

Rosedale Nursing Home

Enter and View Report

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Background

What is Healthwatch?

Healthwatch North Yorkshire is the independent champion for people using local health and care services. We listen to what people like about services, and to what could be improved. We share these views with the people who have the power to make a difference.

What is Enter and View?

Part of the local Healthwatch programme is to undertake Enter and View visits. Our team of authorised representatives conduct Enter and View visits to local health and social care services to find out how services are being run and make recommendations where there are areas for improvement. Healthwatch Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch safeguarding policies.

Rosedale Nursing Home



healthwatch
North Yorkshire



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Details of the visit to Rosedale Nursing Home

Service address	The Old Vicarage, Catterick Road, Catterick Garrison, DL9 4DD
Service provider	Maria Mallaband Care Homes Limited
Date	25 July 2023
CQC rating	Good
Care home manager	Victoria Brown
Contact number	01748 841315

Summary

Purpose of the report

In this report, we summarise the findings gathered during the visit on 25 July 2023, as well as feedback shared through survey responses gathered before and after the visit.

Purpose of the visit

- To visit and gather views of the residents and their relatives and the experiences of the services provided.
- To observe the ongoing care being provided for the residents and their interaction with staff and their surroundings.

During the visit

Our authorised Enter and View representatives visited the home and spoke with residents, residents' relatives and friends, and care home staff, as well as conducted a planned observation.

We heard from:

- 16 residents,
- 21 residents' friends or family members,
- and 35 members of staff, whose feedback forms the basis of this report and our rating of the Rosedale nursing home.

General Information

Located in the historical village of Catterick, 3 miles south of Richmond, Rosedale Nursing Home is historic stone-built detached house which was previously a Vicarage when the garrison town of Richmond Camp was formed in 1914 and renamed Catterick Camp in 1915 before becoming Catterick Garrison in 1973.

The home was first opened as a retirement home in 1985 and the Hollies wing added to the home in 1996 and the Lodge built in 1998. The home was acquired by Maria Mallaband Care Group in July 2005.

Our Authorised Representatives observed Rosedale Nursing Home, located across two separate buildings. *The Old Vicarage* was built in the 19th century, and whilst it looks a bit tired and would benefit from a small refurbishment, it appears to be in a satisfactory state of repair. *Rosedale Lodge*, at the same time, has recently been refurbished to a high standard and reopened in April 2022 by Rishi Sunak, Chancellor of the Exchequer and Richmond MP at that time. The Lodge is in a very good state of repair.

Key findings

We found that at the time of our visit Rosedale Nursing Home was operating to a good standard. These findings were based on our observations, and reflects the general happiness of residents, family and friends of residents and staff members, shared with Healthwatch. The atmosphere was very homely, and the staff knew residents well. The home was clean, and everyone felt safe.

However, there were a few issues highlighted and we have made suggestions for review and improvement. One of the principal areas we identified for improvement, which impacts the quality of life and care in the home, is that more could be done to encourage a social atmosphere amongst residents and provide activities that are inclusive to everyone.



Positive feedback

- The home was clean and welcoming.
- The staff were friendly and helpful.
- All rooms were clean and well-personalised and gave the impression of being very warm and welcoming.
- Kitchen staff had developed good relationship with the residents, which seemed to benefit individuals' needs/requirements in general.
- The garden was recently mown and in a good state. The garden area was reasonably extensive relative to the size of Rosedale Nursing Home.



Recommended areas for improvement

- Clear parking signage would really help the visitors in general, as well as to ensure access to health and care professionals on arrival.
- Revisit the activities plan to ensure it is a regular routine for everyone and inclusive.
- Gather residents' individual feedback to identify which type of activities, as well as social interaction, would encourage them to participate and benefit via physical and mental interaction (as much as possible).
- Review the food offer to respond to some concerns shared about the food quality, variety, and choice.
- Encouraging the residents, where appropriate, to have regular visits to the garden / outside space, which would benefit a healthy and active lifestyle on a regular basis.
- Undertake a staff training assessment to identify training gaps and refresher training needed aligned to care needs.
- Review the staff wellbeing support policy to ensure that appropriate and relevant support is offered to the team and some concerns about workload addressed.

About this visit

Rosedale Nursing Home is run by Maria Mallaband Care Group and is registered to provide accommodation for persons who require nursing and/or personal care to its residents in Richmondshire district, North Yorkshire. The current manager has been in the post since October 2020 but has worked at this home since 2003.

The home has 64 beds, and at the time of the visit, 58 people resided there, within three units.

This was an announced Enter and View visit arranged with the care home manager. The purpose of this visit was to capture the experience of life and care within a care home environment and to identify examples of positive working practice. We did this by observing the residents engaging with staff and their surroundings and by speaking with the residents to understand their experience. We asked relatives and staff members to provide their experience and views of the care home by completing a survey.

Prior to our visit, we provided information about the Enter and View visit which was made available for people to read in the reception area in the home, as well as on the noticeboards. It included surveys for staff and relatives to complete and how to access the survey digitally. The survey was available up to 10 days after our visit.



On the day, four of our authorised representatives conducted observations. We spoke with 16 residents, across three units, who shared their thoughts and experiences of living at Rosedale Nursing Home. During our insight gathering, we used a survey to help our discussions which focused on quality of life and care in the home.

At the time of the visit, resident ages varied from 70 to 97, with a larger number of female residents in the home - 42, compared to 16 male residents.

