

Enter and View Report

Lisbeth Nursing Home

4th September 2024



Healthwatch Staffordshire

0800 051 8371

Support Staffordshire, Civic Centre, Riverside, Stafford ST16 3AQ

Website

www.healthwatchstaffordshire.co.uk

Email

enquiries@healthwatchstaffordshire.co.uk

Twitter

<https://twitter.com/HWStaffordshire>

Facebook

<https://www.facebook.com/HWStaffordshireOfficial>

Instagram

<https://www.instagram.com/hwstaffordshire/>

Report on Enter and View Visit Undertaken by Healthwatch Staffordshire on 4th September 2024

Service Visited:

Lisbeth Nursing Home

204 Walsall Road, Great Wyrley, Walsall, West Midlands, WS6 6NQ

01922 308015

Authorised Representatives undertaking the visit:

Christine Sherwood & Val Emery

Image of Lisbeth Nursing Home



The Service:

Lisbeth Nursing Home is a 38-bed care facility that can accommodate up to 40 people. The home offers 36 single bedrooms and 2 shared bedrooms, most of which have an ensuite. It opened in Spring 2021 and is located in the Great Wyrley community near Cannock and the borders of Walsall. Situated on the main Walsall Road, Nearby facilities include the Quinton Court shopping centre, which includes businesses such as a pharmacy, grocery store, café, and more. It is near public transport links that run from Birmingham to Cannock. The surrounding homes in the local area are a mixture of new and old buildings and the home is close to several local schools. The home is owned and operated by Zion Care Ltd, which currently has a group of 14 care/nursing homes across the UK providing care to older people and those living with dementia. This particular home has a warm, homely feel and the pastel-coloured décor gives a sense of peace & calm.

Purpose of the Visit:

As part of the Healthwatch Staffordshire's responsibilities, authorised representatives will carry out Enter and View visits to health and social care premises to assess how they are managed and to make recommendations for improvement. The Health and Social Care Act 2012 empowers authorised representatives to observe service delivery and speak with service users, their families, and carers at locations such as hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies. Enter and View visits may be conducted based on reports of issues with a service or to learn about and share examples of services that are performing well. These visits are not intended to specifically identify safeguarding issues, but any concerns that arise will be reported in accordance with Healthwatch Staffordshire's safeguarding policy, and the visit will be ended if necessary. The local authority safeguarding team will also be informed

Methodology:

Was to engage with and speak to:

- the manager about various aspects related to how the facility is operated, such as the number of staff employed, the number of vacancies, and the recruitment processes. Also, discuss staff training, induction, staff meetings, shift patterns, care planning and reviews, and complaints procedures.
- Engage with residents about their care, do they feel safe, are they happy with the care provided, whether there are enough activities & plenty of stimulation, do they feel they have a choice and are listened to. What is their experience of being treated with dignity and respect? Is there plenty of choice regarding food and drink?
- Communicate with available relatives about their satisfaction with the care provided to their relatives or loved ones. Feedback will be obtained during the visit and via the QR code displayed on a poster in the home a week before our visit date, the frequency of communication with staff, and whether the relatives are comfortable in reporting any concerns they may have.
- Interview staff regarding staffing levels, training, management support, and development opportunities.
- Conduct observations of the environment and interactions among residents, staff, managers, and visitors at all levels.

Physical environment:

External

Lisbeth Nursing Home is located on the main Walsall Road, close to both Cannock and Walsall. The building was built some time ago but was fully refurbished three years ago when Zion Care Ltd purchased the building. It still has a 'new' look about it. It is surrounded by an older housing estate with several businesses situated nearby and local pubs. One of the local primary school's visits, and there is a

great community feel. The manager is keen to use local services and interaction with the local community to enhance the quality and feel of the home. There is a small car park to the side of the building with limited parking spaces. The front entrance is well-signed and visible from the road and stands out to anyone visiting. The front entrance area can be accessed via steps at the front or a ramp to the side of the building as the building sits slightly higher than the main road, there is a mixture of paving and grassed areas with plants and borders. On the front door is a sign to say that mealtimes are protected. This is to give the residents the respect and dignity they require. There are maintained enclosed gardens that the residents can access at the rear.

Internal

To gain entry to the property, you must ring a bell. Once inside, there is a small reception area with an electronic signing-in system and a temperature reader which must be done before accessing residents within the home. There is a reception office in the foyer with a member of staff to meet visitors on entry. The manager's office is situated directly behind the reception area, and there is a small area in the reception to take a seat.

