

Enter and View Report

FINAL

Name of Establishment:	Neville Williams Nursing Home 8 - 14 Greenland Road Selly Park Birmingham B29 7PP
Date of Visit:	Friday 29 th August 2014
Time of Visit:	2.00 pm
Purpose of Visit:	To ascertain patient, carer and user experience
Healthwatch Authorised Representatives Involved:	Pat World Pat Coyle Mark Lynes
Healthwatch Staff Member(s) Involved:	Claire Lockey
Date of Report:	30 th September 2014
Disclaimer:	This report relates to findings observed on a specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed during the visit.



1. WHAT IS ENTER AND VIEW?

1.1 Enter and View is part of the local Healthwatch programme to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand. Healthwatch Enter and Views Reps are intended to identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time, an authorised representative observes anything that they feel uncomfortable about, they need to inform their lead who will inform the service manager, ending the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to CQC where they are protected by legislation if they raise a concern.

2. BACKGROUND

2.1 Neville Williams Nursing Home is a service offering care to people living with dementia. It caters for 50 people in individual rooms over three units: Bluebell, Rosewalk and Forestwalk, all of which are en-suite. It is a care home with nursing and accommodation for both persons who require nursing or personal care.

3. RESPECTING & INVOLVING PEOPLE WHO USE SERVICES

2.2 Our observations of staff interaction with residents throughout the home; indicated that residents were treated with respect. We did not observe any exchange that was inappropriate.

2.3 Our visit began at 2.00 pm so we did not observe the morning routines. However in discussion with the Registered Manager and one of the Deputy Managers it was evident that residents whose primary issue are 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, nails, weekly bingo, church services and monthly visits from Selly Park Baptist. There is a mini bus available for offsite trips to Museums, Barber of Institute, Weston Super-Mare, Cannon Hill Park etc and crafts take place every evening. The outside grounds are very spacious and accessible with various amenities such as a farm, benches, tea room including a bus stop due to some residents with dementia who became anxious during the afternoon period, wanting to pick their children up and the home initiated this, to put residents at ease. Resident's family and visitors are encouraged to use the outside space and tearoom. There is a mobile sensory machine available for when residents become agitated, distressed and in particular when towards end of life. It is also used for when residents are isolated.



- 2.4 As to involving residents, formally there is a residents' meeting and a suggestions box available as well as a newsletter:



- 2.5 There is also a Dementia Support Group for residents and relatives. Relatives can freely access all units and it was observed that there is a nurse available at each station for each unit.
- 2.6 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. As well as complimentary therapies such as head and hand massage.
- 2.7 Physiotherapy is undertaken privately and takes place during weekends including music to movement and keep-fit classes. GP visits to the home and the GP surgery is excellent and Opticians are also provided that also provide an excellent service. However, the dentist service received is not satisfactory and therefore they have recently changed these and now have an excellent service.
- 2.8 Meal options are very varied and special diets are catered for. There is a range wide of options available providing four options for each mealtime.

3. CARE & WELFARE OF PEOPLE WHO USE SERVICES

- 3.1 During our visit, we did not examine the care records of residents. The Registered Manager's description was of a robust system and both Registered Manager and Deputy seemed to know each individual resident very well.
- 3.2 Every person is risk assessed on admission and as and when required routinely. Beds are in a low position and all new beds are specially built low to decrease the risk of injuries/falls. Furthermore, alarm mats for people who are at risk of falls are available and have an alarm if a person steps on them.
- 3.3 All bedrooms have call alarms and a room number shows up on the screen in the halls for staff to be alerted, in case of an emergency.
- 3.4 Staff training programme is comprehensive whereby mandatory training is undertaken by all staff annually. Staff members receive a detailed induction including managing challenging behaviour and using hoists. Staff training encompasses NVQ 2, 3 and nurse training. Manuel Handling Trainer and Champion is onsite as well as MAPA (Managing Actual & Potential Aggression) Training is also undertaken.
- 3.5 It was noted that during our walk around the units, it was very quiet, calm and we witnessed staff updating fluid balance and diet charts of residents.
- 3.6 Also noted that throughout the facility is was in very good order, in particular the high level of cleanliness. It was evidence that resident's was free to access all three units. Each unit had their own dining area.
- 3.7 One Enter and View Authorised Rep is a wheel-chair user and in particular felt the entire establishment was accessible with the exception of the suggestions box and care quality commission report being slightly raised, not allowing someone in a wheelchair to access this.

4. SAFEGUARDING PEOPLE

- 4.1 At the time of our visit there was one resident on DOLs (Deprivation of Liberty Order). There were no residents detained under the Mental Health Capacity Act.
- 4.2 The resident who is subject to DOLs (deprivation of liberty) is free to use any part of the home.

5. COMPOSITION OF STAFF

Registered Manager x1		Care Manager x1	
<u>Bluebell Unit</u>	<u>Rosewalk Unit</u>	<u>Forest Walk Unit</u>	
Morning Shift: x12 Residents x2 Carers x1 Nurse	Morning Shift: x9 Residents x2 carers x1 Nurse	Morning Shift: x28 Residents x6 carers x1 Nurse	
Evening Shift: x5 carers x2 Nurses	Evening Shift: x5 carers x2 Nurses	Evening Shift: x5 carers x2 Nurses	
x3 Cooks x1 Activities Worker	x4 maternity leave	x0 no sickness / suspensions	

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 Bi-monthly team meetings take place and they are looking to hold these monthly.
- 6.3 Healthwatch Birmingham feedback forms and literature was visible upon arrival:



7. PATIENT, CARER & USER FEEDBACK

- 7.1 The residents we spoke to were positive about the care they were receiving and the staff demonstrated caring behaviour in their interactions with residents.
- 7.2 During our visit we spoke to 3 patients and various staff members:
- 7.3 Resident A - said she certainly liked it at the nursing home but there was no gym available. There is plentiful of food available and a good choice. Plays bingo weekly and likes to have her nails painted as well as visiting the hairdresser once a week.
- 7.4 Resident B - had a visitor and they both commented favourably on the facility and said that if you have to be in a nursing home, it was a very good one. She also commented that they were not prescriptive or bossy with residents.
- 7.5 Resident C - visited by his wife and he was not able to articulate much but was expressed that he was very happy with the facility.
- 7.6 Staff A - enjoyed working at the facility and receives lots of training. Aiming to progress to become a Senior Care Assistant.

8. CONCLUDING COMMENTS

- 8.1 Neville Williams Nursing Home is well managed and has a strong team with good morale. Registered Manager has been in post since the opening of the site and developed in various roles, leading to her becoming the Registered Manager. As a registered manager for 12months and prior to that, she was a care manager with BCOP for many years.
- 8.2 Patients are treated with dignity; respect and the nursing home are positively supported by the Registered Manager and Care Manager.

9. RECOMMENDATIONS

- 9.1 Suggestions box and Care Quality Commission Report to be lower in order for someone in a wheel-chair to easily access this.

10. ACKNOWLEDGEMENTS

- 10.1 Healthwatch Birmingham would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

11. FEEDBACK/COMMENTS FROM THE SERVICE PROVIDER

REGISTERED MANAGER / CARE MANAGER COMMENTS AND FEEDBACK

We thoroughly enjoyed your visit and all were realistic in expectations.

The visit was planned well with minimum disruption.

I felt we all worked together as a team.

Debbie Sigston

General Manager