21 family members and friends responded with their experience and views of the care home, and we heard from 35 members of staff who work in the home. Most of the staff respondents had worked at home for more than 4 years, and the most experienced member of the team worked for more than 26 years, while some new members of staff had 6 months of experience.

Of these respondents, not all of them were able to provide an answer to every question and some respondents preferred not to answer some questions.

Findings

Environment

The nursing home is divided into three units:

- Hollies unit – dementia care focused,
- Brambles unit – general nursing and residential accommodation,
- Lodge unit – privately funded residential accommodation.

While Hollies and Bramble units are allocated in the Old Vicarage building, the Lodge unit is a separate building, located opposite, across a small parking space.

There is limited space available for parking generally. Management at Rosedale informed that they rarely had issues and that on the day of the Healthwatch visit, there was a much larger number of cars than average.

Even if further space for parking could be found our Authorised Representatives strongly felt that a clear parking signage would really help the visitors in general, as well as to ensure access for health and care professionals on their arrival.

On the initial observation of the care home, our authorised representatives found both buildings to be in a good or very good state of repair, with visible landscaped gardens.

There is a small reception area on entering the Old Vicarage part of the nursing home.

Rosedale Lodge is very well furnished with sofas, flatscreen TVs, books, ornaments, and carpets. The lounge areas in Old Vicarage were not quite as well presented but still of a good clean standard and welcoming.

Toilets were suitable and adapted but not seen from a communal space.

Where appropriate corridors were fitted with handrails. The corridor in Old Vicarage is a bit long which may not be ideal for physically limited people, such as mature (spouses) visitors.

At Brambles Unit, the variety of chairs is somewhat limited, offering different types of accommodating seating, such as armless chairs. However, there are also armchairs and regular dining chairs that seem quite comfortable. Cushions are available for added comfort, and footstools are provided for residents who need to prop their feet up. At Hollies and Lodge, there is a good range of seating variety.

The stairs in both buildings are comfortable and easy to access.

Landmarks are more easily noticeable in the newly refurbished Lodge where there are many individual paintings and other items. Not so obvious in Old Vicarage.

Both buildings were well-ventilated throughout on what was quite a warm day. Where appropriate doors to the garden and windows were open allowing in fresh air.

Living areas in all three units were well populated, with a relatively small number confined to their rooms.

The outside area was very nice, however, during the visit Authorised Representatives didn't observe any residents outside. A small number of the residents were encouraged to sit near the open garden door, although, none of the residents walked themselves or were assisted to go outside, despite a very good sunny and dry day.

Accommodation

The residents' rooms are noticeably 'homely' with all having multiple signs of personal items and signature. There was good room for movement around the bed, chairs to allow visitors to sit down, and storage was adequate, and even personalised in some rooms.

The majority of resident's rooms are for sole use with a toilet, but none have their own shower or bath. This is constrained by the design of the building.

Most relatives said that they feel the home is clean and comfortable, however, two relatives commented:



“The home does not feel comfortable and lived in.”

“It’s very stuffy and crowded. The corridors are too narrow - even the staff toilet.”

