



## Enter & View Report

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### Care Home: Mariners Park Care Home

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**Service address:**

Royden Avenue,  
Mariners Park,  
Wallasey,  
Merseyside CH44 0HN  
Tel: 01513468888

**Date :** 21/09/18

**Authorised representatives:** Cllr Julie McManus  
Tina Fiddies  
Elaine Evans



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## Acknowledgements

Healthwatch Wirral would like to thank the management, residents, carers and staff at Mariners Park Care 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 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**

Green visit

### **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.

The Green 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

Mariners' Park is located in Wallasey and overlooks the River Mersey. The care home is part of a range of housing and care services provided for former seafarers and their families by the charity Nautilus Welfare Fund. The home is registered to provide accommodation and nursing or personal care for up to 32 people. The home also supports people living with dementia.

### Discussion with Manager

On entering the property a member of staff gave Healthwatch Wirral authorised representatives a warm friendly greeting. We were asked to sign in and were escorted to the office for a brief discussion with the Manager about the home.

The Manager was open and frank and appeared proud of the home and the work it undertakes. They were happy for us to view and walk around the home to talk with both staff and residents.



We were informed that the home comprises 32 bedrooms, which are divided into four units each with an attendant lounge and dining area.

The home provides accommodation over 2 floors.

At the time of our visit Mariners Park had 1 empty bed.

Residents can use the facilities on both floors should they wish to do so and access is provided by stair and lift. However, we were informed that the lift had been out of action on the day that an entertainer had visited. This resulted in a couple of disappointed residents who were unable to come down from the first floor.

All of the rooms are self-contained, have ensuite facilities and residents are permitted to personalise their rooms.

Mariners Park provides a good range of activities and outings for residents. We were informed that the male residents were recently treated to a pamper day by Lennie, the dementia friendly barber.

The Manager reported that care plans are person centred and the home involves residents by holding resident's meetings.

Mariners Park works together with a number of health and social care professionals who care for their residents. These include local GP's, district nurses, dentist, optician, physiotherapist and chiropodist.

Additional services provided include hairdressing and beauty therapy.



## Staff

25 Care staff are employed at Mariners Park, plus 4 senior care officers. An activities coordinator/ advocate is employed for 30 hours per week along with a part time (3 days) dementia specialist, known as an Admiral Nurse.

We also have a men's Activities Coordinator in partnership with AGE Men in sheds project.

Staffing levels;

8am-2pm - 7 x HCA, 1 x RGN, 1 Deputy RGN plus 1 SCO

2pm-8pm - 5 x HCA, 1 xRGN, 1 Deputy RGN plus 1 SCO until 10pm

Night - 1 x RGN, 3 x HCA

Staff turnover is low with many employees having been in post for a long time. The Manager stated that staffing levels are more than adequate to provide safe care to residents and that the home is 40% above the 89 care hours per day that the Local Authority Model minimum standards advise.

Staff shortages are managed by using their own bank staff and agency staff as a last resort.

Staff have an Induction when they start work at the home and receive regular supervisions and annual appraisals.

## Training

The Manager provided Healthwatch Authorised Representatives with a comprehensive training matrix which detailed all mandatory and additional training completed by staff.



The home has completed the 6 Steps EOL training and is fully accredited.

### **Medication**

Medication is managed by using the Biodose System, is stored securely in the treatment room and administered in accordance with NICE guidelines.

### **Complaints**

The home has a complaints procedure and staff, residents and their relatives are aware of this.

Complaints, compliments and feedback are encouraged and opportunities and support is given for people who have concerns.

### **DoLS and DNAR's**

The home follows legal requirements and best practice guidelines.

### **Falls Management**

The home manages falls by recording them in accident forms and in the care plans and by conducting monthly audits.

### **Pressure Ulcer Care**

The home employs RGN's and one is a Tissue Viability Link Lead. Air mattresses and cushions are used to prevent pressure ulcers and residents are assessed. All details are recorded in the care plans. The home has regular contact with the Tissue Viability Nurses.





### **Safeguarding**

We were informed that all alerts are reported to DASS and CQC and that the home has an open and transparent reporting ethos for the benefit of residents.

### **Quality Monitoring**

We were informed that Mariners Park monitors the quality of the service it provides by conducting audits, monthly care plan evaluations, mock CQC inspections by an external consultancy, resident and staff meetings and annual Health and Safety reviews.