The home has two floors, each of which is bright, clean, and fresh-looking. The corridors have a linoleum flooring. There are two stairwells, but they can only be accessed via a PIN code entry to keep the home secure. There is a lift leading to the upper floor. There are features such as themed pictures on each floor with a question by each picture to help stimulate conversations. There are also notice boards with activities promoted and a birthday board on the ground floor. The corridors are wide enough to accommodate wheelchairs and other equipment comfortably. Each resident has their name on their room door along with a photograph which had a favourite interest or hobby. This enables the resident to familiarise themselves with locating their room.

The ground floor has a dining area with kitchen & kitchenette facilities just adjacent and has 3 lounge areas with large TVs in each, on the

walls. Each corridor has a notice board with posters and notices (including Healthwatch poster). The ground floor near the kitchen had a menu with the menu choices for the day. The cook stated she would use "show plates" for residents with memory issues so that they can choose their meal choices based upon sight and smell rather than memory. We were shown the menu by the cook that is on a rolling 4-week rota. This showed that residents have three meals a day with each meal having 2 options, a choice of a warm breakfast daily and snacks mid-morning and afternoon along with limitless drinks on offer. The home also implements fortified milkshakes and Cal shots to help boost calorie intake to help with residents with poorer appetites or those that just need a little extra for dietary needs.

There are thirty-eight rooms spread over the two floors. All have a bed, & bedroom furniture, and most appear to have a wall-mounted TV. Two rooms within the facility are bigger and can accommodate couples or someone who wishes to share. Each room will also have personal items of each individual to make it feel like home. Most residents have their medication administered by a suitably trained staff member, and these tend to come in Dosset boxes and are stored safely away.

We are not sure if residents can bring in their furniture if they wish to personalise their room. The ground floor has areas where residents can meet and socialise in comfort. Relatives are also welcome to come and socialise with their relatives and attend events. The lounges are brightly decorated with pastel colours that offer a calm and relaxed feel. We were told they have well-equipped activities. There are also two lounges with a TV and one quiet lounge. Each TV room has a whole range of DVD films and music, and one lounge has a conservatory area that leads onto a small, enclosed garden area where residents can enjoy and access the garden. There is also a hairdressing facility onsite and visits from a chiropodist. Each floor has several bathrooms with a bath or shower that are for residents' use.

We were told that Lisbeth Nursing Home is a home first where the manager ethos is to put the residents first and encourage and appreciate the staff for all they do and offer continuous training opportunities.

Management:

Upon arrival at the nursing home, we were greeted by the receptionist and shown how to sign in. Within minutes we were both greeted by the Homes Manager and the Deputy Manager, both of whom have been in their positions since the home's opening in 2021. Currently, the Home accommodates thirty-seven residents, most of whom are funded by a local authority. The remaining rooms are utilised for 6 discharge-to-assess beds, a small number of continued health care packages, or private funding residents.

The Home is an integral part of the local community and maintains strong connections with local businesses. Additionally, the local primary school frequently visits, allowing the children to engage in activities with the residents. The activity program, overseen by the Activities Coordinator is Monday to Friday and includes activities per day. These activities range from external visits to local venues like the shopping and garden centres to themed activities such as "Around the World" virtual activities that involve room decoration and meals reflecting the country of the day, along with a quiz. The home also provides a variety of books, games, and stimulating objects and organises events for the residents such as singers/animal visits and much more.

Families are encouraged to participate and support, and a volunteer attends the home three times a week. Lisbeth Nursing Home is registered for Nursing care and can accommodate palliative and end-of-life care to name just a few of their specialised services. The local GP conducts virtual ward visits with the Home's Manager and, if necessary, will conduct home visits. Complaints are typically addressed by the Manager or Deputy Manager, although we are told they do not occur frequently.

Staffing:

The nursing home has 19 staff members on duty during the morning, and another 19 during the afternoon, all spread over the two floors. During the night, four staff members are on duty. The home operates 24/7 with three different rotas for the care team and also provides one-to-one care for a resident. Shift lengths vary based on job role, with shorter shifts during the day and 12-hour shifts for the night staff. Breaks are allocated throughout the shift, lasting either 30 minutes or one hour depending on hours worked. The home has a good recruitment and retention rate, with most staff members staying long-term.