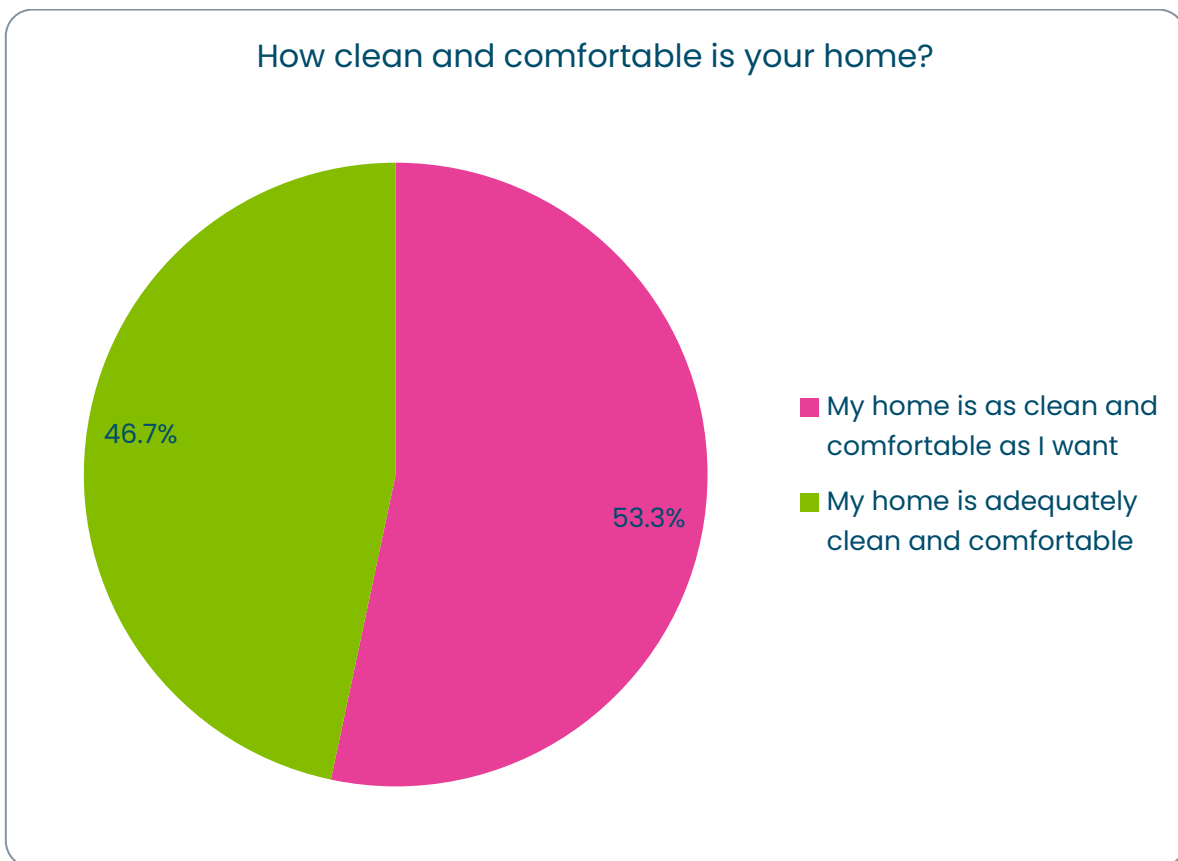


There were a few different lounges and dining areas, which residents could use at any time.

Cleanliness and hygiene

Our representatives noted that overall, the care home was clean, with no unpleasant smells.

We asked residents about the cleanliness of the home.



All residents our representatives spoke to feel the home was clean or adequately clean.

Quality of life

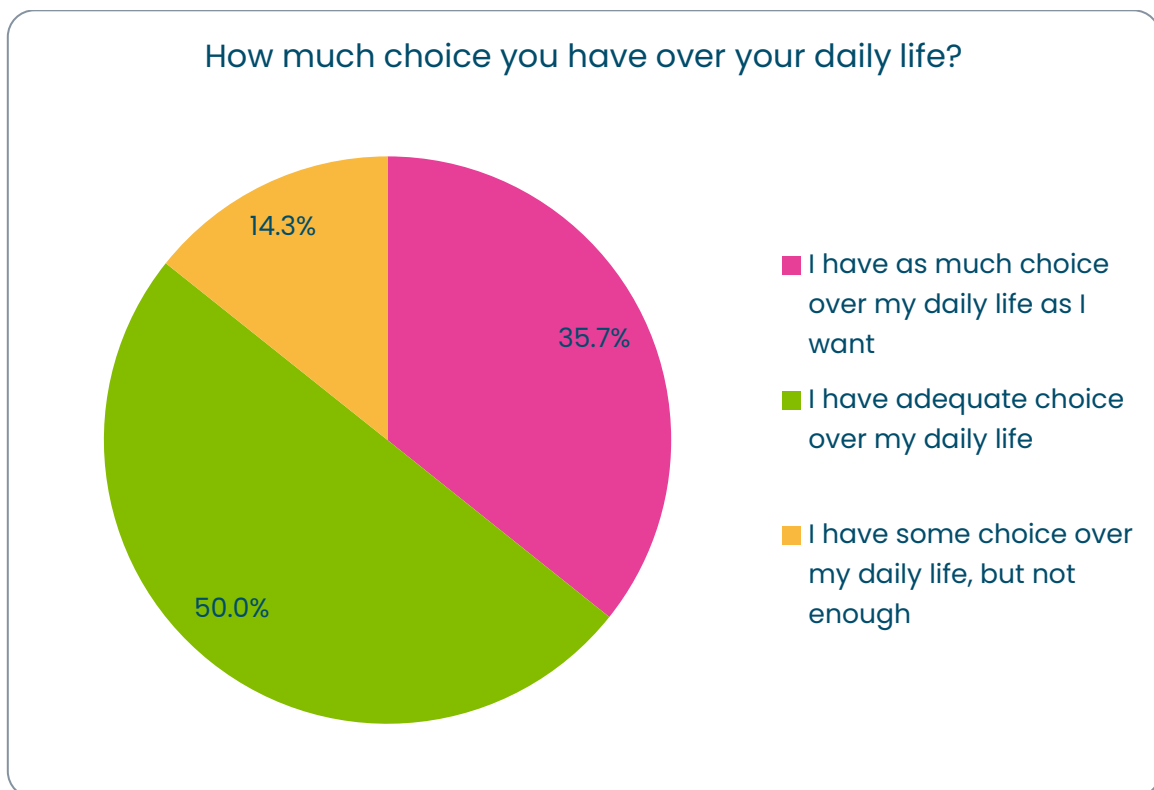
General happiness

Residents were asked whether they were happy living in the care home and how much choice they had over their daily life. (By choice we meant could they get up/go to bed when they want, can they go where they like in the home, do they choose what to wear each day etc).

Almost all the residents we spoke with said they were happy or quite happy at the home.

Five residents said they have as much choice as they want over their daily life. However, eight residents said they have adequate choice and three said they have some choice, but not enough.

The comments recognised that residents have good access to TV and newspapers, however, would like better access to a good number of books. One resident mentioned that they attended a resident meeting recently where she asked for more and varied fresh fruit.



Most relatives (18 out of 23) also said their loved ones are happy to live in the home.



“Individual care is provided it is like one big family. Staff are professional and caring.”



However, one response we received sounds concerning:



“I feel the residents are restricted in what they can do, and I feel the residents are bored.”

