



Enter and View Visit Report

Morris Care Centre

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Holyhead Road, Wellington, Telford, TF1 2EH

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About Healthwatch Telford & Wrekin (HWT&W)

Healthwatch Telford & Wrekin is the independent health and social care champion for local people. We work to ensure your voice counts when it comes to shaping, delivering/receiving and improving services. We address inequalities in health and social care to help make sure everyone in Telford and Wrekin (T&W) gets the services they need.

There are local Healthwatch across the country as well as a national body - Healthwatch England (HWE).

What is Enter & View?

Healthwatch Telford & Wrekin gathers people’s experiences of health and social care services and there are times when it is appropriate for Healthwatch to see and hear for ourselves how services are being provided. These visits are called ‘Enter and View’, and can be ‘announced’, ‘partially announced’ or ‘unannounced’. ‘Partially announced’ visits mean the service provider is told we will visit but not the date or time of the visit.



The responsibility to carry out Enter and View visits was given to local Healthwatch in the **Health and Care Social Act 2012**.

Enter & View visits are carried out by a team of specially trained and DBS-checked staff and/or volunteers called Authorised Representatives. These volunteers are not experts in health or social care and report only on what they see and hear during the visit. They make observations and collect people’s views and opinions anonymously and produce and publish a report.

Enter & View visits are not an inspection, and always have a ‘purpose’.



Details of the Visit

Visit Details:	
Service	Morris Care Centre
Provider	Morris Care Ltd
Date and Time of visit	2.00 pm Friday 27 th September 2019
Visit Team	3 HWT&W Enter & View Authorised Representatives (ARs) and 1 Authorised Representative "In-Training" (T-AR)
Service contact details	Name: Morris Care Centre Phone: 01952 245521 Address: Holyhead Road, Wellington, Shropshire, TF1 2EH

Purpose of Visit

How dignity, respect, quality of life and independence is being respected and supported in the person's care, and how 'activity-based' care supports people to continue to be as active and independent as possible.

We want to hear about resident experiences and those of any relatives and visitors present, and we will observe the residents engaging with the staff and their surroundings. We want to identify examples of good practices and hear about any ideas the residents or staff may have for change.

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 users of the service and staff, only an account of what was observed and contributed at the time.



Context of the Visit

In August 2017 Healthwatch England published a report: ‘**What’s it like to live in a care home?**’ Between January 2016 and April 2017, local Healthwatch staff and volunteers across England visited 197 care homes across 63 different local authority areas to find out what day to day life is really like for many of those living in care homes. These homes collectively provide care for almost 3,500 residents ranging from elderly people with dementia to those with severe learning disabilities.

During these visits local Healthwatch spoke with residents, their families and staff, compiling people’s experiences with their own observations to produce visit reports. These were shared with the providers, the public, CQC and Healthwatch England. Healthwatch England reviewed what people told local Healthwatch and identified the common issues that need to improve as well as eight quality indicators for a good care home. Healthwatch England identified that a good care home should:

1. Have strong, visible management
2. Have staff with time and skills to do their jobs
3. Have good knowledge of each resident and how their needs may be changing
4. Offer a varied programme of activities
5. Offer quality, choice and flexibility around food and mealtimes
6. Ensure residents can see health professionals such as GPs and dentists regularly
7. Accommodate residents’ personal, cultural and lifestyle needs
8. Be an open environment where feedback is actively sought and used

As part of the engagement programme Healthwatch Telford & Wrekin will visit Care Homes in the borough, and those elsewhere in the county where funding support is provided by Telford & Wrekin Council Adult Social Care. Individual visit reports will be published on each home visited. Over-arching theme reports will be published focusing on person-centred care and the quality of life experienced by residents, relating to their dignity and respect and exploring topics such as activity-based care, access to health professionals, and living with dementia.

Morris Care Centre in Telford & Wrekin is currently rated ‘Good’ by the Care Quality Commission (CQC).

The visit to Morris Care Centre would understand the resident’s experience of care and find out specifically about care of people living with dementia, activity-based



care, and access to health professionals. The visit was ‘**partially announced**’; we told the manager of the visit but not the date and time.

