



Details of visit

Service address:

Mahogany Care Home
Marsden Street, Newtown, Wigan WN5 0TS
Astonbrook Care

Service Provider:

31st January 2019 at 10 am

Date and Time:

Authorised

Paul Collier, Dave Brown & Kalina Carey (supported by
Karen Wilson, Senior Engagement Officer)

Representatives:

Contact details:

info@healthwatchwiganandleigh.co.uk 01942 834666

Acknowledgements

Healthwatch Wigan and Leigh would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. 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.

What is Enter and View?

Part of the local Healthwatch Wigan and Leigh 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 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 experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch Wigan and Leigh safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.



Purpose of the visit

- To engage with residents of care homes and understand how dignity and choice is being respected in a care home environment
- Identify examples of good working practice
- Observe residents and relatives engaging with the staff and their surroundings
- Capture the experience of residents and relatives and any ideas they may have for change



Strategic drivers

- CQC dignity and wellbeing strategy
- Engaging with hard to reach and vulnerable communities
- Exploring experiences of person-centred care

Methodology

This was an announced Enter and View visit.

Prior to the visit Karen Wilson and Dave Brown had met with Carol Bailey, the Registered Manager at Mahogany. This gave us the opportunity to discuss the service provided at Mahogany, the visiting protocol used by Healthwatch Wigan and Leigh (HWWL) and how we would conduct the visit, produce a report and gather feedback from the home. It was agreed that HWWL would leave questionnaires for visitors and staff who may be unable to contribute on the day of the visit.

On the day of the Enter & View visit we met with the Manager before we spoke to anyone in Mahogany and took her advice on whether any residents should not be approached due to their inability to give informed consent, or due to safety or medical reasons.

Following a discussion with Carol, Authorised representatives conducted short interviews with a number of staff members at the home who had worked at Mahogany between three weeks and 11 years. Topics such as quality of care, safety, dignity, respecting and acknowledging the resident's and families' wishes and staff training were explored. 14 members of staff contributed to our engagement either in person on the day or by completing one of the questionnaires.

Authorised representatives also approached eleven residents to informally ask them about their experiences of staying at Mahogany and, where appropriate, other topics such as accessing health care services from the home were also explored, to help with our wider engagement work. Three visitors also contributed information about their experience of visiting a family member or friend residing at Mahogany. Authorised Representatives explained to everyone they spoke to why they were there and took notes.

A large proportion of the visit was also observational, involving the authorised representatives walking around the public/communal areas and observing the surroundings to gain an understanding of how the home actually works and how the residents and engaged with staff members and the facilities. There was an observation checklist prepared for this purpose.

When they had finished speaking to staff and residents they left them with an information leaflet and explained that a draft report would be sent to the Manager to check factual accuracy and to allow Mahogany to comment on any findings or recommendations.

Summary of findings

At the time of our visit, the evidence is that Mahogany was operating to a very good standard of care with regard to Dignity and Respect.

- Residents looked tidy and clean and we saw no evidence of dignity not being respected
 - Residents told us that they were very happy with the food
 - Residents raised the delayed response times when using their call buzzers
 - We saw evidence of staff interacting with residents positively and regularly
 - Staff told us that they continually receive training and enjoy their work
 - There has been a successful drive on permanent staff recruitment to reduce the need for bank staff
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Results of Visit

Mahogany Care Home is a registered for 51 residents. There are 51 bedrooms with en-suite facilities, a television and internet access. Residents are also encouraged to bring their own items of furniture for their bedrooms.

Environment

There was a homely feel about the place and appeared clean and free from any unpleasant smell.

There was lots of artwork, local historical information, displays of old money and stamps, news articles and displays showing up to date world events and who's who in the Royal Family.

The home has several communal spaces including a large lounge where during the time of our visit a local entertainer was singing while staff encouraging residents to join in or get up to dance. There is a quiet lounge, another lounge where there were games, books, music CDs and a television and there is a conservatory which had the feel of an old fashioned tea room.

The home is set as a square so there is garden/courtyard area set in the middle while the home is surrounded on most sides by large gardens.

In the foyer of the home we observed a noticeboard displaying a number of weekly activities alongside a pictorial calendar of daily activities.

Promotion of Privacy, Dignity and Respect

All the residents we saw appeared dressed, clean and tidy. Those we spoke with were happy with their personal care, although there were comments from some residents and families that it would be better if staff could be more responsive to their toilet needs

when the calls bells were pressed, although they appreciated that it can be difficult if staff are busy with other residents.

The residents we spoke with felt that Mahogany caters for their individual needs and were happy that they make their own choices.

All bedrooms are numbers, have the name of the resident with some displaying pictures of personal likes.

Promotion of Independence

Residents can choose what time to get up in the morning and when they want to go to bed. Mealtimes are set but the kitchen is flexible around the resident. Residents are given menu choices based on traditional meals, although if someone would prefer something different this will be accommodated. Drinks and snacks are offered throughout the day. There was a menu board offering the breakfast, midday and evening meal options. Some residents informed us that they have a small fridge in their rooms.

