



Best Practice Enter and View Report Summerville Nursing Centre

Visit: 2nd November 2016

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List of Contents

Background	Page 3
• What is Healthwatch Warrington?	Page 3
• What is Enter and View?	Page 3
• Best Practice	Page 3
• Disclaimer	Page 4
• Acknowledgements	Page 4
• Background and Purpose of the visits	Page 4
Details of the Visit	Page 4
• Location	Page 4
• Date/Time	Page 4
• Panel Members	Page 4
• Provider Service Staff	Page 4
• Details of the Service	Page 5
Results of the Visit	Page 5
Recommendations/Identification of Best Practice	Page 10
• Distribution List	Page 10
• Appendices	Page 11

Background

What is Healthwatch Warrington?

Healthwatch Warrington helps the residents and communities of Warrington to get the best out of local health and social care services. We gather the views of local people and make sure they are heard and listened to by the organisations that provide, fund and monitor these services.

What is Enter and View?

Part of the local Healthwatch programme is to carry out *Enter and View* (E&V) visits. Local Healthwatch representatives, who are trained volunteers, 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 (2012) allows local Healthwatch representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care homes, GP practices, dental surgeries, optometrists and pharmacies. *Enter and View* visits can happen if people identify a problem but equally, they can occur when services have a good reputation. This enables lessons to be learned and good practice shared.

Healthwatch *Enter and View* visits are not intended to specifically identify safeguarding issues. If safeguarding issues are raised during a visit Healthwatch Warrington has safeguarding policies in place which identify the correct procedure to be taken.

Best Practice

This report has been compiled as a result of identified best practice rather than any reported issues. This may have come from Care Quality Commission inspections or local authority quality visits. The intention is that other care establishments can learn from this and replicate it in their own settings.

Disclaimer

Please note that this report relates to the findings observed on the specific dates set out below. This report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

Acknowledgements

Healthwatch Warrington would like to thank the staff, in particular the Manager, Iqbal Sidhu for taking the time to show the team round and answering questions.

Background and Purpose of the visits

Healthwatch Warrington was requested by Warrington Council Adult Social Services to conduct the visit as an example of best practice. In this instance it had been identified that staff can periodically receive shopping vouchers as a result of being nominated as a staffing hero. The nomination form can be completed by staff, residents or the public. It is seen as a gesture of appreciation for when a staff member goes the extra mile.

Details of the Visit

Location

Summerville Nursing Centre, Hilltop Road, Stockton Heath, Warrington, WA4 2EF

Date/Time

The visit took place on 2nd November from 2:15pm to 3:45pm

Panel Members

Paul Mendeika - Healthwatch Warrington, Enter and View Panel Member

Vicki Blaylock - Healthwatch Warrington, Enter and View Panel Member

Ruth Walkden - Healthwatch Warrington, Enter and View Consultant

Provider Service Staff

Iqbal Sidhu, Manager

Details of the Service

Summerville is owned by Bupa. It provides nursing care for up to 45 people. There are 43 single rooms and two doubles which are currently being used for single occupations. Two of the rooms are designated “premier”, they are larger and better appointed. The building is a converted house with bedrooms over two floors. There are two lounges and a dining area on the ground floor.

Results of the Visit

Wherever possible the reports below are in the words of the E&V team members who were present at the time of the visit. The reports have been collated by the Healthwatch Warrington E&V Consultant and some text has been formatted to allow for easy reading; however the essential facts of the team’s reports have not been altered.

Observations from the Visit

First impressions

Summerville is a large old building which has been extended and adapted over the years, set in a leafy part of Stockton Heath. Views of well-established gardens and the canals are visible from many of the windows. Within the immediate grounds, wild bird feeding boxes were in evidence, clearly visible by the residents.

There was ample parking, with a one way system access and egress clearly signposted.

Access

Access to the building was good, there were level paths to the steps, and there was also ramp access. Within the reception area is a large “information point” housing a wide variety of leaflets and booklets.

The reception received by the visiting team was warm and welcoming, signing in facilities were clearly in evidence; the area was clean and tidy.

On entering through reception, there was a very pleasant smell of polish, there were no unpleasant odours.

Staffing & Leadership

The team met with the Registered Manager (Iqbal Sidhu), who has been employed within the home since 2004, originally as a Registered Nurse, now the Manager since September 2016. Following professional development opportunities and support provided by her employer, she has been promoted. There is a clinical nurse manager who is also deputy for the manager.

In total there are 50 staff, with staffing ratios are as follows:

During the daytime, there are 6 carers, reducing to 5 in the afternoon and evening. This is in addition to 2 Registered Nurses. Overnight, there are 2 carers with two Registered Nurses.

There is some reliance on Agency/Bank staff to cover sickness and annual leave.

There is a Hostess who is responsible for dispensing drinks, and supporting patients to make appropriate choices from the daily menu.

The Manager demonstrated that she was able to acknowledge not only her own, but also the limitations of the Home registration. She stated clearly the steps she would take, should any resident develop mental health problems.

Activities & Leisure

There is a trained activities co-ordinator, with additional support being available through a bank system to cover annual leave and sickness absence.