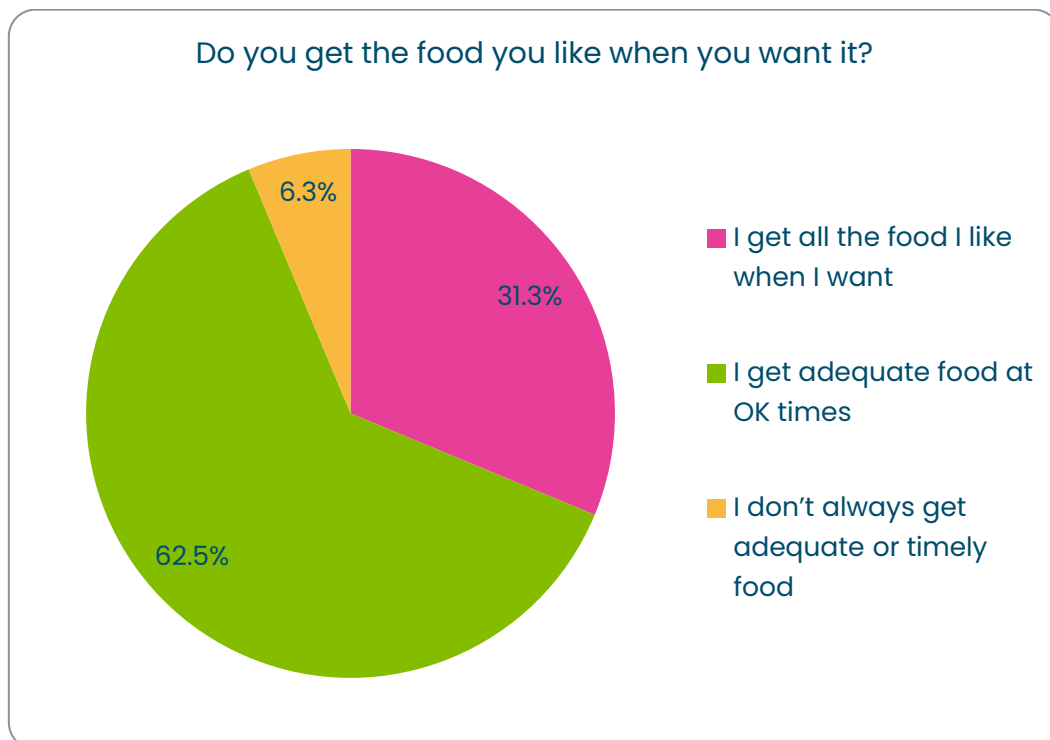


Food and drink

Residents and relatives were asked to share their views on the food and drink. Our representatives observed a mealtime in the home.

Residents were offered food in the relevant dining rooms or in their own rooms. At the beginning of a meal, staff were busy serving residents and ensuring those in their rooms got their meals.

Within the Old Vicarage building our authorised representatives observed good interaction between residents and staff in the Brambles unit, compared to the Lodge unit where there was less interaction observed during lunchtime.



Our representatives observed the food served and acknowledged the supportive kitchen staff. However, there was a feeling that the food quality could be better,

such as fresh vegetables being provided, where possible, as the food observed looked like highly processed dishes.

The care home manager informed Healthwatch that it is a current routine to supply the residents with a good selection of fruits.

Five residents said they get all the food and drink when they want it and 10 said they get adequate food at OK times. One resident was concerned about the quality of the food, and nearly half residents were satisfied with the food but felt it could be tastier and have a greater variety.

Most of the relatives said that the food is freshly prepared and to a good standard, and there is a choice of menus.

However, a few family members were not happy with the quality of food or reflected that their relatives would prefer a different time for lunch or dinner, and that they need more choice if they don't like the food they are given.



"They do get adequate food and options; however, residents would love to have change in the menu or new options and varieties now and again."



One member of staff also shared:



"Change of menu for residents. It's very repetitive. Always same meals offered."



Residents and relatives were equally happy that the drinks were readily available. Our representatives observed the residents drinking a variety of juices and water.

Activities

On the day of the visit, there were no activities available to observe. However, the nursing home's Facebook page reflects a wide range of entertainments, such as National Chocolate Pudding Day or a day making Vanilla Milkshake (food designing/consuming-oriented) or visitors/entertainers (wellbeing oriented), which is a good opportunity for some residents and their family and friends to participate.

However, there was some uncertainty as to whether the activity plan takes into account individual mental or physical requirements, rather than solely aiming for entertainment.

