

# Abbotsford Nursing Home

## Enter and View Report

<b>Contact Details</b>	Abbotsford Nursing Home 8/10 Carlton Road, Whalley Range, Manchester M16 8BB
<b>Visit Date and Time</b>	10/01/2019 10:00am
<b>Healthwatch Manchester Representatives</b>	Neil Walbran Rachel Ricketts Philip Tebble



### Disclaimer

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 service users and staff, only an account of what was observed and contributed at the time.

## Contents

About us.....	3
What is Enter & View?.....	3
General information about the service.....	4
Purpose of the visit.....	4
Executive summary of findings .....	5
Summary List of Indicators .....	5
Methodology .....	5
Enter and View Observations.....	7
Findings from speaking with residents, friends or family members, and carers .....	9
Findings from speaking to staff .....	11
Recommendations .....	13
Response from service provider .....	13
Acknowledgements .....	13

## About us

Healthwatch Manchester is the independent consumer champion for health and care. It was created to listen and gather the public and patient's experiences of using local health and social care services. This includes services like GPs, pharmacists, hospitals, dentists, care homes and community based care.

Emerging from the Health and Social Care Act 2012, a Healthwatch was set up in every local authority area to help put residents and the public at the heart of service delivery and improvement across the NHS and care services.

As part of this role Healthwatch Manchester has statutory powers to undertake Enter and View visits to publicly funded health or social care premises. These visits give our trained Authorised Enter and View Representatives the opportunity to observe the quality of services and to obtain the views of the people using those services.

## What is Enter & View?

Local Healthwatch representatives carry out Enter and View 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 are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

## General information about the service

Name of the Care Home: Abbotsford Nursing Home

Type of Care: Caring for adults over 65 yrs

Number of Residents: 27 in total consisting of 11 nursing clients and 16 residential clients.

Description of Facility: Residential nursing home providing for older people. There is provision made for residents from local Chinese communities.

What is the catchment area for the provider? Manchester.

Specialism: (use CQC category) Caring for adults over 65 yrs

CQC Rating\*: Was rated Inadequate when chosen for our Enter and View schedule but upgraded to Requires Improvement prior to our visit. Our intended visit date was rescheduled due to CQC involvement at the facility to allow for their recommendations to be implemented.

**See Care Quality Commission (CQC) website to see their latest report on this service.**

*\* Care Quality Commission is the independent regulator of health and adult social care in England.*

## Purpose of the visit

Healthwatch Manchester identified this service for Enter &View due to its status as a CQC rated 'Inadequate' care home.

The purpose of the visit was to:

- Observe the environment and routine of the venue with a particular focus on how well it supports the dignity of residents.
- Speak to residents, family members and carers about their experience on the ward, focusing specifically on the care and any treatments provided.
- Give staff an opportunity to share their opinions and feedback about the service.

## Executive summary of findings

Abbotsford Nursing Home is a well maintained, professionally run establishment. The home has a homely and welcoming environment. We have no concerns over resident safety or provision of staffing. This report provides a small number of recommendations around specific information requirements and support for visitors.

## Summary List of Indicators

Indicators for a good care home formed the basis of the observations and questions (based on the revised indicators from the Independent Age Report). A good care home should:

- Have a strong, visible management.
- Have staff with time and skills to do their jobs.
- Have good knowledge of each individual resident and how their needs may be changing.
- Offer a varied programme of activities.
- Offer quality, choice and flexibility around food and mealtimes.
- Ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists.
- Accommodate residents' personal, cultural and lifestyle needs.
- Be an open environment where feedback is actively sought and used.

## Methodology

This was an announced Enter and View visit. The facility was contacted in the weeks before the visit with notice of intent, though the manager was not given a date for the visit.

### Prior to the Enter and View taking place

A process of assessment for all care homes in Manchester has been developed by Healthwatch Manchester and is used to prioritise Enter & View visits. This matrix scoring system was used to give an overall rating of the service prior to the visit.

The system pulls together results from previous Enter and View reports, previous feedback from service users through Healthwatch Manchester's Feedback Centre, and other information about the service such as CQC inspection reports.

A copy of the assessment is available on request from the Healthwatch Manchester Office.

All Enter and View representatives were fully trained in how to carry out an Enter and View visit. They were also checked through the Disclosure and Barring Service (DBS).

All Enter & View representatives have been briefed and have agreed to abide by the Healthwatch Manchester Code of Conduct and Infection Control policy.

The provider was contacted to see if there were individuals who should not be approached or are unable to give informed consent and a comprehensive risk assessment was completed.

