



## **Millbrow Care Home**

Widnes

18<sup>th</sup> March 2019

**Enter & View report**



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## ACKNOWLEDGEMENTS

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Healthwatch Halton would like to thank the residents and staff at Millbrow for their time and consideration during our visit.

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## WHAT IS ENTER & VIEW

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People who use health and social care services, their carers and the public generally, have expectations about the experience they want to have of those services and want the opportunity to express their view as to whether their expectations were met.

To enable the Healthwatch Halton to carry out its activities effectively there will be times when it is helpful for authorised representatives to observe the delivery of services and for them to collect the views of people whilst they are directly using those services.

Healthwatch Halton may, in certain circumstances, enter health and social care premises to observe and assess the nature and quality of services and obtain the views of the people using those services. In carrying out visits, Healthwatch Halton may be able to validate the evidence that has already been collected from local service users, patients, their carers and families, which can subsequently inform recommendations that will go back to the relevant organisations. Properly conducted and co-ordinated visits, carried out as part of a constructive relationship between Healthwatch Halton and organisations commissioning and/or providing health and social care services, may enable ongoing service improvement. Healthwatch Halton's role is to consider the standard and provision of local care services and how they may be improved and to promote identified good practice to commissioners and other providers.

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## VISIT DETAILS

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Centre Details	
Name of care centre:	Millbrow
Address:	Millbrow Widnes WA8 8QT
Telephone number:	0151 420-4859
Email address:	Jane.english@halton.gov.uk
Name of registered provider(s):	Halton Borough Council
Name of registered manager (if applicable)	Mrs Alison Waller
Type of registration:	Nursing & Residential
Number of places registered:	44

The Enter and View visit took place on 18 March 2019 from 2.30pm to 3.45pm

The Healthwatch Halton Enter and View Team were:

- Jude Burrows
- Jane Catt
- Sue Ellison

### Disclaimer

Our report relates to this specific visit to the service, at a point in time, and is not representative of all service users, only those who contributed.

This report is written by Enter and View authorised representatives who carried out the visit on behalf of Healthwatch Halton.

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## SUMMARY

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Millbrow Care Home offers residential and nursing care in a friendly and welcoming atmosphere. A variety of activities are available to residents throughout the week. Staff were found to be friendly and respectful towards residents and their visitors. The decoration within the home looks worn and in need of updating but it is clean and uncluttered. Several improvements have recently been introduced to the home including person centred stories for each of the residents.

Residents seemed content and well cared for. While visiting the home we noted good interaction between staff and residents.

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# OBSERVATIONS

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## **Location, external appearance ease of access and parking**

Millbrow Care Home is a 44 bed home located a short drive from Widnes Town Centre. On our approach to the home we felt it was not well signposted from the main road. There is a small car park, on a slope, at the front of the home, that included some disabled spaces. The home is split into two units, upstairs and downstairs, and offers nursing and residential care. The home had 38 residents at the time of our visit.

The main entrance to the home is via a locked door. After ringing the doorbell, it was promptly answered, and we were greeted with a friendly and welcoming manner by a member of staff. We introduced ourselves, explaining the reason for our visit. We were asked to wait in reception whilst she got a senior member of staff to talk to us.

## **Initial Impressions (from a visitor's perspective on entering the Home)**

Staff use a key pad to allow visitors to enter the home, with a second pad in place to enter the upstairs unit. The code for the main entrance is displayed near to the signing in book, to allow guests to exit. The reception area was clean and bright, with hand gel available. A signing in book was on a table with fresh flowers displayed. We were not asked to sign in by staff. A radio was playing in the background and some comfortable seats were available. There are stains on the carpet, and it would benefit from changing.

The notice board had a large amount of information and looked recently updated. The recent CQC inspection results were displayed, as well as a complaints procedure and a letter from the homes Manager. The homes food hygiene rating, of 4 stars, was up on the wall. A dog friendly sign was also displayed. Our Healthwatch Halton poster is on the notice board alongside information from other local organisations, such as an Ex Armed Forces charity. Leaflets explaining the Herbert protocol<sup>1</sup> were available at the signing in area.

