

Enter and View Report

FINAL

Name of Establishment:	Albion Court Nursing Home Clinton Street Winson Green Birmingham B18 4BJ
Date of Visit:	Thursday 7 th August 2014
Time of Visit:	2.00 pm
Purpose of Visit:	To ascertain patient, carer and user experience
Healthwatch Authorised Representatives Involved:	Alex Davis Trevor Fossey Mike Tye
Healthwatch Staff Member(s) Involved:	Claire Lockey
Date of Report:	10 th August 2014



1. BACKGROUND

- 1.1 Albion Court is Dual Registered with the Care Quality Commission (CQC) for both Personal and Nursing Care. This means that if a resident only requires Personal Care on admission but their condition changes so that they require Nursing Care they do not have to transfer to another Care Home. It is registered for 89 residents, housed on three floors in a purpose built facility.
- 1.2 All bedrooms are en-suite and quite large so can accommodate any medical equipment that may be required.

2. RESPECTING & INVOLVING PEOPLE WHO USE SERVICES

- 2.2 Our observations of staff interaction with residents on all three floors indicated that residents were treated with respect. We did not observe any exchange that was inappropriate.
- 2.3 Our visit began at 1.30 pm so we did not observe the morning routines. However in discussion with the Registered Manager and one of the Deputy Managers on the 1st Floor (where residents whose primary issue is Dementia) our judgement was that they respected individual choice as far as possible in such a large residential facility. There was a culture of respecting individual choice in offering activities but not expecting residents to engage with them if they did not wish to do so. They offer a range of activities for residents: music, walks, picnics whereby various methods of transport are used e.g. Ring and Ride as well as taxis where necessary.
- 2.4 As to involving residents, formally there is a residents' meeting once a month, run by the two full time activity workers. Suggestions are taken for both activities within the unit and external activities. Despite staff encouragement only a few residents attend so there is also a process of staff feeding back to the activity workers any suggestions made by residents.

- 2.5 The home offers residents a range of in-house services such as: Hairdressing services on site and GP, Opticians, Dentist and Chiropodist make regular visits to the home.

3. CARE & WELFARE OF PEOPLE WHO USE SERVICES

- 3.1 During our visit, we did not have the time to examine the care records of residents. The Registered Manager's description was of a robust system of a staff training programme whereby mandatory training is undertaken by all staff annually.
- 3.2 The residents we spoke to were positive about the care they were receiving and the staff demonstrated caring behaviour in their interactions with residents.

4. SAFEGUARDING PEOPLE WHO USE SERVICES FROM ABUSE

- 4.1 There had been one recent incident of the Safeguarding procedure being implemented. The accusation was that a member of the care staff had shouted at a resident. The staff member was suspended and the incident investigated with staff and residents being interviewed. The findings were that the accusation was not upheld, the Safeguarding referral was closed and the staff member reinstated.
- 4.2 The one relative of a resident that we spoke to was extremely positive about the care that his wife had received over a period of eighteen months. He contrasted this experience with the neglect, amounting to abuse, that he said his wife had experienced as a patient in City Hospital before her admission to Albion Court.
- 4.3 Currently there are no residents subject to the Deprivation of Liberty Safeguards (DOLS).

5. SUPPORTING WORKERS

- 5.1 In addition to the Registered Manager we also spoke with one of the Deputy Managers who was also the Floor Manager of the first floor; where resident's primary problem was dementia, we also spoke to nurses and care staff.
- 5.2 We spent some time discussing how Albion Court was organised in terms of staffing and residents. Albion Court has a total of 89 residents with 110 staff, good organisation is absolutely crucial.
- 5.3 The ground floor has 25 beds and is for residents with a primary condition of physical frailty, though there may be some co-existing dementia.
- 5.4 The first floor has 32 beds and is for residents with a primary condition of dementia, though there may be some co-existing physical frailty.
- 5.5 The second floor residents have 32 beds and are for residents similar to the ground floor residents. *Our* judgement was that Albion Court is well managed and organised.
- 5.6 The dignity of patients was well appreciated and we observed staff having every respect for them, especially those that presented with challenging behaviour.

6. ASSESSING & MONITORING THE QUALITY OF SERVICE PROVISION

- 6.1 The quality of service provision as observed and as reported in our discussions with various residents and staff seemed to be very good if not excellent. Surveys are undertaken regularly to monitor the quality of the service.
- 6.2 It was felt; this unit passes the "family test", in that if a member of one of our families required such a facility then we would be happy for them to be placed at Albion Court.

7. RECORDS

7.1 As mentioned previously we did not have time to examine any records.

7.2 We would make one recommendation:

The only training regarding the Deprivation of Liberty Safeguards (DOLS) that senior staff seemed to have received was from the Local Authority. We are not convinced that is sufficient given the crucial changes made by the Supreme Court Judgement of March 2014 (Chester West) to DOLS. We suggest that independent training in DOLS is commissioned by Albion Court for Senior and Registered nursing staff.

8. PATIENT, CARER & USER FEEDBACK

8.1 During our visit we spoke to various patients and staff members:

8.2 We spoke with a Care Worker on second floor who had been employed there 4 years having started her NVQ with Sandwell College. Sitting with residents in the lounge area she described how handovers from night staff were good as she does 3 days on, 4 days off shift pattern which suited her family life pattern. We asked about awkward residents; she explained that communication with some residents can be difficult as one lady chooses to communicate in her own language. She appeared to have a good rapport with the other ladies in the room and enjoys working with them. She explained that communicating with senior staff was no problem and enjoyed working at Albion Court.

8.3 We met with a Care Worker who had been employed for four years. She showed us the dining area and explained the routine for the day including the procedure for putting residents to bed in the evening once they had been fed. Those residents that got up early could be dressed / washed and went to stay in their room until taken to eat.

We then accompanied her to see one of two ladies who never come to meals with the others, preferring to stay in their rooms.

- 8.4 We then spoke to another resident who said he was happy living at the home and liked the food and activities. The individual did not seem to know who the dedicated nurse and carers named on the rota notice on the door were.
- 8.6 There were 3 care workers helping to distribute the food and drink to the 10 residents.
- 8.7 There is an outside area where residents could be taken for a walk or to sit, this was in an immaculate condition and would be a delight to use. Yvonne later explained that several donated items in the other garden area such as a bench, bird bath, bird feeder and a solar powered fountain. Some of this money had come from the Medical Research Survey on DVT (Deep Vein Thrombosis) that the University had undertaken.
- 8.8 We also met with the Hairdresser who has been employed since 2009 and provides services every Thursday. She said she thoroughly enjoys working at Albion Court and the manager is approachable and has an open door policy. There is good communication and she felt all patients are cared for appropriately.

9. CONCLUDING COMMENTS

- 9.1 Albion Court Care Centre is well managed and has a strong team with good morale. Patients are treated with dignity and respect and the care centre is positively supported by Registered Manager.

10. ACKNOWLEDGEMENTS

10.1 We would like to thank and acknowledge Yvonne Manton, Registered Manager, staff members and patients who participated in this Enter and View visit.

11. FEEDBACK/COMMENTS FROM THE SERVICE PROVIDER

REGISTERED MANAGER COMMENTS AND FEEDBACK

This is my first experience from Healthwatch and I think that the approach that they have is excellent.

The team came in with a friendly positive approach which helped them see the best side of my Home.

When you have any kind of inspection it is daunting and staff feel quite vulnerable. The staff told me after the visit that they felt happy to talk to them as they didn't appear to be judging them.

I would like to thank everyone for a very positive experience.