

Merwood Rest Home



Enter & View

1st December 2021

10am-12pm

DISCLAIMER This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and residents who met members of the Enter & View team on that date.

Contact Details

310 Queens Promenade
Blackpool
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Person In Charge

Jacqueline Nutter

Healthwatch Blackpool Authorised Representatives:

Beth Martin
Amy Butler

Acknowledgements

Healthwatch Blackpool would like to thank the residents at Merwood, staff and Jacqueline for making us feel welcome.

General Information

- Privately owned by 'As U Care Ltd'
- 15 Bedrooms, all ensuite.
- 15 residents occupied Merwood Rest Home at the time of our visit.
- The latest CQC inspection and review rated this home as **GOOD**.

Announced visit

What is Enter & View?

We have the statutory right to carry out 'Enter and View' visits, which involves trained authorised representatives of Healthwatch Blackpool to enter those premises where health and care is provided, to observe the nature and quality of the services. These visits are an opportunity to collect views directly from service users, their family and carers and to observe the quality of the service provided.

The visit was part of our programme of Enter and View visits to care home facilities in Blackpool. The aim of the visit was:

1. To find out about service users' experience of the home in relation to:
• **Daily Life** • **Quality of Care** • **Activities** • **Involvement of service users and carers**
2. To identify examples of good practice
3. To highlight any issues or concerns from service users and relatives and any ideas for improvements

Resident Feedback

Healthwatch Blackpool engaged with seven residents at the time of our visit.

Daily Life

"I'm settled in my room and I like the space"

"There's a bit of a draft but they're doing repointing and we're having new windows as well"

"I like the new curtains. They've asked if I want them in my room which will be brilliant"

"I enjoy living here"

Food

"The meals are good, I like the flavour of the curries"

"I like my breakfast. I have scrambled eggs on toast"

"We have all the better things"

"You can't beat the food"

Quality of Care

"I can't find any fault with it"

"Staff understand what I need"

"It's very nice here"

"They treat me very well"

"The staff are good"

"The staff look after me well, anything we want we get"



Activities

"I get involved and listen to music, we watch films, I am quite happy with what we do"

"They always cater for all of the occasions"

"I love to sit and look out of the window"

"I don't get involved in everything, I am 90 and get tired quickly"

"I get my newspaper daily"

"Visitors come here, my family came last week"

"I have my nails done"



Involvement of service users and carers

"I wanted to go to the illuminations, so went out in staffs car"

Visit summary and observations

Pre visit

The visit to Merwood Care Home was prearranged as per the Healthwatch Blackpool work plan. The home was notified via letter ten working days before site visit. The visit was conducted in line with infection prevention control measures and appropriate PPE was worn by visiting staff. Testing and vaccination status information was shared with the care provider on the date of site visit.

The home was asked to display posters and make residents families aware of the planned visit.

First impressions

Merwood Care Home is situated in Bispham Blackpool, a stones throw away from Blackpool promenade. The home is close to local amenities and is well signposted from the roadside. The home has on site car parking at the front of the building and the external environment was clean and welcoming. Representatives observed a disabled ramp servicing the front of the building and it appeared that the site was undergoing some pointing work to the right of the building.

We were invited into the home by Jacqueline, the home manager, who gave us a service overview. She explained that the home caters for fifteen residents. All rooms are en-suite and the home has an additional two communal showers, including a walk in bath. Jacqueline explained the home has remained Covid-19 negative throughout the pandemic.

We were shown the visiting pod that has allowed families to visit their loved ones and also told about the bistro and shop that features at the back of the property. We were told that the shop is stocked up with residents favourites such as polo mints, chocolate eclairs and toiletries.

The home has not had visiting entertainment in light of the pandemic, however Jacqueline explained that the staff often play games, do karaoke and prepare cinema screenings with popcorn along with nail and beauty afternoons.

Jacqueline explained that the food menu is four weekly and every meal is three courses. She explained that residents have choice. The food options for lunch when we visited were corned beef hash, curry or egg and chips.

On site at any one time is most typically a cleaner, a cook, two care staff and manager. The residents have a residents meeting to discuss anything they would like or think is missing, such as activities and future menus. The home was quiet and homely, and decorated for the festive season.

Jacqueline advised that communication with loved ones has been managed well during the pandemic and the home has an active Facebook page with updates.

Environment and communal spaces

The environment at Merwood was observed to be welcoming and clean. Representatives saw the Healthwatch poster on display upon entering the home. The home itself provides accommodation on two floors. There is an accessible passenger lift that allows residents access between floors.

Representatives observed two lounge areas, a large dining suite, the communal corridors and lounge spaces throughout the home. The lounges were equipped with TV and radio. Residents were observed reading daily newspapers, chatting and listening to the radio at the time of our visit.

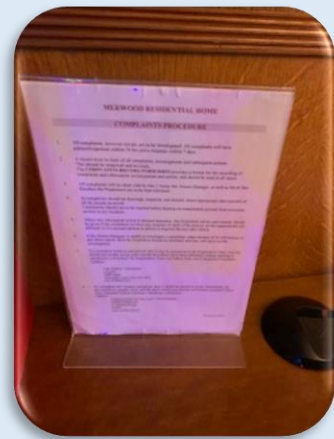
Representatives saw a dementia friendly clock, suggestions box and copy of complaints policy within the home. There was evidence of charity fundraising and Jacqueline explained that the residents are involved in reading and poetry with Montgomery school.

Observations of resident and staff interaction

Healthwatch representatives observed care staff asking residents if they would like refreshments, teas and coffees. We observed staff encouraging residents to stay hydrated with the option of hydration jelly sweets. Representatives observed two visitors being greeted by care staff into the visiting pod and also witnessed staff asking residents if they would like support to the bathroom.

Staff engaged with Healthwatch staff and were accommodating of the planned visit.

Visit Images



Overall visit summary

Healthwatch Blackpool had a positive experience at Merwood Care Home. Feedback on the visit suggested that residents and staff were happy and settled. Comments such as "I really enjoy it here" and "I cant find any fault" were great to hear. We saw responsive staff attending to residents and providing refreshments, one resident stated that "staff understand what I need". Residents at Merwood Rest Home have the freedom to move around the home, with feedback on food and activities again being positive with comments such as "you can't beat the food".

It was great to observe the complaints policy displayed in the home and observe a well maintained and clean environment.

Thank you to all of the staff and residents for being so accommodating. Healthwatch Blackpool noted no areas of improvement on this visit.

Managers feedback

"Thank you for coming to visit the home, we benefit from Healthwatch coming in and speaking to residents about their experience and things that can be improved".

Jaqueline- Manager
