



St Patrick's Care Home

Widnes

14th January 2020

Enter & View report

ACKNOWLEDGEMENTS

Healthwatch Halton would like to thank everyone at St Patrick Care Home for making us feel so welcome during our visit.

VISIT DETAILS

Home Details	
Name of care home:	St Patrick's Care Home
Address:	Crow Wood Lane Widnes WA8 3PN
Telephone number:	0151 495 3593
Email address:	
Name of registered provider(s):	Halton Borough Council
Name of registered manager (if applicable)	Nicola Lloyd
Type of registration:	Care Home
Number of places registered:	40

Healthwatch Halton's Enter & View team:–

- Irene Bramwell
- Rachael Fairbrother

WHAT IS ENTER & VIEW

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.

We carry out our 'Enter & View' visits not as inspectors but as visitors to that service. We view the service provided and observe the care and support offered and we look to obtain the views of the people using those services.

In carrying out visits, we 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.

Prior to our visit we sent out a short pre-visit questionnaire to the manager of the home. Responses to the questionnaire have been used in producing our report. A link was also supplied to a questionnaire for staff and one for family / friends of residents to give their views.

OVERVIEW

We visited the home on 14th January arriving at 10.10am.

St Patrick's Care Home is a local authority owned care home based in a quiet residential area of Widnes, who were providing support and care for 37 residents at the time of our visit.

The home was last visited by Healthwatch Halton in September 2017. At the time we highlighted the need to use pictorial style menus to help residents select their meal choices

St Patricks is a single-story purpose-built building that contains two care units, 'Ashley' which provides care and support to residents with advanced complex health and social care needs and 'Maguire' which provides care and support to residents experiencing diagnosed dementia support needs.

Throughout our visit we noted that staff were kind and attentive to the residents and treated them with dignity and respect. This included supporting residents to eat in the main lounge area of both units.

During the visit the team were given the opportunity to speak to family members visiting their loved ones at the home, who shared their experiences of the care their relatives receive. The people we spoke to did not convey any concerns about the safety of their family members or the care provided.

St Patrick's - Healthwatch Halton visit

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Observations

On arrival at St Patrick's the team noted that the external appearance of the home was clean and well maintained with a large car park that included disabled car parking spaces and further noted that the entrance to the home is easily accessible by wheelchair.

Entering the home required ringing a doorbell located on the right-hand side of main door which was answered almost immediately by the receptionist introductions were made within the reception area. The team observed the reception area was clean and contained a small sofa, armchairs and a side table, a signing-in book, pen and hand gel dispenser which was full and available for visitors, staff and residents to use.

The home manager, Nicola Lloyd, came out to greet us. Nicola said the home had 37 residents who have complex care and nursing needs which included residents diagnosed with dementia. She explained that the home was a single-storey purpose built building consisting of two secure units named 'Ashley' and 'Maguire' which provide care for residents with dementia. These units are accessible via a keypad. We noted clear signage above the entrance door to each unit.

Nicola further explained that Halton Borough Council (HBC) had recently taken ownership of the home and that she would shortly be returning to the company CIC that had owned the home prior to being purchased by HBC. Nicola gave the team the opportunity to tour the home unaccompanied which the team agreed to.

Prior to entering the units the team observed a notice board in the reception area that had a wealth of information on display, this included photographs of residents engaged in various activities, details of a resident meeting held in October 2019, and a copy of the complaints procedure, which was out of date. We pointed this out to the manager prior to leaving the home. The reception area also contained three vending machines for staff visitors and residents to use, and a suggestions box for family members to make suggestions regarding care provided at the home.

During our visit we observed staff treating residents with dignity care and respect while carrying out their duties, this included carers supporting and feeding residents in a gentle and encouraging way in lounge areas.

We noted that the home seemed to be in need of redecoration. We noted walls, doors and surrounding frames were scuffed which added to the environment looking tired and dated. We felt that there was a slight musty odour throughout the home.

While looking around the home we also noted that two of the boxes containing fire extinguishers, one in the reception and one in the Maguire unit, had broken latches.

We discussed these issues with the manager at the end of our visit. Nicola explained there had been brick style wallpaper in the corridors to give a street effect, but unfortunately a

resident had torn the wallpaper and the wall had to be painted. Nichola informed us that given she would be leaving she was not aware if Halton Borough Council had any plans to redecorate the home.

During our visit we observed that dementia friendly signage was prevalent throughout the home including toilets and bathrooms. We were given the opportunity to view a communal toilet and bathroom on each unit. We saw a communal bathroom and toilet on the 'Maguire' unit which was soiled, although on highlighting this to the cleaner it was immediately attended to as cleaners were cleaning on the unit at the time of the visit.

We were also shown a 'Cinema' area on the Maguire Unit which was for residents to use.

Nicola told us that all residents have en-suite toilet in their rooms. There are also 6 bathrooms across the two units that contain walk in showers and baths for residents to use. We were invited into one resident's room by her husband who was visiting. The room contained a bed, washbasin, toilet and storage. He told us the room was decorated to a good standard and they were allowed to bring personal items to decorate the room. He told us, *'I am very happy with the care provided. My wife is bedbound, she was transferred here from another home. I am able to access drinks for both myself and my wife when needed and I have been made to feel comfortable by staff. I like the fact that I can visit at any time throughout the day and evening and can use the tea making facilities as and when I need too.'*

Both units have their own lounges and dining rooms. These were clean and uncluttered at the time of our visit. The TVs were switched on in both the lounge areas and volumes seemed at an appropriate level. We noted that the vast majority of residents on both units were in the lounge sleeping, whilst two residents were being supported to take medication or eat breakfast.