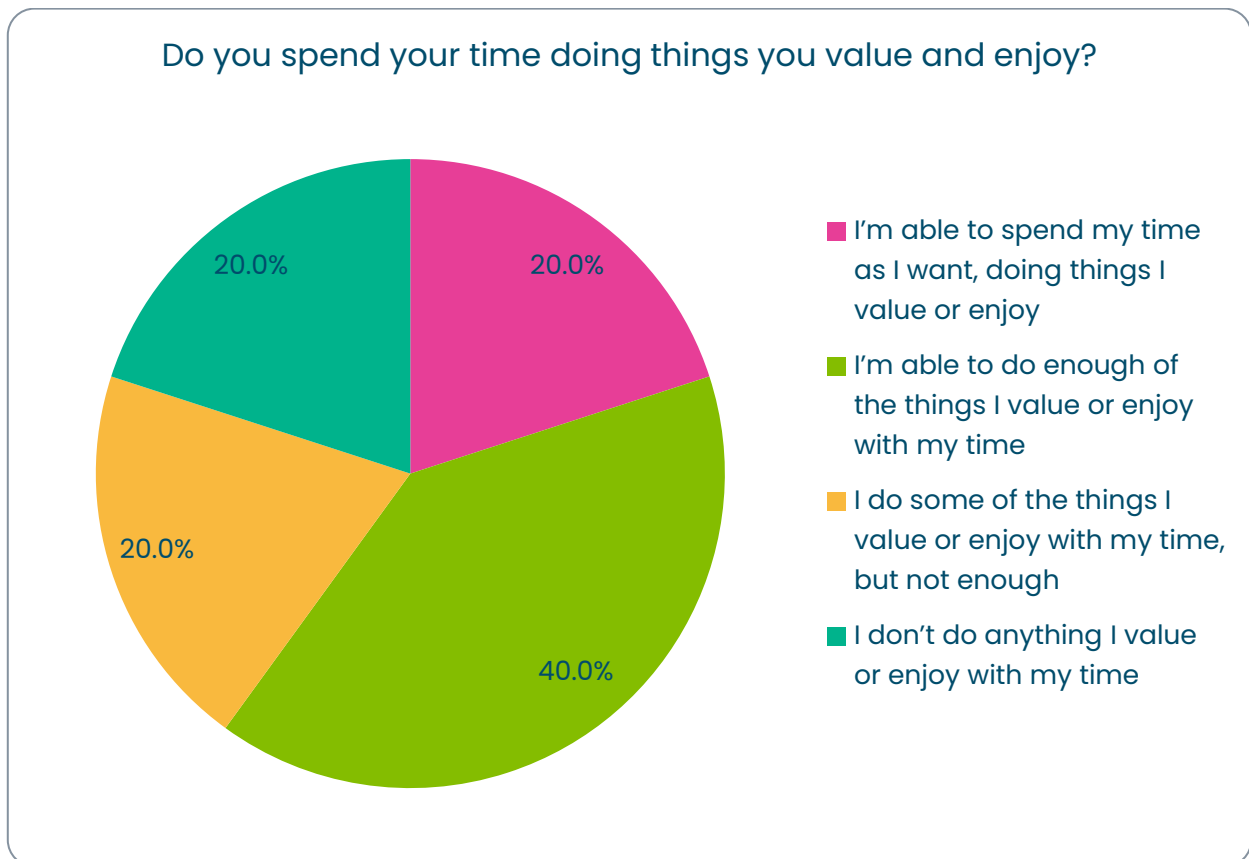
Residents were asked if they spend their time doing things they value and enjoy. Relatives and staff were asked if residents have regular access to activities in the home.

The opinions of the residents (out of 16) are shared between:

- three residents said they could spend their time as they wanted,
- six said they are able to do enough of the things they enjoy,
- three said they can do some things they enjoy, but not enough,
- and three said they don't do anything they enjoy or value.

Some respondents said they do not want to do things with others and are happy in their own room.

Several of the residents mentioned that they would like more choice of activities and believe there are limited activities and those that are advertised do not always materialise.





“There is not too much I can do at Rosedale Nursing Home.”



Also, residents did not appear to have a good knowledge of the activities which were planned. Many residents voiced this as an issue, and whilst there always seemed to be a 'plan' of intended activity these frequently did not seem to happen.

Half of the relatives we heard from said that there is a good variety of regular activities offered in the home.



“There are amazing activities, an activity board, Mexican day, chocolate day, bird feeders, drawing, Armed Forces Day, singing, and fish & chips day.”



However other relatives' comments reflected the difficulty of some residents (predominantly male) to participate in offered activities with one saying the activities are not always appropriate and another said their loved one chooses to stay in their room.



“I have requested on fine weather days that he is taken for a walk, but it's not happened.”