## **Internal Physical Environment**

During our visit to the home it was clean and clear of clutter; this standard was consistent throughout. The ground floor provides nursing care and the upper floor provides care for residents who have dementia.

On the ground floor there is a single large lounge area, this space is utilised for a wide range of activities. There is also a dining room which was set out for dinner with tablecloths used. There was a menu displayed on the wall. Bedrooms downstairs are numbered 1-21.

Access to the upper floor is via either lift or stairs. The upstairs is for residents with a diagnosis of dementia. The signage is clear, black writing on a yellow background.

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<sup>1</sup> The Herbert Protocol is a national scheme being introduced locally by Cheshire Constabulary and other agencies which encourages carers and family members to compile useful key information which could be used in the event of a vulnerable person going missing.

Bedrooms upstairs are numbered 22-47. The residents have an image on their bedroom door which has significance to themselves. For example, one resident had a teddy bear as they enjoyed collecting/cuddling bears, and another had flowers as a large part of their carer had been floristry. There is a large communal room which serves as both a dining and activities room. There are two further communal television lounges. The home also has a laundry room. There are a variety of chairs available for residents, including anti-tip and postural seating. The communal corridors have 'old' photographs on the walls.

Many of the bedrooms are en-suite, those which are not do have a sink in the room. The rooms we viewed were various sizes, but all were of a good size. Bedrooms contained personal touches such as photographs and soft toys.

The décor in many areas needed updating, particularly the paintwork and carpet. We were told that this was in the process of planning and will happen shortly. Some areas did have hard flooring and were more up to date. Resident's rooms were clean with modern curtains and wallpaper. We were told funding had been guaranteed for a new sensory room to be installed, on the upper floor, for use by residents.

We viewed some communal bathrooms and shower rooms. They were clean and odour free. There was access to toilet grab rails and a shower chair. There were mobile hoists and each resident who requires the use of the hoist have a personalised sling on the back of their bedroom doors.

### **Staff support skills and interaction**

Millbrow has a new Manager in post, Jane English. Jane explained that she is implementing life stories for all the residents. This is to allow a more person-centred approach to care and means staff can know more about the residents loves and personalities.

There is 1 nurse and 6 Care Assistants on each unit in the day time and 1 Nurse and 4 Care Assistants, per unit, on duty during the night time. The home also has a full time Activity Coordinator who supports residents socially and allows them to take part in activities, both and in and out of the home. Millbrow has been using agency staff recently and tries to utilise the same people when possible to allow some continuity for residents. As well as the care team the home has a Chef, Kitchen staff and domestics working in the home. The home has a dedicated Activity Coordinator, Linda, who works at the home Monday to Friday.

As Millbrow Care Home is operated by Halton Borough Council all training for staff goes via the council. This includes Safeguarding, Capacity and DOLS sessions. A staff training and opportunity board was displayed within the home. The home does not currently have a welcome information pack as they have only recently been taken over by the council.

A pre-admission assessment and briefing of needs is carried out before residents arrive at the home. Rooms are ready on arrival with any equipment people may need, such as hoists. Basic life histories have been taken by the home in the past, but a new process has recently been introduced which provides a more detailed life history and a more person-centred approach to welcoming residents. This is also being rolled out with existing residents.

The interactions we witnessed between staff and residents were very positive. Staff spoke to residents in a friendly, relaxed and respectful manner. It was evident during our visit that there are good relationships in place. We saw one member of staff sitting in the lounge chatting to residents. The staff member had a lovely, friendly manner towards the residents and engaged with the people in the lounge to include everyone. Residents were making Easter cards at the time of our visit, with the support of the Activity Coordinator.

The staff appeared to have time to spend with residents and seemed to know them as individuals. One resident became anxious. Staff are aware that to calm this resident down they can partake in '*caring for*' the residents comfort doll and proceeded to do this. We observed a comfort doll and soft toy left in the room for residents. The interactions we witnessed between staff and residents were very positive. Staff spoke to residents in a friendly, relaxed and respectful manner. It was evident during our visit that there are good relationships in place. One member of staff sat in the lounge chatting to residents. The staff member had a lovely, friendly manner towards the residents and engaged with the people in the lounge to include everyone. When asked about their views on the staff a resident told us "*they are marvellous*". One resident broke into song and Linda encouraged other people to join in. Many of the residents sang along with some dancing too.

