

Enter and View Report

Moundsley Hall Care Village



Healthwatch Birmingham
15th June 2017

Name of Establishment:	Moundsley Hall Care Village Walkers Heath Road Birmingham B38 0BL
Date of Visit:	Thursday 15 th June 2017
Time of Visit:	2 pm
Purpose of Visit:	To ascertain patient, carer and user experience and observe service delivery.
Healthwatch Authorised Representatives Involved:	Ms Fatemeh Mossavar
Healthwatch Staff Member(s) Involved:	Dr Jane Upton Dr Barbara Hagger Dr Chipiliro Kalebe-Nyamongo
Date of Draft Report:	Thursday 22 nd June 2017
Date of Final Report:	14 th August 2017
Disclaimer:	This report relates to findings observed and shared with us on Thursday 15 th June 2017. 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 during the visit.

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1 Executive Summary

We spoke to four residents and six members of staff when we conducted the visit in June 2017.

Key findings from interviews with residents:

- They felt listened to by the staff, and that the staff act on what they hear.
- They feel staff treat them with dignity and respect, and meet their care needs.

We have described what we heard in more detail in this report. We gave Moundsley Hall the opportunity to respond to this report. We have not received a response.

In addition to placing this report on our website, we have circulated it to the following organisations:

- Moundsley Hall management, for circulation to residents and staff
- Healthwatch England
- Care Quality Commission
- Birmingham City Council
- Birmingham Cross City Clinical Commissioning Group

1.1 What is an Enter and View visit?

In an Enter and View visit, authorised local Healthwatch representatives (staff and volunteers) carry out visits to health and social care services. This is to obtain feedback from patients, relatives and service users.

The Health and Social Care Act (2012) allows local Healthwatch 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, pharmacies etc.

1.1.1 About Moundsley Hall

Moundsley Hall Care Village consists of two main buildings and is located in six acres of garden, on the border of Birmingham. Although, where it is situated places the village within the remit of Worcestershire County Council. Moundsley Hall Ltd run the home and their manager is Ms Mary Webb. The unit manager, who we spoke to, is Kelly Holder.

The village accommodates up to 60 adults of all ages. Caring for those with physical disabilities, illness, and Dementia. A number of residents at Moundsley Hall are from the Birmingham local authority area. The main source of referral is from hospitals and social services with funding for Birmingham residents coming from Birmingham Local Authorities. Moundsley Hall Village is registered with the Care Quality Commission (CQC) to provide nursing and personal care. The CQC rated them as 'Good' in an inspection carried out in April 2016¹.

¹ Moundsley Hall Village CQC report http://www.cqc.org.uk/sites/default/files/new_reports/INS2-2473763423.pdf

1.1.2 Why did we visit?

- To listen to resident's views of their care, focusing particularly on how the staff obtains and uses resident's feedback.
- To help the organisations that fund and regulate social care in Birmingham to understand the patient's perspective of care provided at Moundsley Hall, particularly whether residents feel the staff are treating them with dignity and respect.

1.1.3 Overview of our visit

This was an announced Enter and View visit. The Healthwatch Birmingham representatives included three members of staff and one volunteer. We telephoned the manager at Moundsley Hall before our visit to discuss any Health and Safety requirements and identify possible health and safety risks. We then wrote to Moundsley Hall, providing written information about the visit, and sent posters showing time and date of the visit, postcards and general information about Enter and View visits.

During the visit, we met with one of the managers and talked to five other members of staff and four residents. We observed how staff seem to treat residents, how homely the establishment appeared to be, whether the staff gave residents privacy, and their general quality of life.

The residents we spoke to said they had been at Moundsley Hall between 15 months and ten years. Staff had seated residents in a semi-circle in a large communal area. The television was on and a radio was playing creating a mixture of sensory input. Many residents were asleep in their chairs. Few were talking to staff or other residents. Some were taking part in seated ball games to stimulate them.

1.2 What we saw and heard from residents and staff

Four residents and six staff members agreed to discuss life at Moundsley Hall with us.

1.2.1 Patient engagement

Resident's meetings

The unit manager's view: The manager informed us that they hold monthly meetings with residents. Meetings are mainly about activities, so staff have asked for other feedback from residents. She also told us that the residents say they are quite happy. Relatives have a quarterly meeting, but nobody attended the last meeting. Ten people had attended the previous one. The manager says this could be because some relatives come every day and give ongoing feedback. She is going to vary the time of the meeting to try to improve attendance.