The visit was carried out over the course of two hours. The visit date and times are shown on the front cover of this report.

### During the visit

The visit consisted of a team of Healthwatch Manchester representatives who spent time talking to the staff, visitors and residents using an agreed set of questions.

Interviews and observational methods were used to give an overview of this service from a layman's perspective. This data was recorded using standard observation sheets and questionnaires developed by Healthwatch Manchester.

Authorised representatives spoke to a total of six service users and two family members (interviewed as a couple) and conducted short interviews about their experiences of the service using guided questionnaires. Four members of the staff team were also interviewed.

#### **Following the Enter and View Visit**

Immediately following the visit initial findings (if urgent concerns existed) were fed back to the provider and other relevant parties in accordance with the Healthwatch Manchester escalation policy.

This report was produced within **10 working days** of the visit. An initial draft was circulated to the service provider to enable a response. The service provider was obliged to acknowledge and respond within **20 working days of receipt of the draft report**. The response from the provider is included at the end of this report.

## Enter and View Observations

### The external environment

The external environment was well kept with communal green spaces for residents. There was an accessible ramp to the entrance and the paved areas were easily navigable.

The car park was well away from the shared communal areas and there was ample room for patient transport vehicles to pick up and drop off.

There was no evidence of any hazardous environmental issues.

### The internal environment

- Corridors were kept clear and were well illuminated by overhead and natural light. Grab rails were present in all corridors and were painted in contrasting shades.
- Public and shared usage toilets were cleaned, accessible and had alarm cords within reach. Although the doors were well signed with easy-read infographics they were not visible from all directions.
- There were several lounge areas and a large dining room. These were well kept, clean and well ventilated. The decoration and furnishings were welcoming and homely, including floor coverings.
- An accessible radio channel was playing at an appropriate volume.
- The room temperatures were comfortable with some variation by the windows.
- Pleasant surroundings were visible through the windows.
- Visitors were seen to share communal areas with residents.
- The staff areas/office were distinct from the communal spaces but the doors were open and accessible.
- There were no unpleasant odours.

### Staff

- Staff were welcoming, with plenty of eye contact provided.
- Only certain staff wore name badges, cleaning and maintenance staff were not identifiable.
- Staff were visible and approachable.
- Staff were seen to be personable and to prioritise residents' needs and requests.

### Signage

- Hand sanitisers were present but had no signage to encourage use by visitors.
- There was no welcome signage at the entrance, representatives felt that information about the staff and the facility ethos would be beneficial.
- Although staff were wearing name badges there was no indication of which staff were currently on duty, such as photos on a noticeboard.
- There was no facility map or signpost for visitors, though public areas had clear signs on each door.
- Several policy and procedure documents were displayed in English and Chinese including fire procedures and how to contact the manager.

### **Responding to people's needs**

- A Chinese-speaking member of staff is available for residents from the Chinese community.
- Residents were dressed appropriately and with dignity.
- Evidence of staff helping residents to their rooms when requested.
- Visitors were seen to share communal areas with residents. However the Chinese specific common room was short of space and visitors indicated that access to chairs was restricted.
- The menu and other displayed information was provided in English and Chinese language text.
- Call bells were reachable from seated positions.
- Drinks were provided regularly and by request.
- Automatic maglocks/stays were present on open fire doors to facilitate ventilation while ensuring fire safety.

### **Social Activities**

- An activity board was displayed to provide details of upcoming activities for the month.
- A dedicated staff member is in post and provides a schedule of activities which are varied and tailored to need.
- People at risk of isolation in the care home are encouraged to take part in activities but only to participate at their own level.

### **Dignity and Care**

- Residents were dressed appropriately and with dignity. All residents appeared well groomed.
- Staff were observed to treat residents respectfully and according to individual needs.

### **Overall Atmosphere**

- During the visit the atmosphere was felt to be calm, professional and welcoming. The care home was described as homely.



## **Findings from speaking with residents, friends or family members, and carers**

Residents were largely complimentary towards staff and the way the care home is run. Residents and family members indicated that they would recommend the home to others.

### **Have a strong, visible management.**

- Some residents knew who the manager was, some did not. One resident identified the Chief Nurse as shift manager.
- Family members were able to identify the manager but felt that she was less approachable than other staff.
- Residents felt that shift changes went smoothly or un-noticed, though family members suggested that there might be a shortage of staff.

