



# Enter and View Visit Report Isle Court Nursing Home

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# About Healthwatch Shropshire



**Healthwatch Shropshire is the independent health and social care champion for local people.**

We work to ensure your voice counts when it comes to shaping and improving services. We address inequalities in health and social care, to help make sure everyone gets the services they need. We are a charity.

There are local Healthwatch across the country as well as a national body, Healthwatch England.

## What is Enter & View?

Healthwatch Shropshire gathers information on people's experiences of health and social care services and there are times when it is appropriate for Healthwatch Shropshire to see and hear for ourselves how services are being provided. These visits are called 'Enter and View', and can be 'announced', 'semi-announced' or 'unannounced'. For 'semi-announced' visits 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 Healthwatch in the **Health and Social Care Act 2012**.



Enter and View visits are carried out by a team of specially trained and DBS checked volunteers called Authorised Representatives. They make observations, collect people's views and opinions anonymously and produce a report.

Enter & View visits are not inspections and always have a 'purpose'.

## Details of the Visit



<b>Service</b>	Isle Court Nursing Home, Bicton, Shrewsbury
<b>Provider</b>	Morris Care
<b>Date / time of visit</b>	Monday 9 <sup>th</sup> December 10.30am
<b>Visit team</b>	Two Healthwatch Shropshire Enter and View Authorised Representatives (ARs)

## Purpose of the Visit

Dignity, respect, choice and safety: to explore the quality of life experienced by care users in this setting.

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

## The Context of the Visit

We decided to make a visit to Isle Court Nursing Home as we had not visited since 2014 and were aware of changes in management. The visit was announced meaning we had written to the home and informed them we would be coming.

## What we were looking at

We were looking at the quality of life for residents living in the home particularly in respect of choices they could make about their lives for example what food they wanted to eat or what activities they wanted to do. We were also looking at dignity and respect and at the care provided by staff.

In particular we looked at five aspects of the resident's experience at Isle Court:

- Are they listened to and supported to express their needs and wants?
- Do they have choices?
- Do they feel safe and secure within the home?
- Are relationships with their family and carers supported?
- Are complaints and feedback encouraged and acted upon?

## What we did

The Home Manager and Clinical Lead welcomed us and we asked them about the Home. Then we spoke to seven residents, five relatives, two visitors and eight other staff.

We also looked at the Home's environment.

## What we found out

### Management

The Manager and Clinical Lead told us that the Home has 79 beds, although on the day of the visit only 48 of these were occupied. There is a 26-bedded dementia facility, currently with 15 residents. Palliative care is also provided. The Home is laid out in separate units which are linked together.

Permanent staff mainly run the Home and additional staffing is recruited, as necessary, from just one agency.



The Manager and Clinical Lead told us that:

- The proper handling of residents' initial admission is very important. They stressed the priority given to initial paperwork, visits, and identifying the resident's needs. Working together with other involved professionals was also emphasised, as was contact with family members. New residents' needs are reviewed with residents and family after seventy two hours, six weeks and then annually. Residents with Dementia are accepted. End of Life Care is provided, although the Gold Standards Framework<sup>1</sup> rating has expired.
- Providing care to meet resident's personal needs is important. All are registered at one local doctor's surgery and a GP visits the Home one afternoon a week. Further GP visits are also done, as necessary, and there

<sup>1</sup> <http://www.goldstandardsframework.org.uk/>

are six monthly reviews of medical needs. Resident's eyesight is checked annually, or when needed. Shropshire Rural Community Concern provides audiology support for residents and Shropshire Community Dental Service come to the Home to provide dental care. The Shropshire Community Health tissue viability service is used. Private chiropodists and podiatrists visit regularly.

