

Enter and View Report

FINAL

Name of Establishment:	Yardley Grange Nursing Home 465 Church Road Yardley Birmingham B33 8NY
Date of Visit:	Friday 8 th August 2014
Time of Visit:	2.00 pm
Purpose of Visit:	To ascertain patient, carer and user experience
Healthwatch Authorised Representatives Involved:	June Phipps Trevor Fossey
Healthwatch Staff Member(s) Involved:	Claire Lockey
Date of Report:	27 th August 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. BACKGROUND

- 1.1 Yardley Grange Nursing Home is a registered provider of Yardley Great Trust.
- 1.2 Yardley Grange Nursing Home provides accommodation with nursing for up to 45 people. The care home service is with nursing and provides accommodation for persons who require nursing or personal care.

2. STAFFING COMPOSITON

- 2.1 Maxine McMullan, Registered Manager informed us of the current staffing structure:

1 x Registered Manager	1 x Senior Nurse	12 x Nurses	3 x Bank Nurses	1 x Senior Care Assistant
34 x Care Assistants	6 x Domestic	1 x Head Cook	1 x Assistant Cook	2 x Kitchen Assistants
1 x Maintenance	1 x Activities Worker 16hrs	1 x Admin		

2.3 There are currently three members of staff off sick and no staff suspended. Staff shortages are covered via Fairway Agency. 91% of staff have undertaken and completed NVQ qualification.

2.4 The current staffing ratios exist:

Shifts	Staff Ratio
7.30 am - 8.30 pm	3
8.00 am - 2.00 pm	11
2.00 - 8.00 pm	7
8.00 am - 9.30 pm	4
Night Shift	3

3. CARE & WELFARE OF PEOPLE WHO USE SERVICES

3.1 Maxine, Registered Manager has an good knowledge of her residents and staff members.

3.2 Various in house services are available e.g. GP is accessible that provide a very good rapid service as and when required, Dentist visits take place as and when necessary. Physiotherapists every Wednesday and upon arrival Chiropodist dates were visible. Hairdressing services are onsite and appointments take place every Thursday.

3.3 All staff receives an induction and undertakes mandatory training annually. Distance learning takes place for Dementia, Challenging Behaviour and Warwickshire College cover Level 3 End of Life and Diabetes Training for staff members.

3.4 The Registered Manager advised handovers between staff take place at the start of each shift and all staff receive supervision six times yearly.

3.5 Resident meetings take place every three months where relatives and carers are invited. A newsletter is published every two months for residents, carers and users - see attached appendices

- 3.6 Registered Manager confirmed retention of staff is very good within Yardley Grange Nursing Home where some staff have been in post since the opening of the home.
- 3.7 Due to the majority of the residents being end of life / palliative care, they have routinely checked every half hour and turned every 2-3 hours to avoid pressure sores.
- 3.8 It was observed that there is an accessible hospitality suite for relatives/carers if they wish to stay overnight. This was very welcoming with TV, video, books and a drink machine available.
- 3.9 Our observations of staff interaction with residents indicated that residents were treated with respect. I did not observe any exchange that was inappropriate.
- 3.10 The oldest resident is currently 107 years.

4. ASSESSING & MONITORING THE QUALITY OF SERVICE PROVISION

- 4.1 Various activities take place however it was noted that many residents are at their end of life / palliative care. The home does have a mini bus that was donated via a charitable organisation for trips off site. Furthermore, Friends of Yardley Grange have purchased various equipment for the home such as specialist chairs and iPads for residents.
- 4.2 It was observed that the home has a five star food rating that was visible.

5. RECORDS

- 5.1 The records that we observed were up to date, clear, detailed and relevant to the residents that we spoke to.
- 5.2 Handovers are conducted routinely at the beginning of each shift and staff ensures all records are updated prior to handovers.

6. PATIENT, CARER AND RELATIVE FEEDBACK

6.1 Carer Relative:

- Family member had been residing at the home for the past 7 weeks. All staff members are very nice and had no complaints. Very happy with the food and care that was being provided to their relative.
- Family member stated that the home provides brilliant care to their relative and whatever the resident require, they try to provide. Weekly menu provides two choices of food for each meal. Relative did advise us that the home could do with more staff; however they rated the delivery of care to be 100%.
- Wife of a resident stated her husband had been in the home for 2 years. The care provided is very good and if she has any concerns, management are willing to listen and are always approachable. Visiting times are very good and she attends a meeting held at the home. She eats at the home with her husband where the food is ordered and she pays weekly. Chiropodist and dentist services are provided within the home. Whilst her husband tries to join in the activities, he is very limited due to his condition. However, she takes him out of the home every Sunday and the home takes him out occasionally.
- Husband of a resident stated staff do not always respond quickly enough when she needs toileting. Her drinks are too thick for her to drink and at times she smells as she is only showered occasionally. He does not really know how to approach management regarding his concerns.
During our debrief with the Manager of the Home, we raised the above and this is being discussed with the husband with the support of the daughter.

- Daughter of a mother who is residing at the home stated “the home is a five star hotel”. Her mother was residing in a different care home and was not happy with the standard of care and therefore moved her to Yardley Grange. The service is outstanding and she has seen such an improvement in her mother since moving to this home. Her mother now receives physiotherapy and they have made a platform for her wheelchair. Mother is now eating independently; her glasses and hearing aid have been sorted.
- Auntie visiting stated that the staff members are very good at the home and her nephew is looked after very well, who is quite demanding.

6.2 Resident:

- Resident stated he does not like being at the home. He does not like the food and is fed up all the time and never sees anyone.
- Resident stated he liked the home and enjoyed being there. It was difficult to understand him since he had severe dementia but what we did understand is that he was happy with the quality of care and liked the staff.

6.2 Staff:

- Staff stated it is a brilliant place to work and it has made her want to become a qualified nurse. Management are very supportive of her training to develop as a nurse and is able to work around her nursing qualification. Feels that she has a good relationship with the relatives and residents, all staff are very caring and passionate about their job.

7. CONCLUDING COMMENTS

7.1 It appeared that Yardley Grange Nursing Home is well managed with a dedicated Registered Manager and Senior Nurse. It is apparent that patients are treated with dignity / respect and the Nursing Home is positively supported by the Registered Manager.

8. ACKNOWLEDGEMENTS

8.1 We would like to thank and acknowledge Maxine McMullan, Registered Manager, Senior Nurse, staff members and patients/carers who participated to this Enter and View visit.

9. FEEDBACK/COMMENTS FROM THE SERVICE PROVIDER

WARD MANAGER/MATRON/STAFF COMMENTS AND FEEDBACK