



St Patrick's Care Home

Widnes

4th September 2017



Enter & View report

ACKNOWLEDGEMENTS

Healthwatch Halton would like to thank the staff and residents at St Patrick's 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:	St Patricks Care Home
Address:	Community Integrated Care Ltd, (CIC) Crow Wood Lane, Widnes, Cheshire WA8 3PN
Telephone number:	0151 495 3593
Email address:	Nicola.lloyd@c-i-c.co.uk
Name of registered provider(s):	Community Integrated Care Ltd
Name of registered manager (if applicable)	Nicola Lloyd
Type of registration:	Nursing home
Number of places registered:	40

The Enter and View visit was conducted on Monday 4th September 2017 from 10.40am to 11.40am

The Healthwatch Halton Enter and View Team were:

Matthew Roberts, Mike Hodgkinson and Dave Wilson

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

St Patrick's Care Home is situated in a quiet residential area in Widnes. It is a purpose built building and supports up to 40 people diagnosed with dementia and nursing care. The service is provided within two separate units. Each unit has its own lounge, dining room and utility kitchen. All bedrooms are single with en-suite toilet facilities. There is a large accessible car park provided for visitors.

Throughout our visit to the home, residents appeared happy and comfortable with staff and other residents. Family members we spoke with felt their relatives were supported and well looked after by staff at the home.

We observed that people were treated with respect and dignity by the staff at the service. Staff were aware of individual resident's needs and how they liked to be cared for.

OBSERVATIONS

Location, external appearance ease of access and parking

St Patrick's Care Home is situated in a quiet residential area in Widnes. There is an accessible bus route and shopping facilities situated approximately a mile from the home. On arrival the team noted that the exterior of the Home was clean and well maintained with a large car park that included clearly marked disabled car parking spaces. The home is a single storey purpose built building that is divided into two units, providing care for residents diagnosed with dementia. The two units in the home are Ashley and Maguire. The Ashley unit houses residents who are more physically dependent or advanced in the illness.

At the time of our visit there were 37 residents at St Patrick's.

Initial Impressions

The entrance to the home, which is accessible by wheelchair, was clean with comfortable chairs and a table.



A display board in the reception area showed general information, details of activities and events taking place at the home. It also displayed details of the menu for the coming week. We noted that the recent Summer Fayre had raised £576! We were also pleased to see information about Healthwatch Halton on display.



Internal Physical Environment

Every resident's room has an en-suite toilet. There are 6 bathrooms in the home (3 in each Unit) and in each Unit there is a walk-in shower and two assisted baths.

The decoration of a resident's room is discussed at the pre-admission assessment meeting. Residents can decorate the rooms to their own taste and would be supported to do so by staff at St Patrick's if help was required. The general upkeep of the building is taken care of by the home's owners, CIC. Their Facilities Department send a Maintenance Officer to the home. He attends for 5 days in every fortnight (2 one week and 3 the next).

We noted that some areas of St Patrick's had been decorated to promote a dementia friendly environment. We quite liked the touch of using 'brick effect' wallpaper in the corridors outside the residents' rooms. Each bedroom door was also painted in a bright

colour and had a room number on it. They also had name boards outside them with a photo of the resident and details of their named nurse and key worker.

There were also 'bus stops' within the home and a 'bar' area complete with realistic looking pumps and optics. Nikki informed us that they occasionally provide a small amount of alcohol at the bar if it's deemed to be appropriate for the person, taking into account what medications they are on. It's usually only shandy anyway!

Both units have their own lounge and dining room. At the time of our visit both lounges had a number of residents using them. The lounges were bright, well decorated and clean.



In the Ashley lounge, one of the Healthwatch Representatives spoke with a visiting carer who came to the home 3 times a week to visit a resident. The carer told us that the resident was "well looked after" and that St Patrick's was "a very good care home".

There is a central garden area which residents can use with assistance, British weather allowing!

Staff support skills and interaction

The St Patrick's Care Home staff team were very welcoming. Members of the Healthwatch Enter & View team were given a guided tour whilst another member chatted with Manager, Nikki Lloyd in the office.

Nikki explained that there are always 2 Nurses working in the home at any one time (whether day or night). There are also a number of Support Workers working in the home in the following rota: Morning (8 Support Workers), Afternoon (7 Support Workers), Twilight - 16.30 to 22.30 (2 extra Support Workers who help with dinner time etc) and Overnight (2 to 4 Support Workers).

St Patrick's operate an impressive Training matrix (on the wall in the office) that shows Nikki (at a glance) where all of her staff team are up to in terms of training requirements. Training is provided for staff as and when they require it. They often pay staff to come in on their day off to do the training.

During our visit we observed staff interacting well with residents. For example, one member of staff was sitting holding the hand of a resident and chatting quietly with her.

Residents' social and emotional and cultural welfare

St Patrick's employ 2 Activity Co-ordinators (one full time, one part time). Between them they work for 55 hours per week. They support a variety of activities in the home which include: hand massages, aromatherapy, cake making, reading to residents, barbecues, Christmas parties, coffee mornings and going to the (alcohol free) "Paddy's Bar". The

Home also put on reminiscence activities. They have a big screen that plays appropriate music & shows pictures and the Activities Coordinator has been supporting residents to make Life Story Books. These activities prompt conversation for the residents. Staff from the Widnes Vikings have also attended reminiscence groups inside the home.