- Staffing levels are above those thought necessary by the Home for the current number of residents.
- Feedback is seen as very important. The complaints procedure is displayed in the reception area and is also given to the families of newly admitted residents. There is a current "You said, we did" notice showing the Home's responses to recent suggestions. Residents and their families are involved in resident's reviews and contribute to care plans. Open residents meetings are held to discuss current matters.
- In January 2019 the owners appointed a Pastoral Care Coordinator to support its various homes. The Coordinator visits Isle Court once a week. Part of his work is to support new residents and their families in the first four weeks of residency. His feedback helps with individual's care plans. He has also trialled a new resident's views survey. This is done after their admission, respite stays and on an annual basis.
- Individual's personal needs and interests are responded to:
  - The Home has a mini bus that is used for going to church, walks, visits to the local village hall and days out.
  - Wi-Fi is available throughout the Home. Televisions are available in every bedroom and in communal areas. Residents can buy Sky programmes if they wish.
  - All rooms have ensuite facilities and residents are encouraged to bring their own furnishings and possessions.
  - Communion is celebrated within the Home.
  - There is a schedule of weekday activities which is organised by a "Lifestyles Coordinator". These include craft classes, "boxercise", quizzes and gatherings/parties. Concerts are also arranged regularly. A hair salon opens three days a week and a "Men in Sheds" project has been recently set up. A range of Christmas and New Year events is scheduled.
  - There are call bells in all rooms along with night movement detectors. There is a monitoring system that records the number of calls, the caller wait times and the time staff spend with callers. We were told that the average waiting time on the day of the visit was 3 minutes 48 seconds.
  - Every resident has a named key worker and a primary nurse.

## Environment

Isle Court is set in large neat grounds. The Home is comfortably warm, well furnished and clean. The atmosphere is quiet, calm and friendly. Signs are clear, although some notices need larger print. There are a number of well-furnished communal areas. These vary in size. Some have equipment for preparing food and drinks. Residents, and their visitors, were seen using these facilities. There is a “Reminiscence Room” with photographs and memorabilia from earlier times. Ornaments and pictures add to the welcoming and homely feeling. Individual rooms are well lit, often with large windows with views of the grounds. The gardens have a range of “sensory areas” and seating.

## What people told us

In addition to the Home Manager and the Clinical Lead we spoke to seven residents, five relatives, two visitors and eight staff.



### 1. Are they listened to and supported to express their needs and wants?

Three separate residents told us they were satisfied with their care.

- “On the whole it’s very good. They have listened to my concerns.”
- “It’s one of the best homes. It’s what you pay for.”

Two residents named carers whom they felt were exceptionally helpful. One said that there was a big difference in the level of his care between different staff. Another said that recent increased staffing levels had led to an improvement in the amount of support offered. One resident said there had been a long delay in someone coming one night when he needed urgent medication. Another said, “It’s generally about ‘all right’.”

Relatives said:

- “They have tailored (his) care as (his) needs have changed.”
- “I looked around at different places, and felt at home with (Clinical Lead). She had done all her homework and my relative is very pleased to be here.”
- “The food is very good, and dad enjoys it.”



We saw that those residents who need assistance at meal times are well supported by staff. We also saw that various cups and beakers were available to suit the abilities/needs of the user.

Staff said of the service they provide:

- “We’ve created a family care group. We have monthly open meetings for family, friends and peers. At the moment five or six people participate.”
- Another said, “It’s important to meet individual’s needs; like how each person likes their tea served.”

Staff said of their own work at Isle Court:

- “I love it here. The best thing about working here is the residents.”
- “I go away at night feeling good about myself.”
- “My induction was fantastic. I was taught to meet individual’s needs.”
- It is “an honour to clean people’s living/bedrooms and be trusted to handle their possessions.” She loved the Home and said everyone was friendly.

## 2. Do they have choices?

We saw:

- Rooms had been personalised with furniture, paintings, lamps, photographs and bedding.
- Residents have a choice of menu and a choice of where they eat. Some eat in their rooms and others use the dining room.
- Residents being shown the foods on offer to help them decide
- One resident had a sign on his closed door to request privacy, and that his door be left shut.
- A programme of weekly activities and Christmas events, and we saw residents taking part in a group activity.
- Social areas are available. They vary in size, facilities and décor.

We were told that:

- Every room has a safe box and there is a safe available for valuables.
- Food allergies and preferences are known before admission.
- The dinner menu is chosen on the day before.
- “There’s plenty going on”.