In addition to care staff, there is one cook who works Monday to Friday, & another cook who works on weekends, and several kitchen assistants. All meals are freshly prepared on-site, including puddings and homemade birthday cakes. The permanent cook has been working at the home since it opened. There are also domestic staff on duty during the day, with one long-term staff member stating, "that they wouldn't work anywhere else due to the great team and support of each other". A role called General Assistant has been initiated to provide one-to-one support during mealtimes and other duties. There is also a maintenance person on-site during the day.

Each shift includes a trained nurse, with some being clinical leads, and two staff members are trained to deliver manual handling. New staff members undergo an in-depth induction programme online via eLearning before attending the home, followed by 2 weeks induction and for night shift an additional week on night until they are competent. External training, such as Parkinson's training, can be brought into the home if necessary. We believe there is a 6-month probation period for new staff, followed by a one-to-one session to discuss future progression. The E-learning platform provides training opportunities, covering various topics such as continence care, data protection, & wound care to name a few.

Care plans are electronically recorded, and daily activity is recorded throughout the shift on an electronic device. Handovers

are conducted to aid continuity and communication between shifts & Staff.

Lisbeth Nursing Home is registered for Nursing care, and District Nurses still visit the home to see residential patients, depending on how services are funded. The Home offers palliative care, end-of-life support, cancer care, sensory impairment, and other services. The Home has a good relationship with the local GP surgery, which conducts virtual ward checks weekly with the management team and in-person visits when necessary. Additionally, the Home has a positive relationship with the local pharmacy, with very few reported issues. The only challenge the Home faces is accessing dietitian services, we can only assume this is possibly due to the high demand for this type of service.

Any complaints are handled by the manager or deputy. However, the home has received very few complaints so far. In the reception area, there are various ways for relatives or professionals to provide feedback, including a QR code, an electronic system, and a comment book.

Regular staff and resident meetings take place, and relatives are invited to attend meetings. There is also a suggestion box for relatives to provide feedback we were told. According to one relative, their feedback was appropriately addressed very quickly.

Staff Feedback:

During our visit, we spoke with several staff members, including some who have been with the home since its opening and one who has over 30 years of experience in the care industry. One staff member described it as *“the best place they have ever worked”* and had no intentions of leaving. Another staff member, who had been at the home for about 6 months, *felt very supported and appreciated the presence of the management team on the floor*. It was noted that there were no agency staff members present during our visit, and there are currently no job vacancies at the home. However, a comment from an agency staff member in 2023 was found in the communication book, describing the staff as

“warm and welcoming and praising the home”. The staff also expressed that the training and development opportunities provided by the home were good, as well as the induction program.

All the staff members we spoke to had positive feedback about the home and felt well-supported by both their colleagues and the management team. They were described as “caring and enthusiastic about the home” and this was evident in the atmosphere of the home and in the work we observed.

It was observed by a family member that some residents with dementia may display challenging behaviours, which can add additional pressure for the staff. However, we observed that the staff appeared to engage with the residents on an individual level and demonstrated a calm and upbeat manner.

Resident Experience:

During our visit, we spoke to five residents. One had been living in the home for 3 years, a couple had been there for over 2 years, and the other 2 had been there for less than a year. Three stated that they were involved in the care planning and had it reviewed every 6 months, while the other 2 were unsure. All the residents felt safe, happy with the staff, and were treated with dignity and respect. Only 1 resident commented “that the food was alright but there was plenty of choice”; the rest stated “how good the meals were and that they had plenty of options”. One even mentioned that the cook would go out of her way if they didn’t like something. All stated they would go to staff or management if they had any issues or complaints. They also mentioned that activities were plentiful, however, some chose not to participate. When asked what they would change? “2 didn’t know”, “1 mentioned the buzzer going off during the night” but understood that it was necessary, and 1 stated “that they were happy there but would rather be in their own home”. They did later acknowledge that they understood it was not safe for them to be at home. We also addressed a query about children under the age of 7 not being allowed to visit with

the manager who reassured us that this is not the case, and we made sure to inform the resident of this. The resident wished to remain anonymous, and the care manager respected this. *We hope the resident will be comfortable knowing that this has been resolved and was never the case.*

All staff were generally well regarded as **kind and caring**, and the residents appreciated their work. One resident described them as **“good.”** All the residents we spoke to have no regrets about moving to the home. They **appreciated the feeling of safety, the kindness of the staff, and the range of activities on offer.** During our visit, we observed an individual playing a balloon game with the activity’s coordinator, while others were enjoying music, watching a movie, and getting their nails done by a volunteer.

