



Enter and View Report: Rosevilla Residential Home

Date of visit: Thursday 14th December 2017

Report published: Friday 6th April 2018

List of Contents

Background

- What is Healthwatch Warrington?
- What is Enter and View?
- Disclaimer
- Acknowledgements
- Purpose of the visit

Pages 3 - 4

Page 3

Page 3

Page 3

Page 4

Page 4

Details of the Visit

- Details of the service
- Location, Date and Time
- Healthwatch Warrington Representatives
- Service Staff/ Named Contact
- Spotlight - A Person-Centred Care Approach

Pages 4 - 5

Page 4

Page 4

Page 5

Page 5

Page 5

Results of the Visit

- First Impressions, Entrance and Reception Area
- Activities and Leisure
- Food and Refreshments
- Clinical Observations: Cleanliness and Infection Control and Medicines Management
- Smoking
- Administration, Staffing and Staff Training
- Privacy, Dignity and Treating People as Individuals
- Safety
- Encouraging Positive and Respectful Attitudes
- Other Comments

Pages 6 - 13

Pages 6 - 7

Page 7

Pages 7 - 8

Pages 8 - 9

Page 10

Pages 10 - 11

Pages 11 - 12

Pages 12 - 13

Page 13

Page 13

Recommendations

- Distribution List
- Appendices

Page 14

Page 14

Pages 14 - 15

Background

What is Healthwatch Warrington?

Healthwatch Warrington helps the residents and communities of Warrington to get the best out of local health and social care services. We gather the views of local people and make sure that they are heard and listened to by the organisations that provide, fund and monitor services. We are a Charitable Incorporated Organisation, with a Registered Charity Number of 1172704.

What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View (E&V) visits. Local Healthwatch representatives, who are trained volunteers, 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 representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care homes, GP practices, dental surgeries, opticians and pharmacies. E&V visits can happen if people identify a problem. Equally, they can occur when services have a good reputation; enabling lessons to be learned and good practice shared. Healthwatch E&V visits are not intended to specifically identify safeguarding issues. If safeguarding issues are raised during a visit, Healthwatch Warrington safeguarding policies identify the correct procedures to be followed.

Disclaimer

Please note that this report relates to the findings observed on the specific date of the visit. This report is not a representative portrayal of the experiences of all service users / residents and staff, only an account of what was observed and contributed at the time. Wherever possible, the report below is in the words of the E&V team members present at the time of the visit. The report has been collated by the Healthwatch Warrington team and some of the text has been formatted to allow for easy reading. The essential facts of the visiting team's reports have not been altered.

Acknowledgements

Healthwatch Warrington would like to thank everyone at Rosevilla Residential Home for welcoming our team and taking the time to answer their questions.

Purpose of the visit

As part of Healthwatch Warrington's Enter and View programme, visits are made to local residential homes in accordance with information received from the local public, service users, carers and monitoring authorities. Furthermore, the visiting team took into consideration the stated values of the provider, when making observations at Rosevilla Residential Home and reflected on these in relation to their impressions of 'lived-experiences' in the home.

Details of the Visit

Details of the Service

Rosevilla Residential Home is owned and operated by an independent provider (Victoria and Joseph Nesarajah, with their son and co-owner Peter Nesarajah acting as the Registered Manager). The home provides personal care and accommodation for up to 35 older people (who may also require dementia support). Care Quality Commission (CQC) conducted an inspection at the home in September 2017 and subsequently rated the service as overall 'Good'. The full CQC inspection report can be found online: <http://www.cqc.org.uk/location/1-122681170/reports>

Location, Date and Time

The visit took place at Rosevilla Residential Home, Penkford Lane, Burtonwood, Warrington, Cheshire, WA5 4EE, on Thursday 14th December 2017, from 1:00pm - 2:30pm.

