

**ENTER AND VIEW VISIT REPORT**

Waterside Care Home

10th September 2019



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## Healthwatch Remit

Part of Healthwatch Sandwell's remit is to carry out Enter and View visits. Healthwatch Sandwell Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows 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 Sandwell Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Sandwell's safeguarding policy, the service manager will be informed, and the visit will end. The Local Authority Safeguarding team will also be informed.

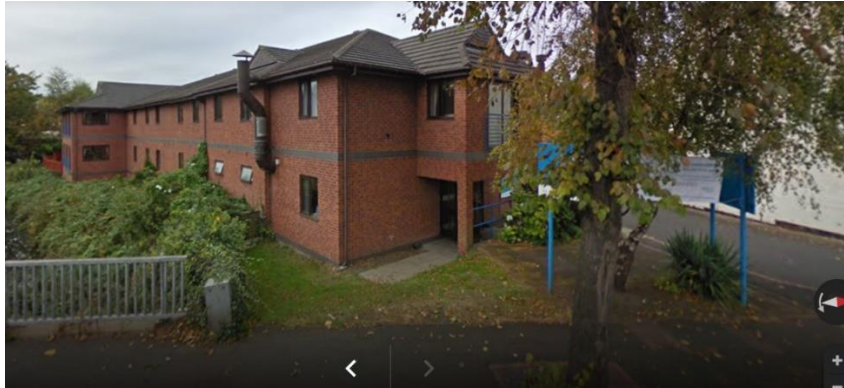
### **Acknowledgements:**

Healthwatch Sandwell would like to thank residents and staff for their cooperation during the visit.

### **Disclaimer**

Please note that this report relates to findings during our visit made on September 10th, 2019. The report does not claim to be representative of all residents, only of those who contributed within the restricted time available.

Who we share the report with This report and its findings will be shared with Waterside Care Home, Care Quality Commission (CQC), Sandwell MBC, Sandwell and West Birmingham Clinical Commissioning Group (CGG) and Healthwatch England The report will also be published on the Healthwatch Sandwell website ([www.healthwatchesandwell.co.uk](http://www.healthwatchesandwell.co.uk))



**HC-One Oval Ltd**  
**Waterside Care Home**  
**Dudley Road, Tipton DY4 8EE**

Waterside is a care home for 59 people providing nursing, convalescence, palliative and respite care.

**Purpose of the visit:**

This report will detail, where appropriate, a range of recommendations based on the findings of our Enter and View visit and it is anticipated that these recommendations will contribute to improving service delivery within the service and in turn improve the service experience for people who live at Waterside.

In keeping with Healthwatch Sandwell's role of sharing 'good practice' in service delivery within the Sandwell Borough we visited Waterside as part of our enter and View Programme for 2019/20

Prior to the Enter and View visit we conducted a desk top review of the most recent CQC report, based on an inspection undertaken in March 2018. Waterside Care Home was rated as 'good' across areas of 'safety', 'caring', 'well-led', 'effective' and 'responsive' - with an overall rating of good.

[https://www.cqc.org.uk/sites/default/files/new\\_reports/INS2-3678831290.pdf](https://www.cqc.org.uk/sites/default/files/new_reports/INS2-3678831290.pdf)

The purpose of our visit was to explore first-hand with residents present on the day of our visit, their experiences of the service provided in particular if their needs and wishes were met in a person centred way, their view listened to, they had choice about their daily life, that they were treated with dignity and respect and that they felt safe with the level of care provided.

We would also gather the views of staff in relation to training and support they were given to ensure that they carry out their duties effectively.

We seek to get feedback from family members or friends and ask if they are happy with the care provided to their relatives and that they feel they can raise any concerns or make a complaint should they so wish.

## What we did

Prior to our visit questionnaires for relatives or friends of residents were sent to Waterside Care Home, enabling us to get feedback on the service provided.

A team of two authorised representatives visited Waterside Care Home from 14:00 until 16:00 on 10th September 2019. The home manager was available and gave a comprehensive tour of the home and was very willing to answer questions that were asked.

## Environmental observations

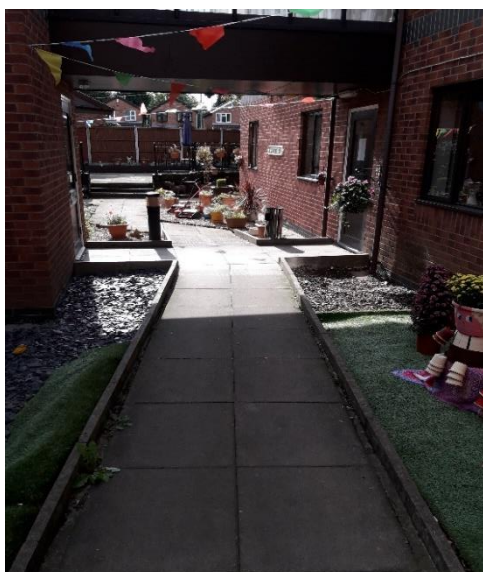
Waterside Care Home is a large detached modern property next to the Dudley canal in Tipton. The property looks well maintained and tidy, access is via a driveway to the side of the building that leads to the car park where the main entrance is sited. There is a well-maintained garden to the rear of the property.

The home appeared clean, tidy and well lit. It is nicely decorated with personal features for example photographs. The home covers two floors and identified by local landmarks, 'Victoria' and 'Jubilee'. Both floors have separate facilities with an open plan lounge/dining area overlooking the canal and garden.

Both lounge areas are a good size and well lit; has furniture of a good standard a TV, a fish tank and pictures on the wall. In the first-floor lounge there was a memory tree. In the ground floor lounge, there was also a small kitchen area.