After our discussions the Deputy Manager invited Healthwatch Authorised representatives to tour the facilities.

### **Environment -**

We were shown around the 4 sections by the Deputy Care Home Manager who freely declared his enjoyment of working in Mariners Park.

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

The reception area was bright and welcoming. The signage was clear and there was a reception desk which was manned by staff at the time of our visit.

Hand gel dispensers were available upon arrival and we were actively encouraged to use them. They were also present in the shared areas that we viewed.



There were plenty of notice boards displaying statutory notices, current information, activities available and the homes current newsletter.

Staff informed us that snacks and drinks are readily available all day and there were kitchen areas in each of the four units for residents to use.

The corridors were spacious and free from obstruction.

The home had five spacious lounges, four of which had dining and kitchen facilities.

The large lounge on the ground floor had panoramic views over the river and gave the impression of being on a cruise ship or liner.

All of the other communal rooms had balconies and offered views across the River Mersey.

The communal lounges on both floors were very tastefully decorated and comfortably furnished. The furniture in the communal rooms were placed to allow plenty of space to enable residents to manoeuvre around the home safely.

The sofas and chairs were grouped together to enable residents to effectively communicate with each other.

Residents appeared to be enjoying the activities taking place and a resident, from one of the independent homes on the site, had joined the care home residents to participate in the scheduled activity.

There was also a communal room on the first floor which housed an extensive model railway.

In another room were IT facilities to enable residents and staff to use the computers. We were informed that this room is also used for MDT meetings.



A resident invited us into their room. It was tastefully decorated, clean, fresh and bright. A call bell was within reach for the resident to call for assistance if needed. The resident had personalised their room to their own taste.

A married couple residing in the home had two rooms and used one as a lounge area and the other as a bedroom.

The shower room and bathrooms viewed were extremely well furnished, clean and tidy. They were equipped with assisted baths, hand rails and call bells within reach for users of these facilities.

The kitchen had an environment rating of 5 and was spacious, clean and well equipped.

The car park provided ample parking spaces for staff and visitors.

The gardens and 16 acre parkland surrounding the home were very well maintained and offered extensive views across the river over to the Liverpool Waterfront. The park also contains more than 100 homes for independent living for retired mariners.

### **Staff Observations:**

All of the staff were smartly dressed. They appeared to be very cheerful and treated residents in a friendly manner and with respect and dignity.

Healthwatch Authorised Representatives spoke with 4 staff members. Each stated that they really loved working in Mariners Park. One Carer said that they had only been there 3 months but it was the best Care Home they had worked in.



Another staff member echoed these sentiments and compared it to previous Care Homes that they had worked in. They also stated that in their opinion it was the best.

Staff talked about a team approach being followed in most aspects of their roles and this was evident during our visit.

Staff appeared to enjoy their work and were at ease with the residents.

### **Residents –**

Residents were both male and female.

The residents we spoke to looked well cared for and appeared cheerful. They were happy with the level of staffing.

Residents extolled the virtues of living in the home and praised the staff. They were happy with activities and the food provided although one resident said ‘although it isn’t like my home cooking, it is pretty good and there is lots of choice’.

### **Conclusions**

- All areas of the home were fresh, clean and well maintained, with special note being the refurbished bathroom and planned further bathroom upgrades.
- It was evident that that people had a very high standard of accommodation.
- The atmosphere was welcoming and staff were friendly and enthusiastic.
- Staff appeared to be caring, respectful and approachable
- Residents looked well cared for and cheerful.



### Recommendations/considerations

- Display Healthwatch leaflets to allow feedback to be gathered independently.
- IT link-up such as SKYPE technology could be used when residents have difficulty accessing activities in other units.
- Continue inviting residents in the ‘village’ to use the facilities and participate in activities in the care home.

### Supplementary feedback from the provider post visit

We would like to thank Healthwatch for this report and hope they enjoyed their visit. The visit was welcomed as an opportunity for us to share what we are particularly proud of or works well.

### Healthwatch follow up action

Provide home with Healthwatch feedback forms.

### Glossary

CQC	Care Quality Commission
DoLs	Deprivation of Liberty Standards
DNAR	Do not attempt resuscitation
HCA	Healthcare Assistant
RGN	Registered General Nurse
SCO	Senior Care Worker



### **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.

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