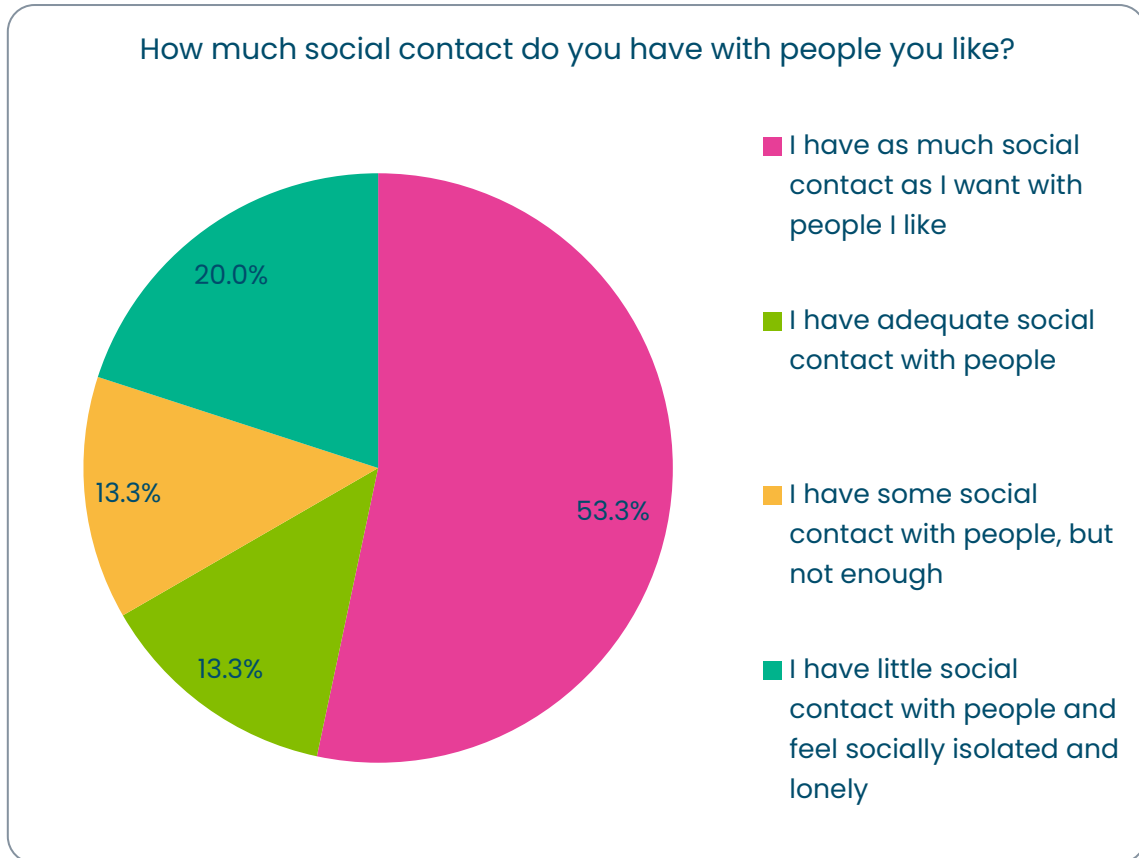
“They prefer to join in when local schools, singing, music or pets available. Dad is not a regular in the lounge, but he goes when it suits him.”



At the same time, the staff team praised the wide range of activities at the home and said that residents have different activities which are on a timetable led by lifestyle coordinators. A few members of staff were not sure, and one mentioned that there are activities but there could always be more.

Social contact

Residents and their relatives were asked about their social contact and our representatives observed interactions between residents, relatives, and staff.



Many of the relatives who responded visited at least once per two weeks, but some visited more often. Some unfortunately could not visit so often, perhaps once a month.

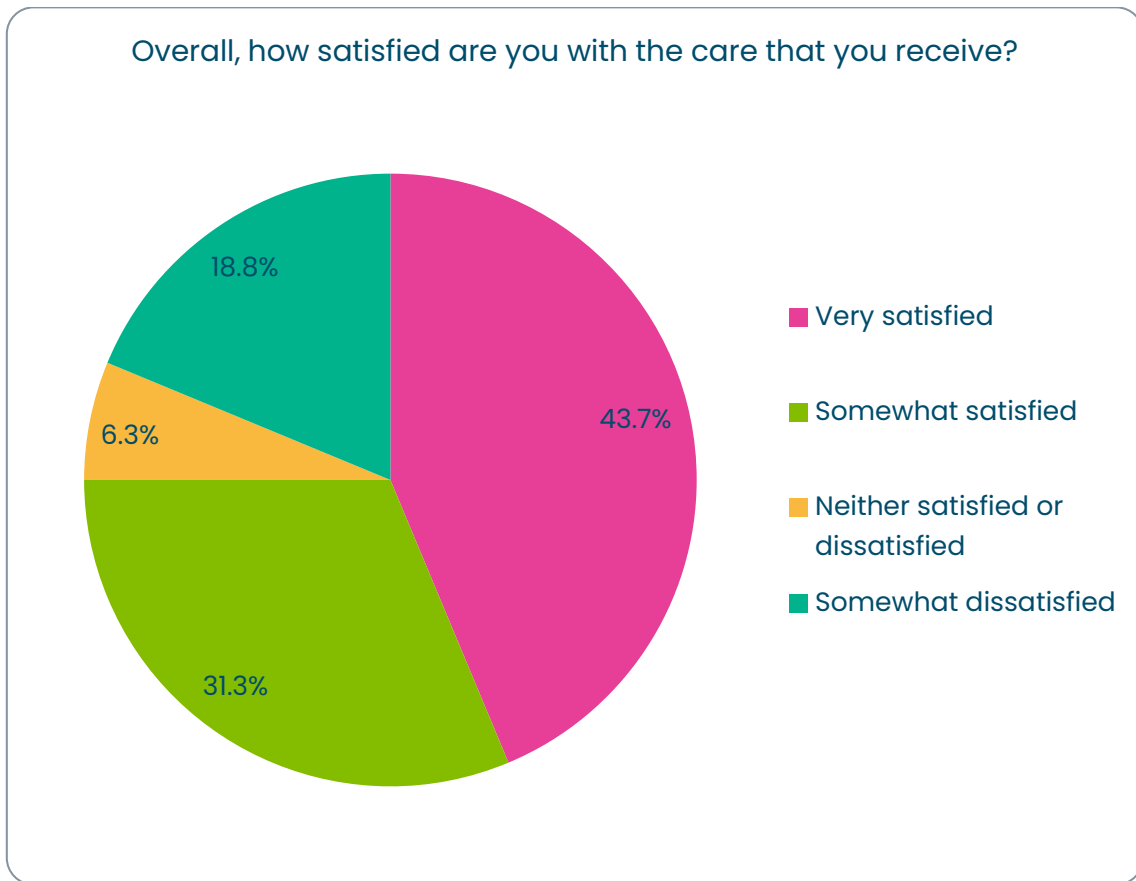
Our authorised representatives observed that more could be done to encourage a social atmosphere among residents, as some craved conversation and friendship.



