODOLOGY**

Members were able to talk to and gain information from the Manager

Members were allowed to walk freely round the Home where they were able to talk with residents and staff.

**ENVIRONMENT**

At present the Home has 70 residents in Units providing residential care, residential with dementia care (separated by doors with keypads) and nursing care situated on two floors.

The Home does not accommodate Nursing EMI residents. It provides both for permanent stay and respite and convalescent care facilities.

It has a pleasant entrance area with the nearby notice board providing information on the number of complaints received with feedback and action, and the latest CQC Report.

The reasonably wide corridors have handrails on both sides and a nearby clean toilet with no lock, (which was understandable in these circumstances), but also had no means of identifying outside whether the room was occupied or not. Members also went inside what was said (on the door) to be a 'show room' which had a nice, large bedroom and wet room.

Further along, near the reminiscence room, there had been small spillages of milk and water which could have caused a slip hazard.

At one end of a short corridor there was an arrow and 'exit' sign on the wall. However, the arrow pointed at a locked door which had a notice reading 'Do not use as an exit route from the building, exit via main entrance.' Both notices need to be amended to indicate which exits should be used in an emergency.

Off this corridor was a small kitchen area with a list of special diets and a menu.

## COMMENTS FROM RESIDENTS AND VISITORS

In the **downstairs Lounge** area members were able to speak to several people.

One visitor stated 'They are very good to him, very kind. They do show dignity and respect. They ask if he wants a shave and if he doesn't then he needn't have one.'

A female resident who was sitting knitting, and who may have been confused told us '*I hate it.*' When asked why she said, '*because I've got a home and family to run.*'

Asked if she was here as a permanent resident, she replied '*No way. Somebody thought I needed a break. I've a sick husband I look after. Three daughters, a son at home. I'm here for a few weeks. Hopefully this is the last one. The food's all right. The family come to visit a lot. I watch TV. I'm just waiting to go home.*'

A visiting relative told Members that he'd been here for 5 years and that staff know him and he knows the staff. They look after him well.

By the stairs, a reminiscence room containing various items such as an old-fashioned sewing machine was cluttered with a hoist and seat pads.

In the **Upstairs Lounge** Ethel (a resident) was sitting in her own chair labelled 'Ethel's Chair' watching television. When asked if they were occasionally taken on trips or other activities outside the Home she said that '*they don't go out, but they occasionally have a show - with musical songs.*'

Another gentleman visitor said that he visited his wife every day, that '*overall it was pretty good*' and that sometimes a singer comes or they have a few games.

Another female resident also said '*It's nice. Quite nice. Look after you - yes, very well. The food here's alright.*'

The dining room had an outdated notice saying it was 'Friday 17<sup>th</sup> March' which gave details of the menu for that day:

Breakfast - porridge, cereals, etc.,

Lunch- cooked choice with a pudding for dessert;  
Supper - with the following options: soup or a selection of sandwiches or fork mash such as spaghetti hoops, ravioli, corned beef hash.

The upstairs corridor carpet (as on the previous visit) near the toilet was still threadbare and held together with tape.

Each bedroom had the name and sometimes a picture of the resident.

There was also a small communal area with a television and a fish tank where a resident gave his opinion on the Home: *'Well sometimes it's nice and sometimes not nice.'* When asked why, he replied *'Well I'm always there and shouldn't be there'*. At the time, this person was sat with a visitor who made the comment that the resident did not want to be in the home.

Furthermore, he said *'When the top lounge is quite full I come and sit down here'*. Asked if they have any sort of entertainment he replied *'Well they did until now- but since the lady doing entertainment left, they could not replace her. We've got our own little mini bus - Trentham Gardens - for coffee and cake. ...The food is alright, nice enough'*.

Later Members were told by the Manager that they do have an Activity Co-ordinator, Gail, plus two more so that there is one on each Unit, with a programme of activities.

### **CARE**

The Home also had a retained GP who visited every Tuesday, or if preferred, residents could retain their own GP. Similarly, they can use their own dentist or register with a local service.

### **STAFF TRAINING**

We were later informed by the Manager that all staff are trained in working with dementia residents and that there is a 'Dementia Friends Scheme'. Training changes have also been made so that staff could get to higher levels including 'safeguarding level 2' and 'Train the trainer'.

### **COMMENTS AND RECOMMENDATIONS**

Although residents seen did appear to be treated with dignity and respect, no information was seen about the Stoke-on-Trent Dignity and Respect Charter. We feel this should be prominently displayed.

There was no way of identifying if the toilet was 'engaged' which needs to be addressed as a matter of some importance.

Most of the residents appeared to enjoy living at the Home although but we would like to see a marked increase in the frequency of planned activity. *Note - This may well depend on whether they still have an Activities Co-Ordinator or not.* We would like confirmation of this from the Home please.

The Home appeared clean, reasonably decorated and furnished although the upstairs carpet still needed some urgent attention.

The Food and choice of menu appears adequate, but daily menus need to be kept up to date.

In conclusion, our visitors saw improvements in many of the areas commented on during our previous visit, but we feel there is still considerable work to be undertaken to bring the Home up to a good standard.

Healthwatch Stoke-on-Trent thanks the staff for the courtesy extended during the visit.