What we were looking at

The focus of this visit is to find out if the residents of Morris Care are happy living in the home. We want to learn about:

- the environment - supporting dementia, accessibility, activity
- the experiences of people living with dementia
- supporting people to continue to be as active and independent as possible
- choices available to people
- staffing levels and staff training



What we did

When we arrived at the home, after signing-in, we spoke to the manager. Our questions about the home were answered and we took advice on whether any residents should not be approached due to safety or medical reasons, or any issues regarding ability to give informed consent. The manager then showed us around and introduced us to the residents and staff.

We went to speak with any residents present in the home who were willing to talk to us and any visitors and relatives. We spoke to residents in the lounge and were invited to speak to other residents in their rooms. The manager/a staff member knocked on the resident’s bedroom door and asked if they would be happy to speak to us.

We spoke to 14 residents in total, 3 relatives and visitors, and 6 staff.

What we found out

About the Home

Morris Care Centre in Wellington is made up of three courts 2 of which are in the buildings of the old Wrekin Hospital a third court 50 metres up the road. Access to the buildings is by ringing the bell or keypad. Ercall Court has a double door entry system. Both buildings have a signing in process.

Wellington Court

Wellington Court is a Nursing Home for disabled men and women of all ages. The nursing home specialises in providing accommodation and support for various types of physical disabilities.



Accommodation is also available for respite and short term care.

The single en-suite bedrooms offer residents the opportunity to be as independent as possible, whilst the large open plan sitting room and conservatory are perfect for day time activities.

The warm and friendly Nursing Home allows residents to be independent and live a fulfilled life whilst registered nurses are on hand for extra support if required.

Wrekin Court

The Home has 45 single bedrooms, many with en-suites, providing residents with their own private space that is personal to them. Comfortable sitting rooms and cosy dining areas are conveniently located on each floor. The main dining area is located on the ground floor and the catering team are dedicated to serving nutritious, delicious meals every day.

Residents can decorate their rooms to meet their needs and choices.

Provides nursing and palliative care for elderly, either long or short time.

Ercall Court

Ercall Court was opened approximately 1 year ago and provides specialist dementia care in a bespoke setting. With only 11 bedrooms, it's a real home from home with dignified care that respects the individual and ensures residents are able to continue living fulfilling lives.

Designed to be as relaxed and homely as possible, residents feel comfortable and safe at all times. The home fits in with the local community perfectly and looks more like a residential property than a nursing home.



The design of the home has been sympathetically considered to specifically help those living with dementia. With individually coloured bedroom doors to help each resident remember their room, non-reflective glass and plain carpets, the importance of promoting a sense of calm in the home was evident.

Dedicated themed areas around the Home are designed to support those 'walking with purpose', stimulating interest and promoting happy memories. A sensory and relaxing Spa Room provides a therapeutic and enjoyable experience, with a specialist massage bathing system ideal for those with reduced postural control.



Views of the residents



“Looked after well”

“Food is good”

“Can’t fault anything”

“Friendly staff”

“Staff will ask what I want to do”

“I feel safe living here”

“I have never had a problem”

“Anytime I need help I get it”



Most residents that we spoke to said that they were happy here, well looked after and supported, they had choices over meals and activities. There were trips out arranged for those who could go out. Some activities were centred on Wrekin Court and residents from Ercall Court and Wellington Court attended.

One resident told us that the highlight was going to Shrewsbury Cathedral for the Carols by Candlelight service, the only problem being wheelchair access to the cathedral.

One resident told us they loved drawing and art and had done some of the drawings round the home. Others were involved in the running of the shop in the centre that sold everyday items of toiletries and sweets. Many sang with the choir or did gardening as part of the gardening club, and flower arranging.

One resident told us that there was no choice with regards to meals. However, a staff member approached and asked what the resident wanted for dinner and supper the next day.

Relative's views and comments

"I speak to a lot of other relatives and never a bad word is spoken"

"Food is good, good choices"

"Can't fault anything"

"Always kept in the loop"

"Friendly staff"

"Staff will ask what I want to do"



We were told by a relative they have no worries for any of the residents, they could not tell if staff were agency or care centre staff as everyone is brilliant, homely cooked food with good choice.



Relatives are kept in the loop with residents' care and health and what's going on in the care centre.

