

Enter and View Visit to The Windsor Nursing Home

21st January 2016



Additional information and contact details

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Healthwatch is the independent consumer champion for health and social care patients and service users in England.

Healthwatch South Tyneside has statutory powers under the Health and Social Care Act 2012 to carry out visits to gather the views and experiences of service users, patients, families, carers and staff for the purpose of service improvement.

Service:	The Windsor Nursing Home Victoria Road East, Hebburn NE31 1YQ
Named Manager:	Andrea Rowe
Date of Visit:	21st January 2016
Announced/Unannounced:	Announced
Visit Team:	June Bains and Yusef Abdullah
Most Recent CQC Inspection:	19th June 2014

Purpose of Visit

To provide an insight into the home through observation of what it provides in the way of care provision for its residents.

Overall Summary

The home is a safe secure, friendly accommodating environment for residents and staff and visitors.

The standard of care appeared to be good.

The staff seemed to have the skills to enable them to give appropriate care and support to the residents and each other.

Process

Enter and View officers gathered information and intelligence using a variety of means:

- Observations of the general condition and environment within the home and interactions between staff and service users, including staff carrying out daily tasks.
- Discussions with management and staff and an awareness of any sensitive areas in relation to specific service users.
- Discussions with service users and families using open questioning techniques and non-leading prompts.

Observations

Residents:

The residents were clean and tidy. Some with their jewellery on and nails painted. They were generally happy and keen to chat to us about the home and staff and the comments were very positive.

On their bedroom doors were their names in big print and some also had a photo of them. Staff informed us that some residents tend to take off the photos.

We observed the staff from the laundry taking the residents clothing to their rooms. All clothes were on hangers on a rail that she pushed along. I asked her how did she know what clothing belonged to each resident and she informed me that they are either marked with the name or room number. My colleague went into the laundry room and found it to be tidy and smelling nice. Laundry in washing machines was all appropriately sorted according to materials of garments. Also all residents had a basket with their names on. Even slippers we being washed for the residents.

The resident's bedrooms were light and spacious and clean and tidy. We did notice that although the wardrobes were heavy and sturdy they were not attached to the walls.

The resident's lounge areas were set out nicely and the chairs were clean and stain free. The furnishings were modern and all the lounges had TV and Radios; the music on the radios was appropriate to the age group of residents and not too loud. All the lounges were cosy, welcoming and well lit.

Visitors and Relatives:

Visitors are welcome at mealtimes and some ladies from the local church come in to chat with the residents.

Relatives that we spoke to were very happy with the care of their loved ones. One man we spoke to said that his father had been in the home and when he died he had no hesitation to bring his mother to stay. He was very happy with her care and had high praise for all staff especially the carers. He said that he can talk to the staff on any matter regarding his mother. Other relatives were happy with the care given to their loved ones and also that the staff were approachable to discuss any care issues.

Staff:

We were met by the manager who was friendly and approachable she gave us a tour of the home then said for us to wander around on our own. She told us that all residents and visitors can call in to see her anytime. They do not need to make an appointment.

All staff were friendly and approachable. They showed patience and care to the residents.

They were well dressed and smart in their uniforms.

The home employs a good number of staff and we were informed by the manager that more would be coming.

We observed care staff sitting with residents in the lounges either chatting with them or reading the daily newspapers with them.

Health and Safety:

In one of the upstairs lounges two residents were sitting on slings in the arm chairs. I asked the staff if these slings were specifically designed to be left underneath the residents and was informed that they were and that all residents requiring to be lifted by hoist had their own personal sling. I asked about manual handling training and the carers said that they have in house training in a bedroom down stairs where they do practical moving and handling skills.

Fire Procedures:

The fire alarm went off while were there. The response from all the staff was excellent and one member of staff came and escorted us to the assembly point.

Meal Times / Food:

In the dining areas the tables were set out with room between them and residents sat where they were comfortable. Some at the tables others sitting in comfy chairs with tables in front of them adjusted to the required height enabling them to reach their food and drink easily.

We observed the care staff giving out the meals to each resident and also assisting to feed some residents. These residents were being fed at their own pace and if they wanted to try to eat by themselves they were encouraged to do so by the staff. We observed that only one member of staff was serving out the food which is safe for food handling.

We asked the staff how they knew what diet each resident required and they informed me that there was a board up in the office which let them know about the dietary needs of each resident, they also informed us that it was in each resident's care plan.

The choice for food was varied and well presented on the plates and it smelled delicious. Some residents were using specially designed plates to assist them to pick up their own food easily and safely.

There were notice boards outside the entrance to the dining rooms and these were displayed using pictures of food and also written details.

Activities:

There was an activities co-ordinator and she was organising a game of bingo for after lunch.

A member of staff was sitting with a few residents and they were reading the newspapers. Other members of staff were sitting in the lounges chatting to some of the residents. Some ladies from the local church were in and they had been watching a video with one of the residents.

Areas of Concern

No areas of concern

Service Provider Response

Mrs June Bains and Mr Yusef Abdullah visited the Windsor on 21st January. Both were very professional and polite. I was happy with the visit and the feedback and would welcome them back into my home at anytime.

All my staff at the home try their very best and it is nice to have positive feedback to show them how well they are doing.

Signed:



Enter and View Lead
19th March 2016

Final Report taken to Healthwatch South Tyneside Board on: 18th March 2016

Board Comments:

Healthwatch South Tyneside thanks the residents and staff of Windsor Nursing Home for facilitating this visit. The informative comments from the provider have been noted.