### **Residents' social and emotional and cultural welfare**

The home offers a range of activities for residents including, chair Exercises, arts & crafts, poetry sessions, 'Play Your Cards Right', reading groups and board games. A weekly timetable is displayed in the entrance area. The Activities Coordinator is trained in hand massage and this is offered to all residents.

Some residents take part in activities and shopping trips outside the home, with staff support and have recently been to a Daniel O'Donnell concert and a 'Meet the Vikings' event. One resident told us they were going to a disco, the following day, at a local community centre. Entertainers visit the home a couple of times a month and bank holiday entertainments are provided. At Christmas time local school children and Brownie/Cub groups come to sing carols to residents.

Clergy from local churches visit on the first Sunday of the month and sometimes during the week too. Residents can also receive communion, if they choose, during these visits.

The residents we met looked well and happy. They were all appropriately dressed for the weather.

Millbrow has a new chef in place. Menus, with 2 options, are circulated in the morning and residents are asked their choice. A desert is offered with both lunch and tea, including fresh fruit. If a resident does not wish to have something on offer, they can be provided with an alternative of their choice, such as a cooked breakfast. The chef can meet dietary needs and makes alternatives such as diabetic cakes. Some residents will choose one option and at lunch time request another, their needs are always met. There are 2 set tea times and snacks and drinks can be made on request.

Residents have access to an outside enclosed garden which has an area of artificial grass and another raised pavilion area which is used as a stage in the summer and during the annual summer fair.

A hairdresser visits the home each Monday and Tuesday.

### **Resident's physical welfare**

Millbrow Care Home is aligned with Peelhouse Medical Plaza, who visit the home each Tuesday. Most residents are using this GP practice, but some chose to stay with their previous GP's. Karen explained that the alignment is working very well for the home and their residents. Communication between the home and GP is great and emails can be sent for prescriptions and bloods tests. The home also works closely with the Later Life and Memory service.

A Dentist visits the home once a year for resident's annual oral health checks. They can be called in to give dental care the next day if needed. Dental care will be given within the home where possible, but staff will support residents to visit a dental surgery when needed. All residents receive an annual eye check, with opticians visiting the home several times a year. Chiropodists also see residents within the home. This can be in residents' rooms or set up in communal areas. Residents see Chiropodists according to their health needs and most pay privately for this.

Millbrow is aware of the Red Bag Scheme<sup>2</sup>, used by local hospitals, and uses the bags for resident's hospital stays. (Residents mostly use Whiston hospital.) If there is a 999 emergency, it can be time consuming to prepare the red bags for admission. Pharmacists often still call to ask questions about medication when the Red Bag information has been sent in with the resident. The bags have sometimes not been returned by Whiston hospital and the homes staff then must go and collect them.

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<sup>2</sup> The Red Bag Pathway is designed to support care homes, ambulance services and the local hospital meet the requirements of NICE guideline NG27: Transition between inpatient hospital setting and community or care homes. A red bag is used to transfer standardised paperwork, medication and personal belongings and stays with the resident throughout their hospital episode and is returned home with resident. The standardised paperwork will ensure that everyone involved in the care for the resident will have necessary information about the resident's general health, e.g. baseline information, current concern, social information and any medications, on discharge the care home will receive a discharge summary with the medications in the red bag.



No problems with medication or Pharmacists were reported by the home. An improvement in the return of DNR forms was reported.

Residents occasional return home from hospital stays late into the night. This has been due to transport issues.

### **Facilities for and involvement with family / friends**

Families are welcome to visit the home before their family member moves in. The home regularly has friends and family meetings. The complaints process is available within all residents' rooms, as well as being displayed in the entrance area. At the time of our visit families were seen popping into the homes office to chat and update with staff.

We spoke with one family who informed us they were offered a choice of two homes and felt this home could meet their relative's needs. They are happy with the support received from all staff. The family told us that Linda the Activities Coordinator goes "*above and beyond what she is required to do*". The home organised a surprise baby shower for a resident's granddaughter. The family members we spoke with were happy they could discuss any concerns directly with the home if they were to occur.