Healthwatch Warrington Representatives

Adrienne Roberts - Healthwatch Warrington, Enter and View Authorised Representative

Michelle Hill - Healthwatch Warrington, Volunteer Co-ordinator and Enter and View Authorised representative

Paul Mendeika - Healthwatch Warrington, Director and Enter and View Authorised Representative

Service Staff / Named Contact

Peter Nesarajah (Co-owner and Registered Manager)

Spotlight on Values - A Person-Centred Care Approach

According to the provider's website (www.rosevillaresidentialltd.com/), Rosevilla Residential Home prides itself on fostering a friendly atmosphere and has adopted a holistic person-centred principle approach to the planning and delivery of care.

In practice, this means that staff will make sure that the person receiving care (or family members) have input in their care plans and that relationships are built that allow staff to gain a personal insight into those receiving care. The aim of this approach is to help keep residents as fulfilled and independent as possible, whilst receiving 24 hour care. The provider also discusses their dementia care specialisation, with an emphasis on tailoring dementia care to the particular circumstances and needs of individuals.

Furthermore, as a family-run home, the provider recognises the importance of building connections and supportive networks of inclusion with the relatives and friends of their residents.

As such, the visiting team would expect to see evidence of the above corresponding with the lived experiences and culture at the home.

Results of the Visit

First Impressions, Entrance and Reception Area

Rosevilla is a family run residential home, established by the current owners in 1988. The home has been extended over the years to accommodate more residents and at the time of the visit, another phase of significant extension to the building was being undertaken.

On approach to the building, there were several work vans and pieces of equipment located in the car park. The area to the side of the building was fenced off. As a result, visitor parking could not be accommodated during the visit and an access road to the front of the building was being used to park vehicles instead. However, the car park seemed to be of adequate size, if the extra vehicles were not present.

The front door was securely locked and entrance is gained by ringing the bell. The reception area is very small and visitors are requested to sign in and out (to monitor visitor flow). This area was not staffed and smelt very clean (with an odour of disinfectant, but not an overpowering smell). Information boards and a 'Who's Who' display (showing which members of staff were on duty), were not displayed and the walls were generally bare (these had perhaps been removed due to ongoing refurbishments). However, a Christmas tree has been put up.

The visiting team were greeted by a friendly member of staff and taken to a temporary office on the ground floor. It was immediately obvious that structural changes to the interior of the building were being made. However, the corridor and staff office appeared to be safe and the work was almost completed (painting was due to take place). The reviewers were introduced to Jess, the home's Deputy Manager and Rachel, the Assistant Manager. When asked about any disruption caused by the building work, they stated that this had been kept to a minimum and that contractors were respectful of the residents.

Rosevilla has two floors, with an additional six bedrooms being added in an extension. These rooms should be ready by Monday 18th December 2017, although there still seemed to be a lot of outstanding work to complete before this date.

Activities and Leisure

At the time of the visit, Rosevilla does not employ an Activities Co-ordinator. Activities are planned by staff members named Rachel and Jess. The visiting team observed a Christmas card making workshop in one room, which was well attended. In addition, a person visits the home to offer Zumba classes, a hairdresser comes in every Tuesday (there is a salon on site), a chiropodist comes in every 4-6 weeks for any residents that need treatment (optician support and dental treatment are arranged as required). There were also televisions in the lounges for residents to watch and visitors were observed sitting in lounges with the residents (however, it was noted that a number of residents were asleep in their rooms, during the visit).

Further to the above, another lounge is planned to be built, in order to compliment the two existing lounges; one will have a large drop down cinema screen. Rosevilla was also applying for a licence to operate a bar facility. The idea is that residents can spend more time with their families enjoying the kinds of activities that they may have enjoyed before they moved into the home. One of the existing lounges will then become an additional dining room. As a result of this extension the CQC were expected to re-visit the home on Wednesday 10th January 2018.

Food and Refreshments

At the time of the visit, Rosevilla's dining room was being used as a social area for residents and staff (with no food or refreshments being served). There was a wall-mounted board to display the daily menu in this area. One resident stated that: "the food is good and if I want anything different, they will try to make it for me". The dining area appeared to be clean and presentable; although it seemed quite small (an additional, separate room is used for dining).