We were also informed that the home manager and deputy work weekends and bank holidays when required, and conduct unannounced spot checks at various times, including during the early hours of the morning. Each shift we believe has a clinical lead that staff, residents, and families can approach in the absence of the management team. *Residents were complimentary about the quality of the meals.*

Feedback from Relatives online:

Before Healthwatch visited Lisbeth Nursing Home, we asked them to display our poster with a QR code a week in advance so that relatives who were unable to attend on the day could also leave feedback if they wished. It seems that we only received 3 completed surveys, but one of them was a duplicate, so we can only consider 2 pieces of feedback. Here are the results:

We asked the following questions, also some were about demographics, but we have not included those in the report to keep the feedback anonymous.

Both completed surveys were done by a relative or friend.

- Do Carers treat you with respect and dignity?
- Have you read and signed the support plan?

- If you were unhappy about your care, could you tell someone and who would you tell?
- Do you think the people who look after you would fix any complaints you had?
- Have your carers helped you stay active/engaged?
- Have your carers helped you stay in contact with friends and Family?
- Do you get to choose your food?
- Do your carers ask your permission before helping you?
- Do you have enough interesting things to do?
- Do your carers give you the information you need to help you make choices?
- Are there always snacks and drinks available when you want them?
- Do you feel safe?
- Do you think there are enough staff?
- Have your carers told you what to do if you feel unsafe or at risk?

The responses we got back to all the above questions was "a 100% Yes" nobody left any negative feedback.

- Is there anything you don't like about your carers?

" No, all very nice and they all work as a team"

" No, they are all so lovely and caring, mom feels safe and cared for"

- What is your favourite thing about your carers/living here?

"They all love mom"

"They make mom laugh, they treat us like family the room is kept spotless, I have lovely friends"

- If you could change one thing about your care, what would it be?

“They are all very nice so wouldn’t change anything”

“Nothing everything is perfect”

Feedback from Relatives During visit:

On the day of the visit, we spoke to 3 family members, and we used the same questions as our online survey. These are the results:

None of whom we spoke to had any complaints and were eager to share their experiences of the home. All of them stated that they were actively involved in care planning, and decision-making, and had regular reviews of the care plans. They felt that the management team was “**amazing and always on hand to assist and help them**”. Two of them had witnessed other care homes and stated that Lisbeth Nursing Home is “**no comparison and excellent**”; the other homes had been shocking. They felt reassured that their family member was being looked after and cared for and safe at this home. They mentioned that “**the staff were kind, welcoming, and never witnessed any of them being sharp or rude to residents**”. They also complimented the “**cleanliness of the home and how immaculate individual rooms were**”. One family member mentioned that pureed food was offered to a relative and she was even allowed to bring food in to try with the relative, stating that “**nothing is too much bother.**” When asked what they would change about the care, all stated “**nothing**” but one expressed a wish for “a bigger car park”.

Summary:

Lisbeth Nursing Home is a beautiful, relatively small facility that has been refurbished to a high standard and is immaculately presented. There are no unpleasant odours, and the rooms are well-maintained. The environment is comfortable, with well-

furnished individual resident rooms and well-equipped communal areas. The standard of personal care is highly regarded by staff, residents, and their families, and all residents are well-groomed and receive individualised care. The quality of food and activities is also well appreciated by residents and their family members.

Recommendations:

At this stage, we have no specific recommendations. However, we suggest that Lisbeth Nursing Home share its good practices with other facilities, as their model seems to be excellent.

We would like to acknowledge and compliment the efforts of all the staff and congratulate them. It is a true reflection of what care should represent, and we hope they continue to thrive.

We also hope the community will be able to read this report and be thankful for the knowledge that their residents are being well cared for.

A quote on the wall as you walk in reads, **“Our Residents do not live in our workplace. We work in their home,”** which truly represents the work ethic and the observations of Healthwatch on the day of the visit.

If we could add anything, we would suggest promoting more of the good practices and work that they do on their website and share the success.

We are thankful to the management, staff, residents, and families for their warmth and generosity during our visit.

Feedback from the Home manager Andrea Walker:

'This was our first experience of Healthwatch visiting the home and it is fair to say we were unsure of what to expect.

The members of the team were professional in all aspects of the review and when asked questions very informative.

It was our pleasure having them at Lisbeth Nursing Home'.

Next Step

The report will now be published on our website and copies will be forwarded to Lisbeth House and shared with Staffordshire County Council & Care Quality Commission (CQC); it will also be added to the next Healthwatch E-Bulletin.

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 experiences of all residents, relatives and staff, only an account of what was observed and contributed at the time of this visit.