This relative often speaks to other relatives and there is never a bad word spoken.

One relative expressed a few concerns about Wrekin Court, these include use of the resident's prescribed dressing pads for other residents (the manager and clinical lead have been asked to investigate and report if necessary). Staff forget to pass on small details to family members even though the resident does not have capacity. Staff have also questioned the nature of the resident's illness. They asked "what is wrong with your relative" despite the fact that they should be aware of their dementia diagnosis this left the feeling that staff don't fully understand dementia.

Staffing levels were questioned as advised there are 2 staff members to feed the whole floor, also asked if 4 hours was normal for personal care change times. A lot of new and agency staff, but is much better than it used to be.

The higher the floor the more the staff on the floor have to do, such as washing up, on the ground floor they have access to the kitchen so kitchen staff will help.



Views of the Staff

Staff members we spoke to told us they get a lot of training, the management are hot on training. Staff meetings a couple of times a year. The Care Centre has changed enormously over the years - for the better. They feel they get support, and help when needed, they were aware of who to speak to if they had any concerns, and aware of the complaints procedure.

Choices

The program of activities is published monthly in the centre's own newsletter 'The Crier', it is also published on small notice boards in the lounges.

Activities for October

	Morning	Afternoon	Ercall Court
Tuesday 1 st	Room Visits	Pet Therapy	Singing Practice
Wednesday 2 nd	Social Calls	Children from Shortwood Primary School singing Harvest Songs in Dining Room Choir Practice	Choir Practice in Care Centre
Thursday 3 rd	Postcards of Kindness	Children from Shortwood Primary School singing Harvest Songs in Wellington Court Gardening Club	Garden Club
Friday 4 th	Hairdresser / Social Calls	Flower Arranging	Flower Arranging
Monday 7 th	Boxercise	Library Trolley	Boxercise
Tuesday 8 th	Social Calls	Social Calls	Colouring for Relaxation
Wednesday 9 th		Choir Practice	Choir Practice in Care Centre
Thursday 10 th	Social Calls	Garden Club	Garden Club
Friday 11 th	Social Calls	Board Games	Bingo
Monday 14 th	Social Calls	Fish & Chip supper with Bingo	Quiz
Tuesday 15 th	Library Trolley	Sadie Beth Entertains	Sadie Beth At Care Centre
Wednesday 16 th	Jigsaws	Choir Practice	Choir Practice in Care Centre

There are two social activities co-ordinators, one works 30 hours a week and the other 25 hours. The co-ordinators cover Monday to Friday. The care centre has a mini bus that is used for outings like to Norbury Junction for a picnic, or to Cosford Aerospace Museum or the Dogs Home.

Activities within the home include:-

- BBQ
- Strictly Come Dancing
- Afternoon at the Ritz
- Ice Creams every Wednesday afternoon
- Nursery children visit
- Exotic Zoo



- Monthly communion service
- The centre have their own choir, which meet weekly
- Gardening Club

A hairdresser visits weekly.

Room visits for those who don't want to or can't leave their room.

The manager has a budget for activities.

New residents have 1:1 during the first week.

<u>Friday</u>
<u>Lunch</u>
Starter
Parsnip Soup Or Melon
Main
Breaded Cod Fillet with Chips Or Sausage, egg & Chips
Vegetarian option available on request
Desert
Bread & Butter Pudding with Custard Or Sweet Trolley
Mid afternoon tea, Coffee, Cakes
<u>Supper</u>
Soup of the day
Pate on Toast Or Beef & Tomato or Salad Sandwich
Rice Pudding

Meals can be taken in residents' room or in the restaurant on the ground floor of Wrekin Court. All food is prepared and cooked in the kitchen on site, from fresh locally produced ingredients.

All residents are asked to make their choice the day before.

Pureed food and ethnic food are available where required. One staff member did say they would like to see more options for the pureed food as they all seemed to be the same.

The cook will discuss with relatives of new residents dietary requirements

Protected meal times are in place, so visitors unless assisting a resident are discouraged.

Relatives and friends are asked to route all food parcels via the kitchen so they can keep track of what residents are eating.