Quality of care

Residents and relatives

They were asked whether they felt they/their relative was well cared for. We also observed whether residents looked well cared for during our visit.



Our representatives generally found people well turned out. A hairdresser was present at the home on the day of the visit, and most were keen to have their hair done. Everyone we spoke to felt clean and presentable in appearance.

Most family members and friends feel that there is a good level of care provided to their loved ones, reflected that the residents liked their rooms and views, and that the staff are caring and friendly.



“At Rosedale Nursing Home there are extremely kind and helpful staff.”



At the same time, a few family members provided their views on how care could be improved:



“I do feel that he should be encouraged to walk to the dining room and lounge to encourage improvement in his mobility and participation with others.”



“The young staff should have a little bit more training about how to make the older residents more comfortable - the little extra touches.”

We also wanted to know whether residents feel like they need additional help with anything, such as help to eat or drink, and if they receive enough help.

Four out of 16 residents said that they required additional help, with most residents saying that they get enough help with their needs.

Relatives and friends were asked if they contribute to individual care plans.

The majority replied with a positive response, but some people said that they are not involved in contributing to the care plan of their loved ones.

Staff

We also wanted to know how well informed the staff are about the residents they look after in terms of their individual likes and dislikes, food/drink requirements, hobbies/interests.

19 of the staff (out of 35) respondents said they feel very informed and five were somewhat informed about the residents' needs and likes. Three said that they feel somewhat uninformed.

Staff reported that both the pre-admissions information collected by nurses and managers, and the 'about me' information collected by the lifestyle team are useful in helping them to get to know individual residents needs and likes/dislikes. The agency staff mentioned:



“Sometimes I don't know because I'm bank staff. I always asked first if I am not sure.”



Safety and staff levels

Residents, relatives, and staff were asked whether they feel there are enough staff, and we asked the residents if they felt safe in the home.

All residents said they feel as safe as they want (11) or adequately safe (5). Some residents felt that more staff are required during the nighttime. 12 out of 16 residents feel staffing is adequate, 4 feel it's insufficient.

15 of the relatives who completed our survey said there are enough staff with six saying there aren't enough. A few family members commented that recently staff numbers have been increased, particularly in the Lodge unit.

However, there were some comments from relatives who had different views, such as a need for additional members of staff to minimise waits for care, and a feeling of staff being very busy.



"The staff are extremely efficient but ran off their feet at times. Always extremely polite and helpful, never complain."



"However, there can be issues of short staff very often. I feel carers are overworked when asked to cover shifts on their days off. Hiring more bank staff could do."

19 of the staff respondents said they felt there were enough staff and 16 felt there were not. A few staff mentioned needing more team members at night, and to cover the afternoon shifts. A few staff also mentioned feeling rushed, and that they are given a massive amount of workload.

A few members of staff suggested a need for wellbeing support for the staff team. They mentioned that they could do much more if they were adequately supported.



"I recommend that they hire enough care assistant to solve the short staff issue at the moment."