Breakfast is served at 9:00am. Lunch is the main meal of the day and is served between 12:30pm - 1:00pm and a light evening meal is served about 4:00pm. Families are encouraged to come and eat with their relatives if they wish to for example on Christmas Day.

The home employs one chef and John Assistant Manager) sometimes helps to cook on a Sunday. Staff can adapt the food to meet any dietary requirements (for example, a soft food, Purée diet or any cultural needs). The food arrangements will also reflect the results of resident's SaLT assessments. Snacks and drinks are available 24 hours a day, with the idea being that Rosevilla should have a 'home from home' environment. Staff can help residents with eating, as required. Generally, hydration arrangements for residents appeared to be good with staff ensuring on a consistent basis that they had sufficient drinks available to them.

Clinical Observations: Cleanliness, Infection Control and Medicines Management

Rosevilla provides care to both male and female residents, with approximately three quarters being female. The home had a relatively new and sophisticated Medicare system installed so that residents could call staff for assistance (John demonstrated this to the visiting team). Staff place sensor mats under resident's beds, so that they know when residents are out of bed. The alarm is muted at night, but presumably, there is still an effective way to alert staff if help is needed. The system can be interrogated so that response rates to calls can be checked up on later. All residents are checked on by staff every two hours (especially through the night).

Hand gel stations are located in bathrooms and not in corridors any longer (as some residents would use them excessively and gel would drip on the floor, presenting a potential slipping hazard). Medication audits and reports are generated from the electronic 'Well Pharmacy Pads'. Any medication incidents are reported to the pharmacy and if there are any concerns, the GP is also informed. Medication is stored in the clinic room, and if required, it is stored in a medicines fridge. There was evidence that the fridge temperature is checked daily.

Further to the above, the visiting team asked about the administration of medication, in consideration that there are no registered nurses employed at Rosevilla and Jess demonstrated the electronic medication system that is for this purpose. The electronic 'Well Pharmacy Pads' and contain all the information in relation to prescribed medication, allergies, dispensing and any GP notes. Each resident's medication is scanned and the time of acceptance or refusal, is recorded. Reports can be generated, and stock checks of medication can be completed at any time.

Furthermore, referrals to Rosevilla are received from Whiston Hospital, Warrington Hospital and St Helens and Warrington's Health and Social Care teams, following an assessment process. Emergency referrals are also received, and residents can be admitted at short notice. Some residents receive respite care, although the majority reside long-term and the longest resident has been at Rosevilla for ten years. Staff also stated that there are no difficulties in accessing additional services from external professionals.

In terms of cleanliness and the general environment, the home was generally very clean (which is not an easy standard to maintain during disruptive building work). For example, the team saw that Zone 5 had been recently decorated (some of these rooms were en suite). However, the stairs in Zone 6 could benefit from refurbishment. The new rooms should be of a very high standard and had a 'hotel' feel about them. Four of these rooms will be en suite (fitted with wet room facilities and the others will just have sinks). Brand new, totally wipe clean materials are being used on the walls in order to prevent bacteria forming in grout. A lift recently had also recently been installed to connect all of areas of the home.

Furthermore, at least one member of housekeeping staff was seen working in the home, during the visit. The visiting team were also shown around the perimeter of the home and despite noticing some of building rubble; this was a nice and quiet rural location (the grounds are generally kept in good condition).

Smoking

A smoking hut is available for residents and staff, which is located at the side of the building. At the time of the visit, there was only one resident who smokes (however, the home's outside ashtray was overflowing).

Administration, Staffing and Staff Training

Rosevilla has a small number of resident vacancies, with additional capacity planned as a result of the building activities. The home is currently staffed by a Registered Manager (Peter), one Deputy Manager, one assistant Manager, four Care Co-ordinators, four Senior Carers, 21 Junior Carers, four Housekeepers and two cooks. The current shift patterns are; 8:00am to 5:00pm, 5:00pm - 10:00pm and 10:00pm to 8:00am. These shifts do not include a staff overlap, which would allow for the handover of information between staff coming off duty and those commencing a shift. The Deputy Manager informed the visiting team that when the additional bedrooms and lounge area were in operation, staff numbers would increase (with recruitment already being underway).