Living with Dementia

We observed that residents were being given drinks in cups, two handled mugs or two handled beakers as appropriate, At the time of our visit a birthday party was in progress, each month they celebrate all birthdays for the month on one day at the end of the month, this month it also coincided with the Macmillan coffee morning, plenty of tea/coffee and cakes on hand.



In Ercall Court the staff were observed interacting well with the residents, helping them with jig-saw puzzles, help for the residents was sympathetically applied nothing was forced on them, We were told the Social Coordinator visits alternate days, they have bingo every Friday. Staff were observed applying nail polish for two residents. Cakes from the birthday party in Wrekin Court were brought round. Staff, including agency staff, appear to know all the residents' names and addresses.

In Ercall Court the T.V. was playing a loop of soothing music and scenes, which was very relaxing.

Staffing levels and training for staff

We were advised that typical staffing level in the Care Centre are as follows

		Wrekin Court	Wellington Court	Ercall Court
Nurses	AM	4	2/3 **	1
	PM	4	2/3 **	1
	Night	4 *	*	1
Care Staff	AM	10	9	3
	PM	6/7 **	7	3
	Night	3/4 **	4/5 **	2

*Between the two units ** dependent on occupancy

Admin staff

Manager (non clinical)
Assistant Manager (Clinical Lead)
Accounts
Admin
Receptionist
2 x Social Care co-ordinator

Catering

Head Cook
Deputy Cook
Supper Cook
2 x Kitchen Assistants
Steward

Maintenance

1 x Full Time
1 x Part Time
Grounds maintenance is sub-contracted



Training is normally undertaken in-house including 2 day induction, or by SPIC (Shropshire Partners in Care), Severn Hospice for end of life, dementia training by Admiral Nurses. Staff can qualify for NVQ Care Certificate.

Observations

During the visit the authorised representatives observed interactions between staff and residents, and looked at the physical environment.

Staff interactions with the residents

Staff were observed being friendly with residents, addressing them by name, and getting down to their level when talking to them. Staff were observed asking residents what they wanted to eat the next day.

The Care Centre hold resident and relative meetings, typically quarterly, but tend to be poorly attended, as the manager has an open door policy so relatives and residents can discuss concerns and they tend to get resolved.

Nurses stations were manned and organised.

The environment of the home



In general the Care Centre appeared to be clean and bright, wide hallways, there was a very slight smell in Ercall Court but nothing of any real concern.

The Care Centre has a 5 star food rating from Telford and Wrekin Council.

There are at least 2 lifts which are spacious and easy access in the Care Centre.

Photos on the wall making a homely feel.

However in Wellington Court there were a few issues that we feel need addressing these include:

Food and drink left on the tables, floor and chairs even though dinner was finished a couple of hours earlier.

Staff belongings were being stored in the lounge area, we were told that the lockers provided need the old pound coins to operate them.

In the outdoor space some obstacles were left outside the door making wheelchair access difficult.

One toilet was being used as a storage area, however, the manager advised that it was not being used as a toilet.



The lounge area appeared to be used as a storage area for chairs.

The conservatory had dead bugs in a couple of the glass jars on the windowsill.

A new call system has been installed in the home, however it was felt the call bell in the conservatory was not in a clear prominent position, as we confused it with the door system. Other call points were not observed.

Hoists were being stored in the entrance to the lounge area restricting access.

Some décor needs to be refreshed, however the manager told us this is work in progress.

Wrekin Court

Rooms were spacious with hand basin and toilet in each room.



Outside of Ercall Court one of the curb stones was loose and sticking up. We appreciate that this is not the Care Centre's responsibly, however, they do need to ensure it is sorted. The manager told us it is the subject of a dispute between the council and a contractor who dug up the street recently.

In Ercall Court one of the chairs had its seat missing (probably for cleaning), however, one resident sat on the chair and had to be helped up by staff.





Additional Findings

The Care centre have ties with both Wellington and Shawbirch Medical Practices, there are weekly visits by Advanced Nurse Practitioners backed up by a doctor if required.

Chiropody monthly or as required.

Physiotherapy is provided either privately or through the hospital.

Hearing test, dental and eye care is reviewed annually or as required.

SALT (Speech and Language Therapy) reviews.

MDT (MultiDisciplinary Therapy) nurses from the hospital attend every Wednesday.