### **Have staff with time and skills to do their jobs.**

- Residents and family members felt safe with the staff and confident in their abilities.
- Residents were generally pleased with the staff.
- Residents reported that staff have time to stop and chat with them.

### **Have good knowledge of each individual resident and how their needs may be changing.**

- Residents reported that staff are well informed about their care needs.
- Family members were able to name one of the staff as particularly helpful.
- Residents reported that staff mostly know their preferences and respond to requests.

### **Offer a varied programme of activities.**

- Residents indicated that they enjoyed the activities that were arranged for them and that it was made easy to take part. One resident was not interested in the activities.
- Residents identified music and poetry as activities they enjoyed. Family members pointed out that Chinese language films and TV had been provided for residents, but that they would appreciate more exercise.
- Some residents recognised that access to activities they used to enjoy at home was limited but that this would be difficult to cater for.
- Residents reported that they were able to go on trips outside when the weather was warm and that staff assisted in this.

### **Offer quality, choice and flexibility around food and mealtimes.**

- Residents were satisfied with the quality and choice of food. One appreciated that it is served fresh and hot.
- Family members had no concerns over catering and were confident that residents were supported to eat and drink when needed.
- Most residents indicated that they enjoyed mealtimes, though one specified that it depended on the menu for the day.

### **Ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists.**

- Residents reported that they remembered seeing opticians or dentists.

**Accommodate residents' personal, cultural and lifestyle needs.**

- Most residents replied that they did not have any specific cultural needs.
- Chinese resident and family indicated that cultural needs were being catered for.

**Be an open environment where feedback is actively sought and used.**

- Family members felt “more or less” welcome and somewhat involved in life at the home.
- Some residents said that they knew how to give feedback or make a complaint if necessary, others would just speak to staff or management. Family members did not know how to make a complaint. No body indicated that they wished to make a complaint.
- None of the residents had any suggestions for improvements.
- Family members mentioned that the Chinese peoples' lounge had moved from a larger room to one with less space and it caused problems when visiting. They also noted that following the move the Chinese language TV feed had been disrupted and had not yet been reinstated.

## Findings from speaking to staff

All staff interviewed said that they enjoyed the “people” aspect of their job and that the atmosphere was a “family” one.

### Have a strong, visible management.

- Staff reported that support from their line manager was provided through one to one supervision sessions and at team meetings. One member of staff, however, reported this was not the case.
- The manager has an open door policy but is frequently very busy with duties.

### Have staff with time and skills to do their jobs.

- All staff appear skilled to the correct level and comprehensive training packages were reported for each staff member tailored to the role requirements.
- Regular training is offered.

### Have good knowledge of each individual resident and how their needs may be changing.

- Handovers between shifts were described as comprehensive and occurred each morning or “as and when”.
- The ratio between staff and residents was high.
- For new or returning residents their care plan arrives in a timely way along with any updates from the hospital/other care provider. Of note is that receiving information on discharge from Manchester Foundation Trust has been problematic and has required urgent intervention.
- Any deterioration in a resident’s health and wellbeing was reported as swiftly identifiable through the one to one person centred approach and also through standard procedures such as weighing and blood pressure measurement.

### Offer a varied programme of activities.

- A dedicated staff member provides a range of activities including bingo, arts and crafts, board-games and seasonal festivities.

### Offer quality, choice and flexibility around food and mealtimes.

- Mealtime options appear to be very varied with halal, vegetarian, vegan and dietician (e.g. diabetes) requirements all considered and supported by an in-house chef.

### Ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists.

- Referrals into NHS services are reported as easily achievable through GP visits, however long waiting lists were reported as often problematic.
- Staff reported regular visits were in place to local dentist and optician.

### Accommodate residents’ personal, cultural and lifestyle needs.

- Cultural requirements were satisfied to a large extent with various festivals observed. Regular visits by priests were reported as well as the option for Muslim prayer in a large communal area.

**Be an open environment where feedback is actively sought and used.**

- The manager's open door policy provides for staff feedback as well as more formal routes.

## **Recommendations**

- A welcoming sign is installed in reception which provides an overview of the care home, the service it provides and displaying names, photographs and roles of the staff on duty.
- Clearer signage in all directions for public areas.
- Signs above hand sanitisers are put in place to encourage visitors to use them.
- All staff wear name badges.
- Clarity on the level and form of support for staff by the line management.
- Some attention is required to the newly relocated Chinese common room to address issue of visitor access and reinstatement of Chinese language TV service.

## **Response from service provider**

Abbotsford Care Home gave no response to our report.

## **Acknowledgements**

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