Millbrow welcomes families to stay if their loved one is at end of life. They do not have a set room to facilitate this but will offer a spare room if available or make the families comfortable within the residents' own bedroom.

The home has a bi monthly staff review of any feedback received, where views of families and residents can be discussed.

### **Advocacy support**

We asked how many residents are registered under DOLS (Deprivation of Liberty Safeguards) and Karen was able to quickly access records of this within the home's office. She was knowledgeable of the needs of each resident and explained that 18 residents in the upstairs unit had a DOLS and 6 in the downstairs unit. DOLS dates are recorded in the diary to ensure they are updated when needed. Residents are currently given DOLS for 6 or 12 months. The home reported that DOLS requests take longer to come back than in the past.

It was not clear if any residents are receiving Care Act Advocacy at present.

At the end of both visits we thanked the manager, staff and residents for answering our questions and showing us around the Home.

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## RECOMMENDATIONS & SUGGESTIONS

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- 1.** Feedback any issues with Healthwatch Halton to ensure residents views can be shared with health services.
- 2.** Engage with the Healthwatch Halton Advocacy Hub to ensure residents can access their services when needed, including Care Act Advocacy.
- 3.** Provide a welcome pack for residents and their families.
- 4.** Ensure all visitors sign the signing in book on arrival.
- 5.** Ensure the painting/decorating work which is scheduled for the communal areas is carried out.
- 6.** Replace worn bedroom carpets with the same hard floor as the other bedrooms.
- 7.** Ensure the sensory room is installed in a timely manner.

Healthwatch Halton has statutory powers and responsibilities under the Health and Social Care Act 2012, the Local Healthwatch Regulation 2012 and the Local Healthwatch Organisations Directions 2013 section 5.

Providers and commissioners of health and social care services are required to respond to our requests within 20 working days by:

- Acknowledgement of receipt of the report or recommendation in writing;
- Providing (in writing) an explanation of any action they intend to take in response, or if no action is to be taken, to provide an explanation of why they do not intend to take any action.

Healthwatch Halton are required to report if any providers/commissioners have not provided a response within the required timeframe; this information will be included in our Annual Report.

## SERVICE PROVIDER RESPONSE

The following response to our recommendations was received from Jane English, Divisional Manager - Millbrow Nursing Home.

### Feedback from Healthwatch Report.

Comments	Actions	Responsible person	
1.Feedback any issues with Healthwatch Halton to ensure residents views can be shared with health services.	<p>Posters are available around the building to ensure residents, their families, significant others staff and visiting professionals are aware of the role of Healthwatch Halton.</p> <p>Healthwatch to be added as an agenda item for team meetings and residents / family meeting</p> <p>MDT to be arranged to ensure all Health issues are addressed and managed, supporting residents</p>	Team Manager	Completed
2. Engage with the Healthwatch Halton Advocacy Hub to ensure residents can access their services when needed, including Care Act Advocacy.	<p>Millbrow Nursing Home is working with its partner organisations to develop a robust MDT, This will include a named social worker who will as part of their work promote Advocacy service for residents.</p> <p>In addition to the above staff are receiving training and Guidance in relation to MCA, inclusive of the importance of advocacy.</p>	Team Manager	On going

Comments	Actions	Responsible person	
3. Provide a welcome pack for residents and their families	A welcome pack is provided and is situated in all bedrooms	Team Manager	Completed
4. Ensure all visitors sign the signing in book on arrival.	A sign in book is located in the reception area  All staff are aware of the importance of people signing this has been reinforced in staff meeting and with all visitors.	Team Manager / Nurse on duty	Completed
5. Ensure the painting/decorating work which is scheduled for the communal areas is carried out.	Halton Borough Council are working with their partner agencies and other stakeholders on identifying a refurbishment programme throughout the building.	Divisional Manager	Ongoing
6. Replace worn bedroom carpets with the same hard floor as the other bedrooms	Halton Borough Council are working with their partner agencies and other stakeholders on identifying a refurbishment programme throughout the building.	Divisional Manager	Ongoing
7. Ensure the sensory room is installed in a timely manner	The installation of the sensory room is being considered as a part of the refurbishment programme.	Divisional Manager	Ongoing

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