



Enter & View Report

Care Home: Upton Grange Care Home

Service address: Salacre Lane
Upton
Birkenhead
CH49 9AS

Tel 08081024138

Date : 23/11/2017

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Acknowledgements

Healthwatch Wirral would like to thank the management, residents, carers and staff at Upton Grange Care Home 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.

We are also working in partnership with Local Elected Members. In order for Elected Members to see a Care Home “in action” we will be conducting a series of short visits. These visits will comprise of a Healthwatch Wirral Staff Member or volunteer and an Elected Member and will be called ‘Green’ visits. The Elected Member will not be from the Constituency that they represent at Local Government

If there are any issues/concerns which arise during this visit then this could result in a follow up visit by Healthwatch Wirral Authorised Representatives.

Type of E&V visit undertaken

Green visit

Methodology

The visit is not designed to be an inspection, audit or an investigation, rather it is an opportunity for Healthwatch Wirral and Elected members to get a better understanding of the service by seeing it in action and talking to staff, service users and carers/relatives. 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 on the day.

The Green 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 KLSW Safeguarding Adults Combined 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.

Discussions, findings and observations

General Profile of Service

Upton Grange is a purpose built care home situated in a quiet residential area of Upton. It is close to local shops and a wide range of amenities including Arrowe Park Hospital and a community centre.

Discussion with Manager

On entering the property a member of staff gave Healthwatch Wirral authorised representatives a warm friendly greeting. We were asked to sign in and were escorted to the office for a brief discussion about the home.

The Deputy Manager informed us that the home has recently changed provider to Anchor Care Homes, who have a long history of caring for elderly people. Anchor have started a programme of refurbishment at Upton Grange and are currently working on the upper floor. Staff and residents have been involved in the plans for the décor and furnishings.



The home provides residential, dementia, respite care and accommodation over 2 floors for up to 52 residents.

At the time of our visit Upton Grange was not at full capacity and had 3 empty beds.

Residents can use the facilities on both floors should they wish to do so and access is provided by stair and lift.

All of the rooms are self-contained and have ensuite facilities and residents can personalise their rooms.

Upton Grange provides a good range of activities for residents and also works in partnership with an organization called OOMPH (which stands for Our Organisation Makes People Happy) an award winning Social Enterprise who provide fun, inclusive and effective exercise and activities for older people.

The Manager reported that care plans are person centred and the home involves residents by holding Resident's meetings.

50 staff are employed at Upton Grange, including domestics, kitchen staff and 2 activities co-ordinators. Staff turnover is low with many employees having been in post for a long time. The Manager stated that staffing levels are adequate to provide safe care to residents and levels are adjusted to meet the needs of the residents. Staff shortages are managed by using their own bank staff.

Staff have an Induction when they start work at the home and receive regular supervisions and annual appraisals. Staff receive mandatory training, including the Care Certificate. Other training is offered such as End of Life and Dementia.



Anchor also provides the opportunity for staff to complete training by using their e-learning modules.

The home has a complaints procedure and staff, residents and their relatives are aware of this.

Upton Grange works together with a number of health and social care professionals who care for their residents. These include local GP's, district nurses, dentist, optician, physiotherapist and chiroprapist.

Hairdressing and beauty therapy services are also available at the home along with a visiting library.

We were informed that Upton Grange monitors the quality of the service it provides by conducting monthly audits, reviewing and updating care plans and conducting resident and staff meetings.

After our discussions the Deputy Manager invited Healthwatch Authorised representatives to tour the facilities.

Environment -

The home felt comfortable, warm, bright, clean and fresh. The upper floor was currently being refurbished to a high standard.

The reception area was bright and welcoming. The signage was clear and there was a reception desk which was not manned at the time of our visit. We were informed that this was due to a staff vacancy. The hand gel for infection control purposes was not immediately obvious.

A virtual notice board was displayed in the entrance hall.



Information provided on this electronic board ranges from pictures of the staff that are currently on duty (this is automatically updated when staff sign in) to activities, menus and employee of the month. This service can be accessed from home electronically for staff and relatives.

There were plenty of notice boards displaying statutory notices, current information and photographs of residents enjoying activities.

At the time of our visit lunch had just been served. Menus were displayed in the dining rooms and they showed that residents have a choice at meal times.

Staff informed us that snacks and drinks are readily available all day and there were satellite kitchen areas for residents to use.

The corridors were free from obstruction and items of furniture in communal rooms were placed to allow plenty of space to enable residents to manoeuvre around the home safely.

The communal lounges on both floors were very spacious, bright and comfortably furnished. Residents appeared to be enjoying the activities taking place.

We were also shown a small 'quiet lounge' with access to the garden.

One resident was seen to be holding a doll which we were told was a dementia doll. The home uses these to relieve anxiety or aggression in residents with dementia.

Another resident invited us into their room. It was tastefully decorated, clean, fresh and bright. A call bell was within reach for the resident to call for assistance if needed. The resident had personalised



their room to their own taste and was eagerly awaiting the fitting of a new carpet in their room.

The shower room and bathrooms viewed were clean, tidy and well equipped with assisted baths, hand rails and call bells within reach for users of these facilities.

The kitchen had an environment rating of 5 and was spacious and well equipped.

The car park provided ample parking spaces for staff and visitors.

The gardens and car parks were well maintained.

Staff Observations:

All of the staff were smartly dressed. They appeared to be very cheerful and treated residents in a friendly manner and with respect and dignity.

Staff appeared to enjoy their work and were at ease with the residents.

Residents –

Residents were aged from 70 to late 90's both male and female.

The residents we spoke to appeared cheerful and informed us that they enjoyed living in the home, were happy with the food provided, the activities and the level of staffing.



Conclusions

- All areas were fresh and there were no unpleasant odours.
- The building was in a good state of repair and condition.
- It was commendable that the Anchor were providing additional investment in the home.
- The atmosphere was welcoming and staff were friendly and enthusiastic.
- Staff appeared to be caring, respectful and approachable
- Residents looked well cared for and cheerful.

Recommendations/considerations

- Display Healthwatch 'Your Voice' leaflets to allow feedback to be gathered independently.
- Continue with programme of refurbishment to include a Dementia Friendly environment.

Supplementary feedback from the provider post visit

Thank you for your visit which we all enjoyed here at Upton grange

At Upton Grange we strive to improve and make changes to the home to ensure all residents feel at home and it is dementia friendly.

We are in the process of introducing a cinema room as requested by residents so they can enjoy films in the comfort of their home.

We have changed the style in which we deliver our activities to ensure they remain person centred at all times.

Please feel free to call at any time.



Healthwatch follow up action

None

Glossary

CQC	Care Quality Commission
KLSW	Knowsley, Liverpool, Sefton, Wirral

Distribution of report

Healthwatch Wirral will submit the report to the Provider, Commissioner and CQC.

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

Healthwatch Wirral

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