

# **Enter & View Visit Report**

**Radbroke 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.

## 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', 'unannounced' or 'semi-announced'. 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

Three authorised representatives visited Radbrook Nursing Home, part of Morris Care, on Thursday 11 August 2022 at 10.30am. The visit was semi-announced meaning that the service knew that we would visit within a two week period.

The purpose of our visit was to speak to the Manager, staff and residents to see how the service was being delivered, make observations of the home environment and see how people's choice, independence, dignity and privacy were being promoted.

## 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.

# What we did

Our authorised representatives took Lateral Flow Tests (LFT) for COVID in the morning prior to our visit. We wore masks throughout our visit. Upon arrival at Radbrook we were greeted at reception. We signed in and showed our LFT results. We spoke to the Manager, had a tour of the home and spoke to residents and staff in one of the lounge areas.

# What people told us

## The Manager

Radbrook Nursing Home has space for a maximum of 62 residents but currently has 46 people living there. The reason for this is due to staffing levels and an ongoing refurbishment.

The current Manager has been in post for 16 months. Prior to this there had been a lot of previous Managers.



“Most residents are very local to the home. It is unusual to have people come from further afield. Some move to Radbrook from the assisted living facility across the road.”



Since Covid the people moving into Radbrook have tended to have more physical or mental health needs, particularly Dementia, and so they are far more reliant on staff and less able to participate than in the past. Many are not even able to chat to each other. The Manager believes this is because people do not want to move into a care home until they have to in case there are further lockdowns and family can't see them.

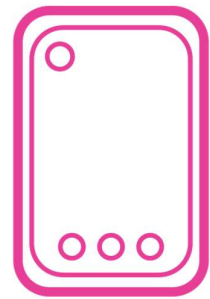
The GP visits Radbrook every Tuesday so this is a busy day for nursing staff. On the previous Tuesday the GP had seen 22 residents. The named GP, from Radbrook Green Surgery, is very diligent and leaves a list of actions and does follow up appointments for any residents who need them on Thursdays. The staff are also able to call the surgery when needed and the on call GP will come over.



Specsavers visit regularly to provide optician appointments. A private audiologist works with the home. They are very good. The community dental service is 'atrocious'. The home has had no visits from the dental service in the past 16 months. There is no satisfactory provision of dental services. Where a resident has needed urgent treatment as their dental health was affecting their nutrition and hydration the home had to arrange to take the resident to a dental surgery.

Staff receive most of their training through Morris Care's learning and development team. They have additional Dementia training beginning with a 'Day in the life of Henry' introductory course. A lot of training is done online. Morris Care have recently introduced an external sensory course where staff can experience what it can be like for individuals who have sight loss, hearing impairment or other sensory issues.

Staff use handheld digital devices to record all interventions including drinks, food and medication. The Manager receives an alert if expected tasks for an individual have not been logged on these devices, for example if it appears a resident has not had a drink all morning. Sometimes poor wifi signal can mean that the devices do not synchronise to the main system and the Manager receives alerts in error. Some residents also do not like the handheld devices as they think that the staff are just messing about on their phones all the time.



Recruitment is done centrally through Morris Care. Care staff received an 11% pay rise in October 2021 which led to an increase in applications but this has since reduced again. Radbrook is using more agency staff than they would like but will try to block book the same members of staff from the agency so that the residents are seeing the same staff. There are currently 60 hours of vacancies on day shifts and 60 hours of vacancies on night shifts. It is also difficult to recruit support staff. A recent job advert for a kitchen assistant received no applications. Morris Care are recruiting some staff from abroad.

The Manager told us that Covid has left care staff exhausted and lots have left the care sector. 35% of staff leaving Radbrook went into retail or hospitality jobs.

Visitors can come to Radbrook whenever they like at the moment and visits can take place in private lounge areas, bedrooms, or the garden including gazebo. Skype calls are facilitated for residents and some residents have Alexa smart speakers in their rooms to help them to make calls to family and friends when they wish.

The Manager told us about various social clubs such as the literature club and gardening club, which is led by the head gardener. There is a monthly activity schedule which involves visits to local pubs and shops, cookery, external entertainers coming into the home, visits from animals, and visits to the garden from local nursery school children. Musicians and the choir from Shrewsbury School visit regularly and perform jazz and classical music for residents.

## The residents



*“The hairdresser here is a treasure, we are very lucky.”*



We spoke to six residents and asked them for their views on the care at Radbrook nursing home, the staff and the activities.

We were told:

"Very happy with what the staff do, very good consistent staffing. They are always busy so don't have enough time to talk."

"Staff are fine but there are not enough of them, spent a long time waiting to be moved from the breakfast table."

"They do lovely lunches."

"The food is alright, lots of vegetables are served which I like. There is always a choice of meal which is made once sat at the table. I get larger quantities without having to ask as I complained previously about portion size."

