



## Enter & View Report

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### Care Home: Corona House Residential Home

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Service address:

1 Osmaston Road

Prenton,

Birkenhead

Tel 0151 608 3536

Date : 24th April 2018

Authorised representatives: Tina Fiddies

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Elaine Evans

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## Acknowledgements

Healthwatch Wirral would like to thank the management, residents, carers and staff at Corona House Residential 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, if available, 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**

Familiarisation

### **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.

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Healthwatch Wirral 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 Merseyside 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**

Corona House Care Home is a large property situated in a residential area of Prenton. It is close to local amenities, transport and shops.

### **Discussion with the Manager**

On arrival we met the Manager/Owner, who requested that we sign in and use the small bottles of hand gel provided in the reception area before going to the conservatory for a discussion about the home.

We were informed that the service is registered to provide accommodation and personal care for up to 9 people. At the time of our visit 9 people were living at the home.



Previously they had a number of shared rooms which were occupied by female residents, but they now provide 9 single rooms, making the home available to both male and female residents.

Accommodation is provided on the ground and first floor. These areas can be accessed by stairs or stair lift.

The Manager reported that residents' care plans are person centred. All falls are recorded and risk assessments are completed. The home follows the Wirral Falls Protocol.

It was reported that the home employs 12 staff including an activities co-ordinator, who works 20 hours per week.

Activities include games, quizzes, crafts and outings. We were informed that one resident was particularly interested in completing jigsaws and their work was proudly displayed around the home.

The Manager assured us that staffing levels are more than adequate to meet residents' needs and to provide safe care for them.

Staff shortages are managed by using their own staff.

Staff turnover is low with many employees having been in post for a long time.

All staff receive an induction, regular supervision and an annual appraisal.

Staff complete mandatory training as well as EOL Six Steps for which the home is accredited.



Corona House Care home has a Complaints Policy that is made available to all residents and their families. Management offer an open door policy for dealing with complaints or issues for both residents and staff.

It was reported that the home has a good relationship with healthcare professionals who look after their residents.

Medication is stored and administered as per NICE guidelines.

The home monitors the quality of the service it provides by obtaining feedback using staff surveys, residents' surveys and holding resident and relative meetings. They also obtain feedback from visiting professionals and conduct monthly and quarterly audits.

We were informed that the home participates in the Tele-triage System Scheme. The scheme, created through a partnership between the NHS, University of Cumbria and Wirral Council provides the home with iPads.

The iPads act as a single point of contact between care home staff and senior nurses whenever a resident falls ill with the ability for nurses to seek a second opinion from specific clinicians if necessary.

Instead of automatically dialing 111 when a resident falls ill, trained staff are able to contact a senior nurse at any time of day or night. The iPad's camera together with information provided by staff (who are trained to take blood pressure, oxygen saturation levels and temperature) will enable the nurse to help diagnose and recommend treatment.



The Manager informed Healthwatch Authorised Representatives that the home is considering building an extension in the future. This would enable them to provide additional accommodation for residents.

## **Environment -**

The home felt comfortable, warm, bright, clean and fresh.

## **Reception**

The reception area was clean and tidy.

There were plenty of notice boards displaying statutory notices and current information about the home and events planned.

## **Corridors**

The corridor (hall way) and stairwell were clean, tidy and in a good state of décor and repair. They were well lit and free from obstruction and trip hazards.

There were a couple of small notice boards, framed pictures and displays of Thank You notes. The stair lift gave limited access to the first floor but the Manager stated that they had recently had a quote for a new one with full 'ride' to the first floor.

## **Dining Room**



At the time of our visit, lunch was due to be served in the dining room. The room was adjacent to the kitchen with an old fashioned but highly practical serving hatch installed. It was tastefully decorated and the tables were set with named place settings, crockery, cutlery and fresh flowers. There was adaptable seating for the safety of residents.

The home offers a menu to suit all residents tastes and caters for residents with special dietary requirements. Menus are regularly

reviewed with residents and the cook ensures that resident' tastes and desires are incorporated.

Staff informed us that hot and cold drinks and snacks are available throughout the day for residents

### **Day Room/Lounge**

The day room and adjoining conservatory were decorated and furnished to a high standard. The furniture was set out to allow a level of privacy for family visitors.

It was obvious that the home celebrates events as there was lots of bunting and flags on display celebrating the recent royal birth and St George's day. In addition, there were balloons and personalized handmade birthday cards on show celebrating the birthdays of two residents. These cards were made by the residents with the assistance of the activities coordinator.

All of the residents in the day room looked clean and tidy and their clothes looked pristine and well cared for. There were lots of smiles and background noise and nobody looked sleepy or bored.