We were shown around the Sensory Room (called a “Snoezelen”) which was undergoing a refurbishment and would be opening shortly. This room would offer sensory stimulation using colourful lights, gentle music, calming aromas and recliner chairs to relax and engage residents. The home are also looking for funding to create an Activity Room. St Patrick’s also support activities outside of the Home such as: Trips out to shops, dementia cafes (at St Ambrose’s & Widnes Vikings) and watching matches at Widnes Vikings. The Home doesn’t own their own mini bus, but they’ve been able to borrow one in the past.

Singers come into St Patrick’s to perform for the residents as do children from local schools at Christmas.

A hairdresser visits the Home every Wednesday. They have a salon. Residents pay for this service. Nikki showed me an example of the financial records that are kept for logging such payments. At the time of our visit, the Hairdressing Salon had a lot of clutter in it. Nikki explained that they were limited for storage space and they moved everything out of there each Wednesday when it was used.

Residents can access the local community to go shopping or on outings, but staff will consider the health of the resident in question before making a decision. As such, some are supported to visit shops etc. St Patrick’s have signed up to the Herbert Protocol¹.

The home also tries very hard to meet the Spiritual Needs of residents. Communion is served in the home and both Catholic and Church of England mass are said in St Patrick’s. A Bishop has visited the Home. Every Wednesday residents can take the short walk to visit St Ambrose for a service. Local Priests have delivered the Last Rites for residents when this has been requested.

Resident’s physical welfare

Medication is administered by the Nurses. The home operates a no interruptions policy so that they Nurses aren’t distracted whilst dispensing medication to residents. St Patricks have an Associate Practitioner and another member of staff educated to NVQ Level 3 who have both completed their medication administration course and completed competencies. They will also occasionally administer medications.

¹ The Herbert Protocol is a national scheme being introduced locally by Cheshire Constabulary and other agencies which encourages carers and family members to compile useful key information which could be used in the event of a vulnerable person going missing.

We discussed the relationships that St Patrick's have with external agencies such as pharmacies and hospitals. The home has a good working relationship with Allied in St Helens (a specialist pharmacy for care homes).

We asked if they had experienced any difficulties with hospitals (over admission or discharge for example). Things have improved in this area over the past few years, perhaps due to Manager, Nikki Lloyd having made it clear to hospitals that if they intend to discharge residents in the middle of the night, they should wait until morning. St Patrick's had reported several cases through to Healthwatch Halton in the past. Unfortunately, information about the residents does seem to get lost during both the admission and discharge process. Staff at St Patrick's are encouraged to keep hold of the paper information they have taken to the hospital for as long as possible, as it often seems to get lost by hospital staff during the admission process. Sometime DNAR forms are not sent back with the resident and the home has to chase them up. Support Workers will always accompany residents to hospital before entrusting care of the resident to either hospital staff or relatives of the resident. Support Workers try to return to the Home as quickly as possible and they find that the residents will be seen much quicker in A&E if they have left.

Residents at St Patrick's can continue to see their existing GP after joining the home. Manager, Nikki supports NHS Halton CCG's GP alignment plan and thinks it will improve the care residents receive and make it more consistent.

Chiropodists visit St Patrick's every 6 weeks, whilst the Opticians (Vision Care) see the residents initially when they first arrive and then on an annual basis. Residents are seen in either their own rooms or a quiet alcove.

Regarding accessing dental services, St Patricks have to send a letter to Halton Hospital to request an appointment. They then visit the resident in the home. The staff at St Patrick's have had no problems getting appointments. Oral health checks are performed as part of the pre admission checks that the home carries out on new residents. There are also daily checks on the residents and the staff are trained to look for none verbal communications that may suggest a resident is suffering from oral pain. For example, a resident may be in pain whilst eating food or refuses to eat.

A company called Apetito provides meals. They provide a variety of different options for the residents to enjoy at lunch and tea (though if they don't fancy what's on offer, staff will prepare them an alternative). The home can cater for residents who have special dietary needs or health related conditions such as Diabetes. We were told that since the introduction of the meals some residents had even put on weight! During the visit our one of our team proposed using picture menus. St Patrick's will consider introducing them in the future.

One of our team spoke with a man who was visiting his wife (who has dementia). He said *"the care is brilliant.... the staff work hard and keep the premises very clean"*.

Another visitor said, *“the care is extremely good and I cannot fault the carers.... Staff only have to be asked and they will do it.”*

Facilities for and involvement with family / friends

The home hosts Family Resident Meetings that are held quarterly and are well attended. Resident’s families are also encouraged to contribute to reviews of care plans (which are reviewed monthly), but it can be hard to get them to participate in the process. This can be for different reasons in each case.

All residents and their families receive a copy of the Complaints Process, which is included in the Service User Handbook. Not only is the handbook provided to all new residents, it is given to people viewing the home.

St Patrick’s do not have an overnight room that is designated for use of a resident’s family, but if a room at the home were available, they would be able to use it. Often relatives will stay in the resident’s room and staff will try to make them as comfortable as possible.

RECOMMENDATIONS

- 1.** To continue to engage with Healthwatch Halton when any health or social care issues arise for staff or residents.
- 2.** To use Picture Menus to help residents select their meal choices.

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

The following response was received from Nicola Lloyd, manager of St Patrick's Care Home.

- 1.** We always welcome Healthwatch into our service and we are continuing to engage and liaise with the Halton team when any health and social care issues arise, particularly when there has been a poor discharge from hospital experience for the people we support. The Healthwatch team have always been proactive and helpful to our service in regards to following up these issues.
- 2.** We have contacted our Apetito representative, and requested picture menus for the people we support to assist them with their meal choices. We are currently waiting for delivery of these items.

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