In relation to staff training and development, the Deputy Manager also said that there were lots of training opportunities available to staff and management encourage them to take part. Training is available in-house, online and externally. Some training is accessed via Warrington Borough Council. Generally, management thought that staff recruitment and retention was good and some members of staff have worked at Rosevilla for several years.

However, a resident's family member told the team that they were concern about staffing levels, on occasion, being too low. For example, they said that sometimes there was only one member of staff covering both lounge areas; which meant that when residents required assistance to reach the toilet, they were not always responded to swiftly (as this would leave both lounge areas unsupervised). This has led to occasional soiling accidents and has caused distress to residents.

The visiting team also met with Jess (Assistant Managers) who has achieved a Level 5 qualification and Rachel (Trainee Manager) who has a Level 3 qualification. Rosevilla, an EMI residential home, does not have nurses (with clinical input being provided by District Nurses, as needed). Any residents requiring 24-hour nursing care do not remain at Rosevilla and are transferred to either nursing homes, or hospitals. For example, one long-term resident now needs nursing care and they were currently being assessed for entry to Callands Care Home (as this facility offers nursing care).

In terms of facilities, Peter showed the visiting team around Zone 4, which has 12 beds (none of which are en suite, but there are several toilet and shower rooms located in this area, as well as sinks in each room). The team felt that some of these rooms could benefit from refurbishment. A notice board was fitted in each room, with details of the Complaints Procedure shown on them.

In relation to admissions, Rosevilla does experience quite a number of emergency admissions - two during the week of the visit (often directly from a prospective resident's home). In this case, staff from Rosevilla will visit the prospective resident to assess their needs.

Privacy, Dignity and Treating People as Individuals

In terms of treating people as individuals, service users are encouraged to bring personal items with them, such as family photos, to make their rooms feel more homely. Sometimes residents also bring their pets with them, for example, one lady had a budgie. In terms of personal preferences, one gentleman chooses to stay in his room and that wish is respected. Also, each room in Zone 4 had a 'memory box' fixed to the outside wall, which contained photos of the rooms' occupant along with any pertinent items that may help to trigger positive memories (however, some boxes were seen to be empty).

The team also spoke with two residents who were a couple. They did express the view that ideally, they would have preferred a double room so that they could sleep together. This is currently unavailable as an option. The team also noted that despite the new building development taking place directly outside their own rooms, they said they had not been disturbed by the work.

In terms of laundry arrangements, the laundry room was seen to be clean, tidy and organised with new Miele machines. The home also has a maintenance contract with a company called JLA to maintain these machines. Two laundry staff are tasked with washing duties, although sometimes relatives may also choose to wash clothes if a service user is at Rosevilla for respite care only. All clothes are labelled to prevent them getting mixed up.

Regarding decision making processes, Best Interest Assessments are frequently undertaken and there are currently 26 residents with Deprivation of Liberty Safeguards (DoLS) in place, with a further two more residents undergoing assessments. These steps are most commonly taken when vulnerable residents want to leave without supervision, or are unaware of risks due to their capacity. Jess confirmed that relatives are always involved in decisions about care and this includes covert administration of medication. Furthermore, as most of the residents are living with dementia, family members are invited to care planning meetings and quarterly reviews to ensure that person-centred care is being delivered.

Safety

Rosevilla operates an open visiting policy, although doors to the building are kept locked at all times to prevent unauthorized access. However, staff do ask visitors to avoid arriving at meal times, as this is a busy period. Visitors to the home are allowed to access bedrooms as well as the the dining room and night station. Peter is considering converting one of the bedrooms into a meeting / visiting room. In addition, all fire exits are now alarmed in order to alert staff to any residents going out of these doors. There are also key pads on doors leading to stairways, to help prevent any falls occurring.

Any safeguarding incidents are reported to the Local Authority's Safeguarding Team and staff said that there are no problems accessing this support. At the time of the visit, one resident was currently on a one to one supervision plan, due to assaultive behaviour and was awaiting transfer to another home.