### **Residents' Rooms**

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We were invited to view a number of residents' rooms and found that they were of different sizes and styles. All were bright, clean and furnished to a good standard.

It was evident that residents could personalise their rooms and call bells were situated within easy reach.

The home uses 'rise and fall beds' which are beneficial for staff and safer for elderly residents.

We saw that a sink was made available in each room which enables residents to maintain independent personal hygiene.

## **Bathrooms/Toilets**

The bathrooms and toilet facilities on each floor were clean, tidy, and furnished with specialist equipment for the safety of users. Call bells were situated within easy reach for residents. In one of these rooms we noticed a filing cabinet which was used for the safe storage of bathing and other beauty products.

## **Kitchen**

The kitchen had recently been installed and had an environment rating of 5. It was clean and well organized with the appropriate health and safety and hygiene documentation displayed.

## **External Areas**

The external areas, including small garden and car park, were well maintained and safe.



Residents can access the garden areas by using the ramp which is stored at the front entrance when not in use.

There was a variety of high quality garden furniture for residents use, including a bench that was donated in memory of a former resident. We were informed by a member of staff that residents enjoy spending time in the garden and often have afternoon tea outside, weather permitting.

### **Staff Observations:**

Staff were smartly dressed in uniforms.

They appeared to enjoy working at the home, were attentive and treated residents with respect and dignity. They were observed asking residents if they needed refreshments.

We were informed that care staff provided the cleaning for the home. To their credit it looked sparkling and loved with few knocks and scrapes that you would expect to see in a multi occupied environment.

Staff who spoke to Healthwatch Representatives reported that they really enjoyed working in this small care home. They didn't feel hassled or unable to give the level of care and support they wished to give.

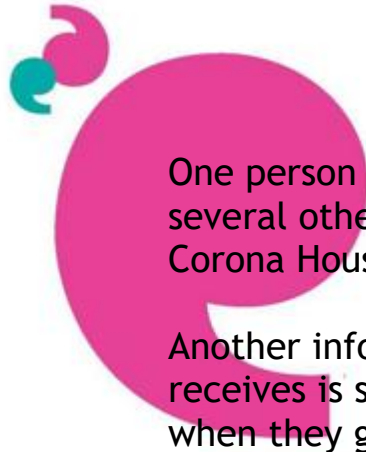
None of the staff spoken to could identify anything bad about working at Corona House.

### **Residents –**

All of the residents who spoke to Healthwatch liked living in Corona House and felt that they were well cared for. None of them could think of anything that could be improved.

### **Relatives**

Healthwatch Representatives spoke to several relatives on the day, all of whom highly recommended the service provided at Corona House.



One person informed us that their relative had been a resident in several other care homes before coming to Corona House and that Corona House was the best.

Another informed Healthwatch that the care that their relative receives is so good that they were putting their name down for a room when they get older.

## Conclusions

- All areas were clean, fresh and there were no unpleasant odours.
- The home was traditionally decorated and furnished to a good standard
- The atmosphere was homely, welcoming, calm and peaceful.
- Staffing levels were good enabling residents to enjoy one to one person centered quality care from staff.
- It was evident from our observations that staff knew the residents well and supported them to maintain their independence.
- The Manager and staff were friendly, enthusiastic and appeared to be caring, respectful and approachable.
- Residents looked well fed, hydrated and happy.
- The feedback received from residents and their relatives demonstrated that the service provided was good.



### Recommendations/considerations

- Display Healthwatch 'Your Voice' leaflets to allow feedback to be gathered independently
- Offer wall mounted hand gel for ease of use in reception rather than the small containers.
- Explore opportunities within the local area for residents to access and take part in; this would support the work of the Activities Co-ordinator.
- When considering any refurbishments in the future include Dementia Friendly features (signage, equipment etc)

### Supplementary feedback from the provider post visit

Thank you for your report which we found to be very complimentary. Myself and the staff enjoyed your visit to the home.

We are very proud as a team and it was a privilege to have the opportunity for us to shout from the rooftops and show you what we strive to achieve for our residents in supporting them to live fulfilled and happy lives in an environment where they are safe and much loved.

Thank you once again for your visit and for your positive recommendations for our due consideration.



### Health follow up action

Provide the home with Healthwatch Wirral ‘Your Voice’ leaflets.

Contact the home in 12 months to enquire about future plans and developments.

### 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.

## Glossary

**CQC**

Care Quality Commission

**EOL training**

End of Life



**healthwatch**  
**wirral**

**Healthwatch Wirral**

**Liscard Business Centre**

**The Old School**

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