Interaction between Residents and Staff

We saw evidence of staff interacting with residents in a friendly and positive way during our visit and both residents and staff were positive about the relationship.

Many of the residents were in the large lounge during the visit enjoying the local entertainer who visits every week.

Residents

Healthwatch representatives spoke to eleven residents. Residents told us they had lived at Mahogany between three months and five years. Residents said that they were very comfortable and well cared for and that their individual needs are catered for, other than a few comments about response times to the buzzers. Everyone said they felt safe in the home.

“I My room has been decorated beautifully and some of my furniture is my own from my old house ”

“I have a good time and a laugh. The food is good and the home is clean”

The staff could be more responsive to my toilet needs when the buzzers are pressed (maybe they're short staffed)”

Family and visitors we spoke with were very happy with the service and said that the care is excellent. Some visitors had commented that there are too many bank staff and not enough permanent staff. However, the Manager informed us that since she took up post in November she has been employing new permanent staff and has greatly reduced the number of bank staff, explaining that when there is a need for bank staff she insists upon the use of staff who are familiar with Mahogany so they know the routine and their faces are familiar.

Food

The Manager informed us that choices are offered at each meal with three meals and a light supper being served through the day. Residents and visitors are happy with the food and encouragement from staff.

A drinks trolley is taken round through the day and liquid intake monitored by staff.

Recreational activities/Social Inclusion/Pastoral needs

We observed a large noticeboard displaying information on weekly activities i.e. coffee afternoons, reading group, woolly Wednesday craft sessions, and a pictorial weekly calendar of activities.

There are 2 part-time activities co-ordinators who work hard to offer a variety of activities to suit everyone. When transport can be arranged some residents attend a local dementia café, although some are adequately mobile to go out on their own or with friends and family.

Involvement in Key Decisions

Some residents and families we spoke with were clear that they are involved and informed at all stages and were happy with the communication from staff. Others were unsure or said 'sometimes'.

Concerns/Complaint Procedure

The home confirmed that they have a complaints procedure, although no resident mentioned having used it to us.

Staff

All staff we met were friendly and we saw them interact well with residents and visitors. Residents and visitors were happy with the staff and the staff we spoke with were all happy in their job saying they really enjoy it and feel that they have lots of support.

Staff all highlighted the good teamwork and the number of opportunities for training which are provided over the standard mandatory training.

All but one member of staff we spoke with said they would be comfortable speaking to a senior member of staff if they had any concerns or problems relating to work, with one person saying she was unsure as it may depend on the issue.

Staff felt that the new manager is very supportive of them and that although it is a busy home they enjoy the environment in such a caring environment where staff work well together, as a team with positive attitude.

Staff said they have lots of opportunity to build relationships with residents by chatting with them and their families, engaging with them and reading their care plans.

Visitor and Relatives

Families and visitors were positive about the service and care at Mahogany, but didn't feel involved in planning or recommending activities provided by the home.

There were comments by families about the use of too many bank staff and not enough permanent staff, but we understand from the manager that this has already improved with the recruitment of new, permanent staff.

Additional findings

Overall our impression of the home is that it is well run under a new manager and deputy manager and residents are happy living there. Staff morale is good and with the increase in permanent staff and reduced use of agency this will be welcome information for families.

The Manager and Deputy Manager informed us that when a resident is being discharged from hospital back to the home, there are assumptions that the home has certain items of equipment, when in fact the home may have an item but prescribed for a particular resident and not for general use. This can cause problems and delays in treatment and care until an issue is resolved.

Recommendations

This report highlights the good practice that we observed and reflects the appreciation that residents and families felt about the care and support provided.

- Monitor staff response times to call buzzers
- Actively inform families about the increased recruitment of permanent staff and how this reduces the use of bank staff
- Aim to actively involve families and visitors in planning or recommending activities provided by the home

Service Provider response

1. **Is this report fair and factually accurate?** Yes
2. **What learning has been gained by your organisation as a result of this Enter and View visit report?**
Monitor call bell response times more closely and continue to build relationships with families.
3. **What was your impression of Healthwatch Wigan and Leigh? Is there anything we could have done better?**
The Authorised Representatives were professional and pleasant and our staff felt comfortable talking to them. There is nothing to improve.

4. Comments on recommendations

Recommendation 1: Monitor staff response times to call buzzers

Comment: We are monitoring the situation and are looking at ways to improve for a faster response time.

Recommendation 2: Actively inform families about the increased recruitment of permanent staff and how this reduces the use of bank staff

Comment: Residents and relatives meeting held 28.2.2019 in which we discussed staffing and recent recruitment. Feedback from relatives was very positive in respect of the quality of recent appointments and interaction of current staff with residents

Recommendation 3: Aim to actively involve families and visitors in planning or recommending activities provided by the home

Comment: Residents and relatives meeting held 28.2.2019 in which we discussed activities and ideas. Residents gave positive feedback on the activities staff and the activities that have been held in the past few months. We have commenced a resident's survey for activities to gather information on interests and ideas

**Comments received from Carole Bailey, Registered Manager
1st March 2019**

