

# healthwatch

## Liverpool

### **Grace Lodge Nursing Home**

3 Grace Road, Walton, Liverpool, L9 2DB

**Enter and View Report**  
**16 June 2017**



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# Introduction

## What is an Enter and View Visit by Healthwatch Liverpool?

Healthwatch Liverpool has powers to carry out what we describe as 'Enter and View' visits. This assists us in our role as independent local champion for patients' rights regarding health and social care services (see the Appendix for more information). These visits are carried out by small teams of trained members of Healthwatch Liverpool staff and volunteers who observe health and social care services at work, for example at a GP practice, care home, or hospital. We only visit services that are publicly funded, e.g. through the NHS or via local authorities.

## What happens at an Enter and View Visit?

During an Enter and View visit, we talk to people who use the service, whether patients or residents, and their relatives where appropriate. We also speak to staff to find out where they think the service is working well, and where it could be improved. Observations and feedback from the visit are then collated in a report, which is sent to the provider of the service, as well as to regulators such as the Care Quality Commission (CQC), the local authority, and NHS commissioners when appropriate. If there are recommendations in the report, the service provider is asked for a response, which we later publish online alongside the Enter and View report.

## Details of the Enter and View Visit:

**Name of the service:** Grace Lodge Nursing Home

**Address:** 3 Grace Road, Walton, Liverpool, L9 2DB

**Date and time of visit:** 16 June 2017, 2pm - 4pm.

### **The Healthwatch Team Members that undertook the visit were:**

Laura Yallop - Information and Project Officer

Amanda Stonehouse - Information and Project Officer

This was an announced visit. It was judged that announcing the visit on this occasion would enable us to liaise with the service provider to publicise the visit to friends and families of residents. This would provide them with the opportunity of informally advocating on behalf of those residents who, for one reason or another, may not be in a position to speak for themselves e.g. some residents who have dementia can find it difficult to articulate their views.

We would like to thank Grace Lodge Nursing Home staff and residents for facilitating the visit and for taking the time to talk to us.

## Why did we carry out this visit?

Enter and view visits can take place for a variety of reasons, for example to find out more about a particular service, or in response to public feedback. The Enter and View visit to Grace Lodge was to learn more about the service, and to find out from observations and speaking with people, where the service appeared to be doing especially well, as well as finding out if any improvements could be made. The visit was not in response to any prior feedback or concerns identified relating to the quality of this service.

# Observations

## Information about the home

The home currently has 60 residents. Although the home is registered for up to a maximum of 65 residents, the home rarely has this number as they have 5 double rooms for couples should they wish to share. Residents receiving residential and nursing care are mixed throughout the home. All rooms are en-suite.

## Observations of the Building and facilities

Healthwatch Liverpool representatives were shown around the home.

1. The team observed the dining area which is separated into two parts. Most residents eat in this area and are able to sit where they wish.
2. The team observed two shower rooms and one bathroom. The team were told that residents usually have one or two baths or showers a week but where there is a preference for more this will, where possible, be accommodated. All of these appeared clean and well maintained.
3. The team visited the lounge areas. The upstairs lounge and dining area were in one room but with different flooring and seating to denote the different functions of each area.
4. The team observed the home to be very clean throughout without any unpleasant smells.
5. The home is arranged on two floors with separate lounges and dining areas and bathrooms for each floor.
6. The garden area was large and well kept.
7. In the past two years the home has undergone significant refurbishment which, to the team, appeared to be of a high standard and made Grace Lodge feel very homely and not clinical.

## Observations of the Kitchen and catering area

The team spoke with the chef on duty at the time of our visit.

1. The home operates a four week menu and all food is made 'from scratch'.
2. Residents are given a cooked breakfast twice a week but for those residents who "prefer bacon everyday" this is catered for. Lunches are a combination of lighter options such as sandwiches, soups and egg on toast. For the evening meal, residents are offered a choice of two meals. The chef explained they will cook different meals if the resident doesn't want to eat either of the options.
3. The home currently doesn't cater for cultural diets because, as the chef explained, they haven't any residents who have requested this. The chef was however; able to give us examples of occasions they have provided alternatives because of lifestyle choices of residents.

## Observation of Activities

1. The team were unable to speak with the activities co-ordinator at the time of our visit but the manager explained they are in the home four times a week.
2. The manager also explained that there had been no activities on the ground floor for nearly three weeks as that floor was closed to visitors whilst they dealt with a virus.
3. The team observed a notice announcing a Father's Day event for the upcoming weekend.

4. The team were able to talk to a group of residents who were enjoying afternoon tea and cake in the upstairs lounge.

## Observations of the how Grace Lodge engages with Friends, Family and Residents.

1. We were told that the chef regularly speaks with residents to find out what food they like and dislike.
2. The team were told by family members that they are able to speak with staff at any time and have received an annual questionnaire.

The manager of Grace Lodge gave us some feedback on their experiences of GP's and Discharge from Hospital which will be included in our project work.

## Feedback from residents, relatives and staff

### What did residents, relatives and staff tell us?

*"The staff are lovely, every one of them are really lovely people. They are happy and cheerful. Nothing's a problem, nothing is too much trouble. They are happy doing their job, there's not an iffy one among them."*

A relative of someone who had been living in Grace Lodge for two and a half years but has recently been reassessed and may be going home said:

*"I'm very happy here, the food is average. We do get asked, we get a choice of two but I've only got to tell the chef and they will do a salad, they are good like that. The two chefs are very nice girls. I get a shower today (Friday), I normally get one on a Thursday."*

When asked about activities at the home which they enjoy, the resident said

*"as for going out, if the weather is nice I go and sit in the garden. My (relative) finds it difficult to push the wheelchair, if my (another relative) visits they take me out of the home for a walk. I don't really do the activities, I know they do bingo on a Friday. The odd Sunday there is a Gospel choir but I don't take part, I'd sooner sit outside in the garden."*

When asked about the staff, the resident told us:

*"they are all happy, pleasant people."*

The room was full of photos and felt very personalised. We spoke with two family members who were visiting their relative.