The unit has developed a resident's guide to help new residents settle in. They also have a scrapbook to show the relatives the activities in which residents have taken part.

The manager also told us that they take action because of what they hear from residents:

- *One resident wanted to be well enough to live with her husband. Staff made steps to improve the quality of her life and she has now moved back with her husband who lives in the residential unit.*

The staff view:

- *Even though I don't attend meetings the manager feeds back actions.*

- *If, for example, the buzzers are not being answered on time. The manager feeds back to staff and now buzzers are answered more quickly.*
- *Change of staffing level was requested by residents.*
- *Those people requesting to sleep earlier, have been accommodated.*

The visitor's view:

- *We have meetings with managers where we can express our concerns - I do not have any concerns really.*

Day to day listening and engagement

The unit manager's view: *“Different staff have different inclination to listen”* to residents. She would like more feedback from residents. The manager moved her office to be nearer the front door so it is easier to talk to relatives. She says she does her utmost to listen and feedback and there is always access to a manager 24/7 on a cell system. They have heard from relatives who are worried about falls, but there is a long waiting list for falls services in the area. This is challenging as it is out of their control.

The unit manager said that she uses an ‘open door’ policy and her *‘door is always open to staff and relatives if they have any concerns’*.

The staff's view: We asked staff about the challenges the service faces on a daily basis regarding obtaining resident feedback. We also asked if they had any solutions to these problems.

- *Communicate with residents. Ask them questions. If a resident cannot express their needs, ask the question in a different way.*

- *If they aren't happy with something then they will just ask for it to be changed.*
- *Once you figure out how they communicate, it is easier to listen to their needs and understand how they like their care.*
- *I ask them how they feel and if they would like anything that would improve their time here.*
- *I have not attended the monthly meetings with residents. It is the activity co-ordinator who attends and the unit manager. It would be nice to have a separate lounge for different categories of patients so that those who are loud don't upset the others.*
- *If it is, for example, difficult to understand a resident then I go to another staff member who may be able to understand.*
- *Communication for some is a barrier. Some will talk about general things not really articulating their needs.*
- *I am close to my residents in the fact I always try to make them feel in a safe environment. We have good communication and relationships.*
- *A resident who was confused and every time he comes in the office to ask for a cup of tea he gets upset if you ask him to wait. I always serve him when needed. He mentioned this to social workers that he feels safe when I am on shift. I was happy to help.*
- *Sometimes the residents have a high level of aggression. We know the patients so know what they want and how they want it, even those with dementia.*

The resident's view: Residents and visitors we spoke with felt listened to by the staff regarding their care:

- *If we are concerned about something we always ask for a nurse. Usually they try and put it right. Very occasionally, it takes a long time.*
- *The home manager has always said to give her feedback. She has always been helpful.*
- *When my wife came in she brought her own specially made shoes. She had two pairs. For some reason someone put them in the laundry, it ruined them. I told the manager, who made an appointment at the QE. It was sorted out reasonably quickly.*
- *Oh yes, they listen to me and they pay attention. They never pass without saying something to me. They always give me a kiss and a cuddle. They tell me 'we all love you'.*
- *Being listened to is important.*
- *The home is well run from managers down to the general staff.*

Others said:

- *... when I am on my own, no one listens and I feel lonely.*
- *There are difficult residents here and they are not ignored.*



Healthwatch Birmingham observations

The Healthwatch Birmingham representatives observed staff conversing with residents in communal areas, for example, corridors and the dining area, and staff chatting with each other organising drinks, meals and care for residents.

Interactions between staff and residents appeared warm, friendly, and caring. We observed that staff talked to, smiled and listened to the residents, and addressed residents by name. Eye contact and tone of voice were mostly good and staff were welcoming to visitors and treated each other with respect. Staff appeared caring and patient despite a hectic workload.

1.2.2 Dignity and respect

The resident's view: We asked residents and visitors if they felt staff treated them with dignity and respect.