A satellite kitchen on the Maguire Unit was in use by a carer preparing tea and toast for a resident. We observed the carer leaving the kitchen door open and toast on top of the worktop, we raised this with Nichola during our discussions prior to leaving the home. We saw menus on display in the dining areas with a choice of two main meals and vegetable options a choice of dessert and a light meal option for residents. We were pleased to see that the menus included dementia friendly images.

We were pleased to note that the environment at St Patrick's promoted orientation, for example ensuring that residents photographs, assigned nurse and key worker were displayed outside of resident's rooms on both units. We also noted the corridors leading to residents' rooms on both units were clean and uncluttered making it easier for residents to mobilise around the units.

Whilst at the home we were able to speak with some relatives and discuss the care their family member received, we were told by one person in the Maguire unit, *'I am very happy with the care my wife receives is very good as they can meet her needs. I am happy with the care she receives, she is happy, settled and has less urinary tract infections and has put on weight since being moved here'*.

Another person, visiting their relative on Ashley unit told us, *'Staff work hard and I feel comfortable approaching the nurse about my mums care, my mum is loved here'*.

During our visit we observed a member of staff distributing medication. They wore a tabard to ensure that they were not disturbed when undertaking this task, which was in line with the homes no interruption policy.

We also visited the laundry room, where a member of staff told us that they operate a name tag scheme, which consists of a small button like tag attached to residents clothes, to ensure all laundry items are returned to their rightful owner.

The garden area of the home is located in the centre of the building and was accessible from both the Maguire and Ashley Units. This area was well maintained with grassed and seating areas.

We discussed the range of activities with Nicola and she explained the home employs two activity coordinators, one full time and one part time, although the part time activity coordinator would be going on maternity leave in the near future. We were told that residents engage in wide range of activities within and outside of the home in the wider community which included outings to local shops and monthly trips to the Dementia Café held at Halton Stadium and Widnes Vikings. Indoor activities additionally included bingo, cake decorating and dominoes. Nicola also told us that St Patrick's has a sensory room which is a calming environment for any residents who maybe feeling unsettled in their surroundings,

In addition to the group activities, there are one to one activities such as reading, hand, foot massage and life story books that prompt conversation and reminiscence, there is also occasional in house entertainment that includes singing, dancing and local schoolchildren visiting the home during the Christmas period. Prior to leaving the home we saw the activity coordinators preparing a space for activities in the Ashley unit. This was well presented and colourful.

We asked Nicola about the Red Bag Scheme and the home's recent experiences of hospital discharge. Nicola said that while hospital discharge of residents had improved, there were still some problems with the Red Bag Scheme, as some bags were returned empty despite sending accompanying information on admittance to hospital with the residents.

Nicola said that when residents needed to be admitted to hospital that were possible they would be accompanied by a member of staff when family members could not attend. Nicola also explained that family members were encouraged to engage with the home at all times, including for the reviewing of care plans.

We were told St Patrick's is aligned to Peelhouse Plaza Medical Centre, as all residents are registered at the surgery. A ward round is undertaken weekly with the Nurse Practitioner and a member of the later-life and memory team where any health issues are discussed and acted upon. Residents also have access to Opticians, Chiropractors and Dentists. We asked about oral health care and were informed that all staff have undertaken oral health care training at the time of the visit.

Staff at St Patrick's can access Halton Borough Council training when the opportunity arises as well as e-learning through in house training. In addition the home provides opportunities for student nurses from John Moore University Liverpool so nursing staff can evidence their mentorship roles.

We asked about the nutritional needs of residents and Nicola explained that the home continues to use the Apetito company. They provide a wide range of nutritional options for residents, however, if residents prefer further options staff are more than willing to prepare an alternative choice. We were told that residents have access to snacks and drinks throughout the day and night and this is monitored by staff.

This was evident when speaking to a family member during the visit who told the team *'There is a good choice of food, it is better than the previous home my wife was in'*

A hairdresser visits the home each Wednesday. Residents are also supported to access a hairdresser of their own choosing within the wider community. Whilst there is a hairdressing salon available for use by residents, we were unable to observe the salon as the door was locked at the time of the visit.

Nichola told us that relatives of residents who are at end of life were welcome to stay at the home, however, this would normally be in the residents own room. Staff will support both the family member and residents during this difficult and emotional time.

We discussed the spiritual needs of residents with Nicola, we were told that mass and holy communion is served in the home by visiting clergy. Religious preferences are observed during end of life such as the last rites of residents which are administered by a local priest.

Nicola explained that in the morning there are two nurses, an advanced carer and four support workers on duty which is reduced to two nurses and three support workers in the afternoon. This is reduced to two support workers and two nurses at night.

Nicola explained that staff work hard, and the home operates an employee of the month initiative. We had seen details of this in the reception area of the home during the visit.

At the end of the visit we thanked Nicola for welcoming our team to the home and for taking the time to answer our questions and discuss the care provided at St Patrick's

Following the visit, our team discussed the visit and felt the need to raise a potential care concern with Halton Borough Council. However through follow up telephone calls with the care home manager and Halton Borough Council the care concern were allayed.

VISIT SUMMARY

We found St Patricks to be a warm and friendly care home.

During the visit we noted staff were kind and attentive to the residents and treated them with dignity and respect. The home also provided a wide range of activities for residents to engage in.

While we only had the opportunity to speak with a small number of residents and their family members during our visit, all those we spoke with were very positive about the care provided at St Patrick's

Our team felt the home interior was very much in need of decoration and refurbishment.

RECOMMENDATIONS

- 1.** Consider a program of redecoration
- 2.** Ensure all latches on Fire Extinguishers are functional.
- 3.** Ensure that information displayed on noticeboard is up to date for residents and visitors

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 you intend to take in response, or if no action is to be taken, to provide an explanation of why you 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

Receipt of the report was acknowledged by the service provider.

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