*"(Resident) has been here two years, we've had no problems, if there are any complaints they would sort it out. If you want to know how (they) have been, staff tell you straight away. It's homely, it doesn't feel like (they) are in a home. You can bring in anything you like to make it feel like home."*

*"I bring in my dogs sometimes. (Resident) never wanted to go to a home but from the first day in here (they) never wanted to leave. I took (them) out to the shops and they wanted to go back (to Grace Lodge)."*

*"They like the food and never used to complain but as their condition has progressed they don't want to eat and the staff have to sit with them and get them to eat as they are also diabetic."*

*"They (staff) will get her beef tomato from the chippie as they know (resident) likes this and will eat it."*

*"The night staff have to get them to eat something which can take 20, 40 minutes and it's not an easy job as they keep falling asleep, as long as it's the staff on who know (resident) they understand this."*

*"I wash (residents) hair because they don't like other people doing it."*

When asked about how the home engages with residents and family members we were told

*"We haven't had any problems, any problems are dealt with straight away. There aren't any family meetings, we get a questionnaire each year."*

Another resident told us:

*"The staff are lovely, they work so hard. The food is lovely, she cooks it every day. I had my eyes tested today and painted my nails."*

And another said:

*"All fine, I've been here three years, you've got to be happy or you just sit here and be miserable. I don't do many activities. There is singing or bingo on a Friday, otherwise I mostly stay in. They should do more so we can mix and socialise. I don't think the activities coordinator is full time. I get lonely, I don't come out of my room much. It's a nice home I've been to [other care homes] which were not so nice. I'm really happy with the food, it's nice and clean and the nurses are lovely. The staff keep watching to make sure we are all ok. My (relative) takes me out which is a lovely day. The staff don't really take us out in the garden, sometimes in the summer they will take us all out. It's a lovely nursing home, just a few more activities, that's the only thing."*

# Summary and recommendations

## Summary

As we walked around the home we observed it to be very clean and nicely decorated with a homely feel. The interactions we saw between staff and residents were positive and friendly with staff sitting, chatting and having a cup of tea with residents not just handing out drinks.

**The interactions we saw between staff and residents were positive and friendly with staff sitting, chatting and having a cup of tea with residents not just handing out drinks.**

The feedback we received from residents particularly about the staff was positive:

*“the staff are lovely, every one of them are really lovely people”.*

The feedback from relatives was also positive again with positive comments about staff and the home. The only negative comments received were around opportunities to socialise, therefore we are making a recommendation for the home to look at developing social occasions for residents.

Our conversation with the manager and owner was also positive, both were very open with us and were keen to hear our feedback and what the residents we had spoken to had said.

## Our Recommendations and Requests

We would like to make the following recommendations and requests of the care home:

1. That the staff at Grace Lodge speak with residents to find out what activities they would like to do and that these suggestions are, where possible, added to the schedule of activities.

## Safeguarding

Enter and Views visits are not intended to specifically identify safeguarding issues. If, however safeguarding concerns arise during a visit, they are reported in accordance with our safeguarding policy on the same day. The Local Authority will also be notified on the same day.

There were no safeguarding concerns identified during our Enter and View visit.

## Our Contact Details

Get in touch if you have any questions or feedback about health and care services in Liverpool:

**healthwatch**  
Liverpool

**Call: 0300 77 77 007**

**Text / WhatsApp: 07842 552 878**

**Email: [enquiries@healthwatchliverpool.co.uk](mailto:enquiries@healthwatchliverpool.co.uk)**

**Write: 4th floor, 151 Dale Street, L2 2AH**

**Website: [www.healthwatchliverpool.co.uk](http://www.healthwatchliverpool.co.uk)**

**Twitter: @HW\_Liverpool      [facebook.com/HWLiverpool](https://facebook.com/HWLiverpool)**

## Appendix I

### Healthwatch Liverpool - Powers to Enter and View Services

Healthwatch Liverpool was established under the Health and Social Care Act (2012) and came into being in April 2013. We work to give local residents a stronger voice to influence and challenge how health and social care services are provided. We enable people to share their views and concerns about local health and social care services to help build a picture of where services are doing well, and where they can be improved.

Enter and View visits are undertaken in accordance with the remit of Healthwatch Liverpool and assist us in carrying out our statutory functions under the Health and Social Care Act (2012). Enter and View visits are not designed to be full inspections, audits or an investigation of the service, rather they are an opportunity for us to get a better understanding of the service by seeing it in action and by talking to staff and service users.

We seek to identify and share good practice wherever possible. However, if during a visit, we identify any aspects of a service we have serious concerns about, then these are referred to the appropriate regulator or commissioners for investigation or rectification. Any safeguarding issues identified will be referred to the Local Authority for investigation. Addressing issues of a less serious nature may be done directly with the service provider.

For more information about Healthwatch Liverpool please visit our website [www.healthwatchliverpool.co.uk](http://www.healthwatchliverpool.co.uk) or contact us using the details in Section 7 of this report.