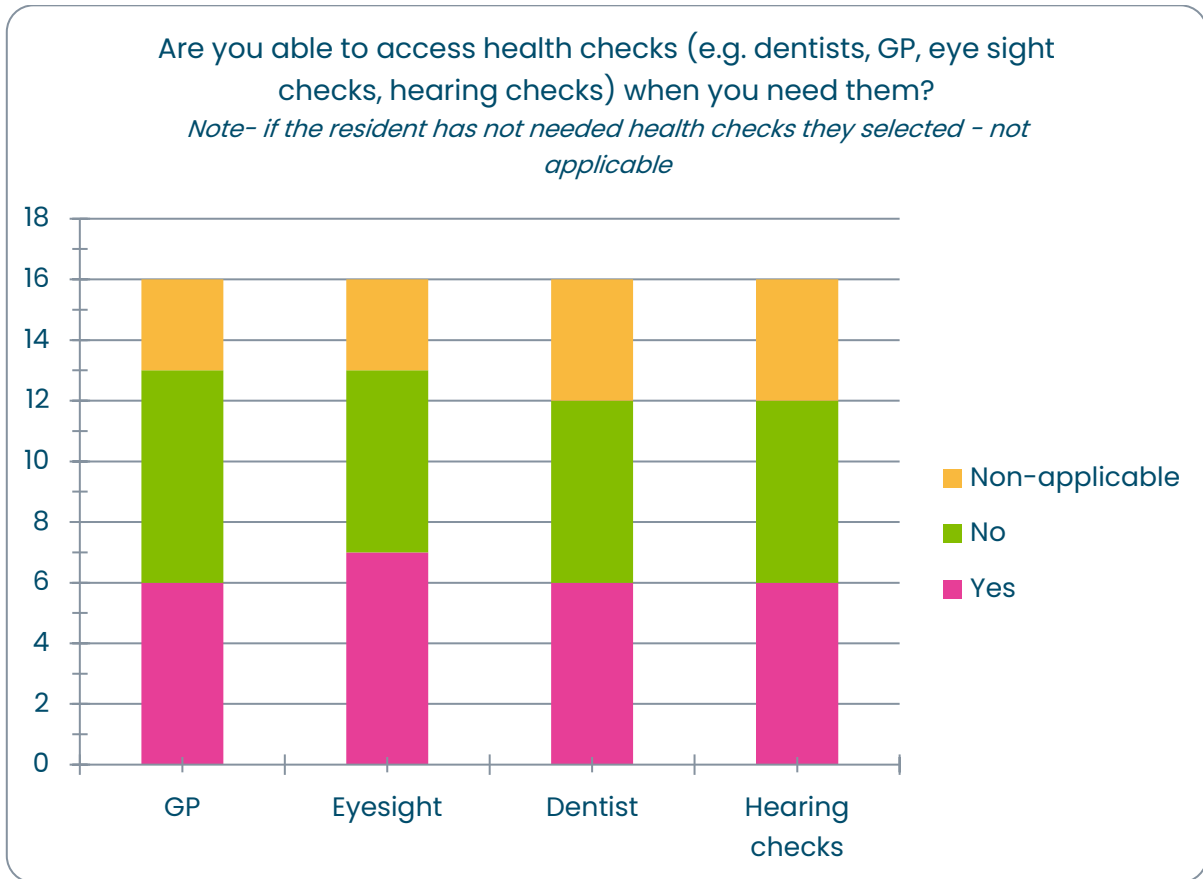


"Carers are being asked to cover for shifts on their day offs very often now. Just a concern to avoid burn out on the carers and ensure their wellbeing as well."

Kitchen staff at the same time confirmed that there is enough staff needed at that time.

Health checks

We asked residents and friends/ family if they had been able to access relevant health checks, e.g., dentists, GP, eyesight checks, hearing checks.



Regarding the accessibility of health checks, the survey responses from 16 residents split between categories, indicated that they could access health check and GP visits, when necessary, with those said that they did not need visits, possibly indicating their current health status or the care they receive.

The majority of family members said that their loved ones are able to access a relevant health check, but some are not yet confident about how to approach the services.

At the same time, staff said that residents' sensory health needs are included in their care plans and these records are reviewed on a regular basis.

This includes details of whether residents have their own teeth, their choice of toothpaste, and toothbrush, and how often they see the dentist.

Staff also mentioned that they keep records about the level of independency of the residents, and the daily help and relevant maintenance required for each resident.

This also includes anything about communication or language needs. If some residents have difficulties with communication, staff record their capacity, and how to meet their needs.

Half the number of residents we heard from said that they were able to receive help to wear and maintain appliances that support their sensory health needs, but the other half were not sure or said that they were not receiving appropriate help.

Raising concerns and issues

Residents, family, and friends

We wanted to know if they had any concerns about the service, would they know what to do.

Nine residents said they knew how to raise concerns, but six said that they were not sure.

Some would talk directly to the staff and the manager and others raise concerns via family members.

Relatives said it is easy to contact the care home if needed. It seems that the home contacts relatives or friends with specific updates if anything is needed or things have changed.



“Yes, they take feedback well. It's hard to always take care of frail people & their needs are always different. They listen to what resident needs and try to achieve it if they can. They do try, some staff need to understand complex needs, especially the younger ones.”



We also asked if they had been happy with how the concern had been dealt with in the past.

Four respondents said they were happy with how issues were dealt with. Comments also included that some residents did not have any concerns.

Staff

How do they feel?

We asked staff about working in the care home.

All 35 staff respondents said they enjoyed working at Rosedale Nursing Home. The staff mentioned good teams, and how they enjoy supporting the residents.



"I find Rosedale to be open and honest and transparent in all they do, families are always kept in the loop about what happened."



All respondents also said they would recommend the home to family or friends.

We wanted to know whether the staff feel well informed about changes to services in the home.

Of the respondents to this question, 23 said they were fully informed, nine said they weren't, and three made additional comments that only certain staff will communicate effectively.

22 members of staff provided detailed comments on how their input has been acted on, and responses indicated the ability of staff to contribute via staff and management meetings, supervision, being listened to at handovers, and the actions taken accordingly. However, a few members of staff said similarly:



"We are kept informed but have no input. Just so much staff changing shifts, so things don't always get passed on."



We asked is there anything staff think the home could put in place to improve staff working environment, conditions or offer more support?

Most of the comments provided by staff highlighted the necessity of increasing the number of staff, as well as the requirement of wellbeing support on a regular basis. Additional comments also identified areas the home could support to improve the staff working environment:

- open communication with all the staff members every week so that they know the problems staff face while working,

- conduct refresher training for carers to ensure residents are offered the best care and maintained at that level,
- more flexibility around break time,
- regular training/updates.
- possibility of a raise in pay for night shifts,
- good storage for archiving.

Overall rating

We asked residents, family and friends of residents, and care home staff how they would rate the home out of 5 (with 5 being the best).

Residents: (4/5)



Friends and family: (4.3/5)



Care home staff: (4.3/5)



Acknowledgements

The Healthwatch North Yorkshire Enter and View team would like to thank the manager, staff, friends and families of residents, and residents for the support of the Enter and View Visit conducted at Rosedale Nursing Home, and for sharing their views with us. Thanks also to our dedicated volunteers who helped support this Enter and View visit.

Disclaimer

This report is not a representative portrayal of the experiences of all patients, relatives, and care home staff, but an account of what was observed on the day of the visit and shared with us by those who completed our survey. Note: Some of the residents we spoke with have cognitive impairment which can impact their ability to answer the questions.



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