There is a programme of a good range of activities which is displayed on the lounge notice board, and on individual boards in the residents' rooms. The residents who wished to join in, were engaging in a game of snakes and ladders during the visit. Residents' birthdays are celebrated.

Residents have the opportunity to comment on the facilities available, following comments cake and biscuits are now available on the tea trolley

The residents have a number of external visits arranged for them, canal visits with tea being a particular favourite.

A dog visiting service visits on a Monday, residents can have hand and foot massage, chair based exercise programmes, accompanied gardening, and a hairdresser is available on Fridays.

There is a small library on site and the local library also visit.

A daily newspaper, The Daily Sparkle, (produced by BUPA,) reflects on daily activities from the past, along with a little competition, which is freely available.

Wi-Fi is available throughout the building.

Administration

Complaints/concerns are logged and investigated with appropriate feedback. Equally, compliments are displayed as part of their motivation programme.

Care plans are updated regularly.

Cleanliness

In the main, the premises were clean. However, outside one of the bathrooms, which was due for refurbishment, there was an offensive odour, this may have been from a clinical waste bag. The odour permeated into the corridor.

Outside some of the rooms were small baskets containing clean personal laundry. Some of the residents keep their rooms locked, and the clean laundry is delivered, the residents are then requested to open their rooms to allow the laundry to be removed from the floor.

In the upstairs floor, the bathroom was in the process of being refurbished and was very pleasing.

Management of Medicines

The Registered Nurses carry out medicines administration using a locked trolley system. The home is part of Warrington Health Plus scheme, and have a GP (Stockton Heath) visit every Monday to carry out a “ward round” One of the scheme nurses visit Thursday, and very soon they will have a pharmacist also visit every Thursday to carry out medicines reviews. Medicines are normally taken to the residents wherever they are with one nurse working each floor.

Patients are able to keep their own GP, however the majority are registered with Stockton Heath Practice.

Food and Refreshments

All food is cooked on site. The kitchen is open 24 hours per day, and residents can have snacks/drinks overnight if they wish. Staff have the same food as the residents, although not in the same dining room. The residents’ dining room is open plan, off the main lounge area.

The Chef is involved in the original patient assessment and able to provide any dietary requirements. The Hostess is available all day each day to support menu choices including finding alternatives or assisting if the resident has forgotten. Carers are available to help with feeding should it be necessary. The Manager refers to the dietetic service should expert advice be required.

Soft or pureed diets are provided if required as well as fortified meals (addition of cream or milk powder).

Privacy & Dignity

The residents’ rooms were pleasant, many with a view of the garden or the nearby canal. Some of the rooms had an en suite toilet. Recently two of the rooms have been upgraded to a “premier” level.

Some of the rooms have a telephone point. All were furnished to a good standard. Each room has its own notice board displaying the menus, activities, named nurse and key worker.

There were name plates on the individual doors, placed at a low level. (Wheelchair level).

Any specialised moving and handling equipment is available to ensure the resident is able to achieve their potential within the Home.

The home is registered for end of life care, and all necessary equipment required for a dignified death is freely available. All staff are trained in the use of syringe drivers. The Home can also provide overnight accommodation for relatives should that be required.

The Manager also has a “Resident of the Day” award.

Discharge

Before arrival there is an assessment as to whether the home can meet the needs of the resident. If the resident needs more complex care or has behavioural needs, a review will take place as to whether the home is able to offer that level of support or the resident needs to be transferred to a home that can meet those needs.

Staff Training

Bupa have their own training programme which includes a week’s induction covering all mandatory elements. External training is accessed when appropriate including from St Roccas (Hospice).

In addition to training, there was clear evidence of positive staff motivators. Unique to the Home was Manager’s award of “Employer of the Month” where the winner wins a voucher for £25. They have a daily meeting at 11am, “take 10” where any new patient related issues were shared.

Every three months a staff meeting takes place where they review any critical incidences and identify lessons learned or to be learned. Regular internal audits occur.

Summary

The home was clean, well presented with lots of activities taking place.

Recommendations/Identification of Best Practice

- 1. Management at the home were clear on their limitations in providing first rate care. If it became clear due to a resident's failing mental health they would support a move to a more suitable home*
- 2. Person centred care was clearly evident - the kitchen was always open if a resident wanted a snack or a drink, there were plenty of activities available*
- 3. Bupa have an emphasis on promoting staff within. This motivated staff and provides a stable environment for the residents.*

Distribution List

This report has been distributed to the following:

- Warrington Council, Adult Social Services*
- Warrington CCG*
- Care Quality Commission*
- Healthwatch England*

Appendices

Appendix A

Response from Provider

Thank you again for visiting Summerville. There are a few things I would like to make a little clear in the report.

Summerville Care Home has 41 single rooms and 2 double rooms.

Residents go on boat trips and they have lunch at a pub during their trip.

Mutley the dog visits the home every other Monday.

All bedrooms have telephone line, if the resident wishes can have telephone of their own.

The home has one resident as Resident of the day each day, this is to give resident and the relative opportunity to discuss the care needs of the resident and it gives staff opportunity to review resident's care plan.

Employee of the month award is given to the staff at home level.

Thank you.

Iqbal Sidhu, Home Manager