### 3. Do they feel safe and secure within the home?

One resident said, “Even if you press the bell it sometimes takes half an hour for someone to come, especially at night.”

Relatives and carers said:

- “He’s been well looked after they’ve certainly got the regime off to a T.”
- “Staff numbers have been upped lately.”
- “I know I worry about things, and staffing levels will never be enough, but they are better now, so I worry less.”
- “The quality of care is down to individual carers, not the system.”
- “We’ve had three different managers (over 2.5 years): Very good, less so, very good.”

### 4. Are relationships with their family and carers supported?

We spoke with one visitor who came to see her husband every day and stayed all day. The Home provided meals for them to eat together. We also saw two family members who came for part of every day. There is a separate family sleeping room for visitors if needed. We also saw staff address residents by name and the Manager welcome and address visitors and relatives by name. Relatives said:

- “We have regular reviews.”
- “On the whole the staff are lovely.”
- “Since (Current manager) has been here, it’s lovely.”

One new resident said, “It’s really nice, they make you feel really welcome.”

Three visitors said that the staff are helpful. One said, “Staff always serve us tea and coffee.”

The Pastoral Care Coordinator told us that part of his role is to support relatives.

## 5. Are complaints and feedback encouraged and acted upon?

One resident who had been at Isle Court for four and a half years commented, “The new manager had turned the place around. It’s much better than it was 12 months ago. She is kind and compassionate.”

One relative said, “You feel you’re being listened to by staff. It’s much better since (the current manager) came.”

However, another said that she had approached staff because, “He’s (her husband) had a few falls out of bed. They said the doctor was coming and would look at a bump on his head, but he didn’t come.”

## Summary of Findings

Residents, carers, relatives and staff feel the Home is providing compassionate care. People feel known and valued. There is, however, variation in the amount and quality of support. The current leadership is seen very positively, and residents and relatives feel they have made big improvements.

- Residents, carers, relatives and visitors feel listened to. They also feel supported to say what they need and want. This has improved since the appointment of the new Manager, Lead Clinician and Pastoral Care Coordinator.
- Residents have choices regarding their rooms, food and activities
- Residents, carers and relatives are generally satisfied with the standard of care, especially with what they saw as recent improvements in staffing numbers. The staff are seen as caring. However, some relatives and carers saw a variation in the quality of individual carers.
- A resident expressed concern about call bell response times.
- Relationships with families and carers are supported, and have improved under the Home’s new leadership.
- The Home is collecting feedback from residents, carers and relatives. Actions in response to concerns, however, are not always done.

## Recommendations

We suggest that the following are considered:

- Look at ways to improve consistency in the standard of care provided
- Continue to improve and monitor call bell response times

## Service Provider Response

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The response from the provider appears below our recommendations in blue:

- Continue to improve and monitor call bell response times

Isle Court will continue to monitor the call bell log to review random checks and no less than a weekly basis. To continue to display the call response times on the family notice board. Isle Court will continue to discuss the findings at Team Brief and as a part of the staff's ongoing training and development.

The Home Manager & Clinical Deputy Manager will oversee and any actions that are required. This will be completed daily and weekly.

- Look at ways to improve consistency in the standard of care provided

Isle Court will continue to review skill mix and training to all staff who provide care to our residents to maintain the consistency and standards across the whole Home. Isle Court will continue to review staffing levels as the Home increases and the dependency of our residents change as we feel it's paramount to deliver the good quality care across our whole Home, Day and Night.

The Home Manager & Clinical Deputy Manager will oversee this. Skill mix will be reviewed daily and Training ongoing, with the refresher Training to existing staff.

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## Acknowledgements

Healthwatch Shropshire would like to thank the Manager, residents, visitors and staff for their contribution to this Enter & View.

## Get in Touch

Please contact Healthwatch Shropshire to share your views and experiences of this service or any other health and social care service in Shropshire. We gather comments anonymously and share them with service commissioners and providers to highlight areas of good practice and identify areas for improvement.



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