- *I have to say yes - very much so. I have been here every day she has been here. I have not seen anyone speak to her sharply. They are marvelous and I have respect for them. They have so much patience. Some of these residents are challenging. I have seen (staff) scratched and seen them clean up nasty messes but they act like saints. I don't know how they do this for 12 hours.*

1.2.3 Choice of care provider

We asked residents about their level of involvement in selecting their care home provider. Two residents said they had been in hospital before they came to Moundsley Hall and one resident said they were in their own home.

- *Came here to have some company. I have made a few friends. People to talk to that are your own age.*
- *I had a choice. Out of the homes I checked, this was larger and has a reasonably sized car park.*
- *I did not really have a choice as Adult Social Services dealt with everything, together with my GP. They just called to say that they found me a home.*
- *We were very lucky to get this home as they are fantastic and it is near my home, which makes it easier for me to visit (resident's husband).*
- *This home is well above the other homes that we have ever visited. We have seen some places that are just awful.*



1.2.4 Quality of care

The staff's view:

- *In the last four months, Moundsley Hall has changed the structure of their programme. There is now only one admission per day to ensure the safety of residents. We have also recruited permanent nurses.*
- *I have noticed that the needs of the residents are met quite quickly. It is like nothing is too much trouble. For instance, if someone is asking for a drink, they are given one even if they have just had one.*
- *We provide excellent care to all our residents.*
- *We're here for the residents. We are always here for the residents.*
- *Staffing level is higher than other places I have worked. It's very friendly. People are nice and I'm happy to come to work.*
- *When washing them the resident says thank you.*
- *Because I am new, the residents do not really talk to me. But they will always say thank you when you have provided care.*
- *I ask if they are happy with the care they have received and if they enjoy the activities we do.*
- *When progressive mobility came in - they enjoyed that. It helps with their mobility.*

The resident's view: We asked residents about their care. Do you get the help that you need?

- *The staff here cares about the residents.*
- *Staff very pleasant. I feel all my needs are met.*
- *Yes, I think so.*

- *Kim the nurse is always helpful.*
- *Yes, I do get support with my bath and food.*
- *My wife does not want to go out. But she is always clean and tidy and well turned out when I visit. They have plenty of equipment to support residents with their needs.*
- *I was quite ill from the hospital and was not eating. I lost a lot of weight. The care I received here changed my health straight away - marvelous.*
- *I have never seen signs of impatience. They need to bring cameras to a place like this and see some positive things...not the negative things we see all the time.*
- *I never had any problems with staff. I get on with them.*
- *They have a trained nurse on shift all the time.*
- *They once dropped my wife at night and she had a bruise. They called me at night to let me know.*
- *When my wife first came she could walk, but over the 2 years she can now hardly walk.*
- *It's when they are short of staff you have to wait to go to the toilet.*
- *The only way is to improve the staff. There seems to be more staff in the communal area today.*

Healthwatch Birmingham observation. One resident we spoke to had long, broken and chipped nails that were in need of some attention.

1.2.5 Meals

The staff's view:

- *It's like the way we are, give them the choices they like. If they do not want to wake up at a certain time, that's their choice. If they do not want to eat something, it's up to them. It's just like us, we make these choices and they should be able to do this as well.*

1.2.6 Quality of life

The staff's view:

- *I think that the service we provide here is very good and the residents are happy and well looked after.*
- *We try to improve the service offered to our residents on a daily basis.*

The resident's view:

- *We celebrated our 70-year anniversary and they put on a nice party for us. They put pictures on the walls and we had a letter from the queen.*
- *It's been very nice here so far.*
- *The activities coordinator organises different activities, like singers, trips to botanical gardens, Cannon Hill Park and others go shopping.*
- *I have loved being here every day. I am happy and the people here, I like them a lot. We have a laugh. I cannot fault them.*
- *As far as I'm concerned it's pretty good.*

We had a positive response from residents when we asked them if they would recommend this service to friends and family.

1.3 Acknowledgements

Healthwatch Birmingham would like to thank Moundsley Hall residents, staff and management for their contribution and support with this Enter and View.

1.4 Disclaimer

Please note that this report relates to the findings found on 15th June 2017. Our report is a representative portrayal of our experiences of this visit.

1.5 Response from the manager

No response received.

Photos

Please note the images used on the front cover are stock photographs and do not represent the visit or the actual service. Photos used within the report were gained with full permissions.