"Drinks are brought throughout the day without having to be requested."

"The activities coordinator is very good."

One resident told us that she attends the book club where they discuss a book they have read. The resident enjoys this activity. Another resident told us that they went to aerobics and enjoyed this.

Two residents told us they knew how to make complaints and that these would be addressed by staff.

Two residents told us that they enjoyed using the outdoor space and could use this when they wanted. Two residents told us that they were able to choose where to eat their meals and what time to get up in the morning and go to bed. One resident told us that she would ask to go to bed at 7pm whilst day staff were still on shift as she was more familiar with them and didn't like the night staff to do it.

## **The staff**

We spoke to three staff members on our visit; one agency staff member, the social life coordinator and one of the care staff.

The social life coordinator told us that it's great working at Radbrook and she loves it. She began as a housekeeper two years ago and then moved into the role of social life coordinator. The day of our visit was very hot and so she told us she would be focusing on hydration during the afternoon providing ice lollies, milkshakes, satsumas and drinks to residents and any visitors.

The agency staff member told us that she had been working shifts at Radbrook for over a year. It is an okay place to work and if she has any issues she can talk to the Manager. They try to cover all sickness but there is not always full staffing.

The other member of staff told us that they felt there were too many agency staff.

We also spoke briefly to the visiting hairdresser. She has been coming to Radbrook for 34 years and does around 20 appointments each time.

## What we saw

Radbrook is a large home with appropriate security at the main entrance. Information about the Manager and her picture are prominently displayed in reception. The home is spacious, light and appeared clean throughout. There are several outdoor areas which residents can access including a large patio. The doors to the patio were open.

We visited on a very hot day and saw that curtains were shut and lights were turned off in some areas to try to reduce temperatures. Residents who were sat outside were in the shade.

There were coloured front doors on the bedrooms in the Dementia unit to help people identify their rooms. There was clear signage with colour contrasts and pictures throughout. We saw displays of memorabilia, baby clothing and a tactile area.

We saw a poster on a notice board advertising activities. We saw a poster celebrating the wedding anniversary of one of the couples living at Radbrook.

We did not see any activities taking place during our visit. This may have been due to timing as we spoke to residents while they were waiting to go to lunch. Residents were sat watching tv during this time.

Meals are served in the spacious dining room and we saw stewards setting up for the lunch service.

Bedrooms had names on doors and we saw personal items such as photographs in residents rooms. There were fresh flowers in some rooms.

## Key findings

- Radbrook Nursing Home is a spacious, bright and well-maintained nursing home with 46 residents currently living there.
- Recruitment has been more difficult since Covid but the home benefits from being part of a larger group (Morris Care) and is recruiting from



abroad. Where agency staff are used the home aims to block book the same staff to give residents consistency.

- Staff use handheld digital devices to record all care, nutrition and hydration for residents and to view and update care plans.
- The community dental service has not visited the home in the past 16 months.
- We were told about various activities and saw activity boards within the home. We didn't witness any activities taking place during our visit.
- Residents told us that they were able to make choices about where to eat meals, what to eat, where they wanted to be inside the home or on the patio area and what time they wanted to get up or go to bed.
- Both residents and staff told us that sometimes there were not enough staff available.
- Residents told us that staff did not always have time to talk.

# Recommendations

Following our visit we recommend that the provider:

1. Continue to work towards improving the wifi within the home so that digital systems run as smoothly as possible.
2. Review the activities schedule to make sure it addresses the reduction in interaction between residents due to them having more advanced physical and mental health conditions.
3. Continue their work in recruiting full time, permanent staff.

# Provider Response

In response to our recommendations the provider completed an action plan with the following detail:

1. Continue to work towards improving the wifi within the home so that digital systems run as smoothly as possible.

This has been escalated to our Digital Transformation Director. Work was done on the communication system w/c 01.11.22 and management are monitoring for any acute issues to report. The manager is overseeing this in conjunction with the head office team. The improvement should be noted immediately and there were no connectivity concerns last week.

2. Review the activities schedule to make sure it addresses the reduction in interaction between residents due to them having more advanced physical and mental health conditions.

Currently providing an extensive programme to our residents both on an individual and group basis.

Responding to residents request for more individual activities by reviewing our individual resident profiles.

The manager is overseeing this supported by the social life coordinators. This action is ongoing.

3. Continue their work in recruiting full time, permanent staff.

Morris Care has a dedicated recruiter who advertises all vacancies and monitors responses, including review of CV's, initial screening, and arranging interviews. Currently have 48 hours of night carers in pipeline.

Recruitment is reviewed with the Head of Operations, General Manager, and Bursar each week.

Programme currently in place for Overseas recruitment, Radbrook has benefited from this and has another member of staff scheduled.

The staffing template for day carers is now full.

The manager is overseeing this action and it is ongoing.



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