Encouraging Positive and Respectful Attitudes

The visiting team noted that interactions between staff and residents were warm and pleasant. The team also spoke with three residents (including a married couple) and a family member. Most of their comments were positive, especially about the quality of care being received and the efforts and compassion shown by members of staff. These residents were also pleased with their surroundings and the food provided to them (for example, they said that a wide variety of food was available to suit individual's tastes). Residents commented that: "staff are brilliant"; "there is nothing I would change, it's great"; and "food is good and if I want something, they'll try and make it".

Other Comments

Overall, the team gained the impression that there were very ambitious plans and excitement amongst staff about the future development of Rosevilla. Despite ongoing and extensive building work, there seemed to be minimal disruptive impact to residents. The visiting team would be interested in reviewing the outcome of these changes, in the near future. The visiting team felt that staff certainly seemed very committed to trying to make Rosevilla feel as comfortable and homely as it can be for the residents. Staff were seen to be friendly, polite and respectful of their residents and visitors. Clearly, Rosevilla is striving to deliver person-centred care and live it up to its stated values. This was evident in the feedback that staff, residents and visitors shared with the team. However, there were some areas that the team felt would benefit from some improvement and this is reflected in the recommendations made below.

Recommendations

1. **Staffing Cover:** Concerns were raised during the visit regarding staffing levels (particularly in the lounge areas), which had led to some residents experiencing distress as they were unable to reach the toilet facilities on time (as they required assistance). Management should consider current staffing arrangements to ensure that this issue is resolved, moving forward.
2. **Shared Room for Married Residents:** Due to current bedroom arrangements, married couples that reside in the home are unable to share a room together (despite the wish to do so). Management should consider ways in which this request may be accommodated in the near future.

Distribution List

This report has been distributed to the following:

- Warrington Borough Council
- NHS Warrington Clinical Commissioning Group (CCG)
- Care Quality Commission (CQC)
- Healthwatch England

Appendices

Appendix A

Response from provider

Please find attached the draft report originally sent by yourself to me. I have highlighted in red the inaccuracies which need addressing.

Thanks as always.

Kindest Regards,

Peter Nesarajah

Co-Owner and Registered Manager

Page 6 - “seemed to be of adequate size”

Page 6 - “six”

Page 7 - “quite small (an additional, separate room is used for dining)”

Page 8 - “SaLT”

Page 8 - “The home had a relatively new and sophisticated Medicare system installed so that residents could call staff for assistance (John demonstrated this to the visiting team). Staff place sensor mats under resident’s beds, so that they know when residents are out of bed. The alarm is muted at night, but presumably, there is still an effective way to alert staff if help is needed. The system can be interrogated so that response rates to calls can be checked up on later. All residents are checked on by staff every two hours (especially through the night)”

Page 11 - “The visiting team also met with Jess (Assistant Managers) who has achieved a Level 5 qualification and Rachel (Trainee Manager) who has a Level 3 qualification. Rosevilla, an EMI residential home”

Page 11 - “(however, some boxes were seen to be empty)”

Page 14 - “1. Staffing Cover: Concerns were raised during the visit regarding staffing levels (particularly in the lounge areas), which had led to some residents experiencing distress as they were unable to reach the toilet facilities on time (as they required assistance). Management should consider current staffing arrangements to ensure that this issue is resolved, moving forward.

2. Shared Room for Married Residents: Due to current bedroom arrangements, married couples that reside in the home are unable to share a room together (despite the wish to do so). Management should consider ways in which this request may be accommodated in the near future”

No additional comments were provided with regards to the above.

your **voice** **counts**

We want to hear about the care you received from a local healthcare service.

Whether you've had a positive experience or there is room for improvement, have your say on the Healthwatch Warrington website today. You can even leave feedback anonymously.



Leave feedback now:

www.healthwatchwarrington.co.uk

Telephone: 01925 246893 Email: contact@healthwatchwarrington.co.uk
The Gateway, 85-101 Sankey Street, Warrington WA1 1SR