In the corridors on both floors we noted an activity board displaying a weekly activity planner, the poster regarding our visit, hairdresser price list, emergency bag and minutes of the resident's meetings.

Also, on the ground floor there is a small quiet area with a comments book and an electronic touch-screen feedback device which the manager explained produces a monthly printed report. This led into the garden area that residents can use and also help to maintain. We were told that the residents were proud that this has been entered into a garden show.



## Residents experiences and observations

We were told that all residents have their own rooms which are all en-suite. One of the resident's rooms had the door open and we could see that it was clean, tidy and well maintained.

We talked to nine out of the fifty-nine residents at Waterside. Many of the residents did not have the capacity to talk to us and some were asleep. One of the residents we spoke to had lived there for five years and said it was nice and that the staff were alright. Another resident said they were looked after very well and get all the help they need.

Other comments made by residents were; ***"I am looked after very well", "Staff are very good at supporting me", "Staff are alright, some are very helpful."***

We saw that staff engaged with the residents in a friendly manner. Throughout our visit the staff were constantly busy serving residents drinks and helping with their personal needs. The ratios of staff to residents:

Floor	No Residents	Staff Day	Staff Afternoon	Staff Night
Jubilee	33	8	7	4
Victoria	26	6	5	3

We were told that residents often had the opportunity to have trips out, usually locally to cater for the residents needs and comfort. They go to places like Dudley Archive, Fish & Chip Shop, Canal Trust, Fountain Pub and the Black Country Museum. Residents are accompanied by staff or family members. We were also told that the home has 2 activity co-ordinators.

Two of the residents mentioned that their family members regularly come to take them out.

The home held residents' meetings monthly alternating on each floor.

The manager told us that residents, carers and relatives are involved in care planning, reviews of care take place every 6 months. There is also a relative's questionnaire.

One of the residents felt that the waiting time to be helped to the toilet was occasionally too long and said it could take between 30 minutes to 1 hour, although understood that the staff were busy.

There were average comments made about the food. Residents told us there is a choice of food which is usually very good. There is a rolling, seasonal menu and alternatives are provided if requested. Drinks are always available and staff regularly refilling cold drinks during our visit.

We were told that after 6.30pm the chef is not available and that the residents are offered a 'Snack pack' i.e. a packed lunch type cold meal.

Some of the comments made by residents regarding the food were: ***"Some I don't like, but I have it anyway," "the food is good, I get enough to drink and it is easy to get more", "there is a choice, some are better than others"***.

## Staff experiences and observations

Staff members wear uniforms to make them identifiable.

We talked to two staff members, both care assistants. Between them they have been working at Waterside for 23 years. Both told us they had a good understanding of care plans which were updated more than monthly.

Both Care Assistants were happy working there and stated there was enough staff, but one commented on the demands on staff, particularly with a majority of residents requiring moving by hoist and that two staff members were needed to carry out this task. She was aware that some residents had to wait longer than she would prefer during busy times.

They also told us that they had received extensive training including Manual Handling, Health & Safety, Fire Safety and First Aid, which is updated as required, mainly online. Both originally were trained under the previous provider.

Comments made by staff were ***"If I see residents struggling I go and assist", "I always ask residents what they want – if they need any help", "I always talk to the residents on the same level-I don't talk down to them", "as long as the residents are happy"***.

Both confirmed that it was only the nurses that could dispense medication.

We were told by the manager that no agency staff had been employed for four years and the staff we spoke to confirmed that staff turnover is low.

We observed two staff members supporting a resident who wished to be moved.

## Family experiences and observations

One family member was present during our visit and agreed to complete questionnaire later. Prior to our visit 12 questionnaires were sent to Waterside Care Home with prepaid envelopes to enable relatives to be involved in our visit and give their feedback. We received one questionnaire back from a relative who said that they felt that there was not enough staff in their opinion, but that residents were mainly treated with dignity and respect. Sometimes staff took too long when addressing residents personal care needs. The relative scored the home 7 out of 10 but felt this had deteriorated since the new company took over although it was a good home overall and that residents were relatively safe.

We were told by the manager that relatives are involved with care planning and are given regular updates on the resident's wellbeing. We were told that one resident has regular visits from their parents and sometimes they go out for lunch. Residents can telephone their family when they wish to do so using the home's wireless phones.

## Support from Other Services

The manager confirmed that residents have access to Neptune Health Centre, Glebefields Health Centre and Swan Pool Medical Centre. She also said that the home receives good support from Sandwell & West Birmingham Hospitals Community Care Team, Rapid Response Team, Hospital Avoidance Team, iCares, Make a Difference and SALT (Speech & Language Therapy)

## Complaints and Concerns

From January 2019 there had been 14 complaints reported, many from one family member. All complaints had been dealt with in house without the need for escalation.

## Summary, comments and further observations

The home appeared well run, the manager and staff answered our questions with an honest and transparent approach. Due to the nature of the resident's disabilities we were unable to get in-depth knowledge regarding individual experiences and thoughts but from our observations in the timescales of our visit residents were cared for with dignity and respect and in a kind and considerate manner. The Waterside newsletter evidence's that residents are encouraged to have an active lifestyle and encouraged to maintain independence.

It was disappointing that there was not more feedback from family or friends of residents.

## Recommendations

There was comment made by one family member regarding slow response times for residents who required support with personal care. There was also a comment made by a member of staff that residents had to wait longer than they should when requiring personal care during busy periods. Therefore, we recommend that the manager:

- Investigates the response times for supporting residents with personal care and ensures that staff ratios are correct.

## Provider Feedback

The provider did not feedback to this report.