Dietician with regular weight monitoring.

The Care Centre participate in the hospital red bag scheme, and have 5 beds reserved by the hospital for discharge use.

There is a hair salon on site, with hairdresser every Friday. Prices from 1st April 2019 are -

SHAMPOO AND SET	£8.22
TRIM AND SET	£14.75
HAIR AND BEARD TRIM	£10.00
CONDITIONER	£1.27
SETTING LOTION	£1.27
BLOW DRY	£10.42
TRIM	£6.98
CUT AND BLOW DRY	£15.97
WASH AND CUT	£8.54
PERM ONE	£34.80
BIO-HERBAL PERM	£36.65
TINTS	£29.40



Summary of Findings

- Residents appear well cared for, and dressed appropriately.
- Residents were happy with the food provided.
- Having a minibus extends the range of activities for the residents.
- House is in the process of redecoration, but in most areas was clean bright and tidy.
- Residents and staff have open door access to management who we are told are approachable and listening.
- There were a couple of concerns that have been communicated to the manager for investigation.

Recommendations

- Consider relocating the call alarm button in Wellington Court conservatory to the other side of the pillar so it is visible and prominent.
- Provide staff with a secure area to store personal clothing and effects.
- Provide further dementia training for some staff.
- Keep public areas clean of obstructions.
- Clear tables and areas after meals have finished.
- If chairs etc. are not usable they should be removed so residents with poor eyesight don't try and use them.

Service Provider Response

Healthwatch Telford & Wrekin received the following response to this Enter & View visit and report from the manager of Morris Care Centre in November 2019

Thank you for bringing a lovely positive team to the home and your kind responses

The manager has also provided the following information in response to our recommendations:

1- Consider relocation the call bell alarm button in conservatory so it is visible and prominent

We have moved the old call bell point which was decommissioned when the new system was installed to avoid any confusion. All staff are trained in the call bells and there location as part of the induction so all staff know where the call bell point is in the conservatory.



2- Provide staff with a secure area for personal items or effects

The staff have been given areas on all of the floors to store belongings which is secure. Staff have been reminded to use the secure area and not leave belongings visible.

3- Provide further dementia training for some staff.

Where we identify staff need further training in any areas we source or provide the training in house. Our Cedar Philosophy training and skilled intervention training is a more specialist training for staff who work with people living with dementia. Due to the bespoke delivery of the training we are limited to staff who are able to attend and we look who needs it the most. We also have an Admiral nurse who works closely with staff and families, giving reassurance to families and guidance to staff when caring for people living with dementia. Our admiral nurse will also identify and source any specialist training and she also runs workshops for staff within the home

4- Clear tables after meals have finished

This is done once the care needs of the residents are met after lunch. The stewards will also help if necessary.

5- If chairs are not useable they should be removed so residents with poor eyesight do not try to use them

All decommissioned furniture is removed and disposed of once it is deemed as unfit for purpose.

Additional comments

- Following on from the resident family member who reported that (HWT&W - word deleted) dressings were used for other residents, on investigations and looking at the nurses recording of prescribed items it was confirmed the dressing were found to have been documented correctly and the count of the dressing was correct. The family were advised that they used the dressing more often than recommended as (HWT&W - word deleted) can peel them off. It was discussed with the family and they were asked to report any concerns to the Nurse in Charge immediately so clarification can be sought.
- Staffing levels are looked at daily with looking at skill mix as well as the wider team within the home. We are fortunate to have 2 Clinical deputies who work in addition to the staff deployed to work on the floor, they support the nurses and care staff on the units. We also use a dependency tool which is updated monthly in order to get the residents accurate nursing need.



Acknowledgements

Healthwatch Telford & Wrekin would like to thank the residents and staff of Morris Court for their contribution to the visit and our Enter & View programme. Photos are either taken by Healthwatch during the visit or from the Morris Care website.

Get in Touch

Please contact Healthwatch Telford & Wrekin to share your views and experiences of this service or any other health and social care service in Telford & Wrekin or received elsewhere by people living in Telford & Wrekin.

We gather comments anonymously and share them with the public, service commissioners and providers to highlight areas of good practice and identify areas for improvement.



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