

Grace Lodge Nursing Home



Enter and View Report, November 2022

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Introduction

What is an Enter and View visit?

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

What happens during an Enter and View visit?

During an Enter and View visit we observe the service. Where possible, we talk to people using the service, whether patients or residents, and to friends and 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. We write up our observations and the feedback we receive and publish it as a report. Our report 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 visited: Grace Lodge Nursing Home

Address: Grace Road, Liverpool, L9 2DB

The Date of the Enter and View Visit: Wednesday 9 November 2022

The Time of the Enter and View Visit: 2pm

The names of the members of the Healthwatch Enter and View Team that undertook the visit were:

Natalie James, Engagement and Project Officer

Mohammed Taher, Engagement and Project Officer

This was announced visit.

We would like to thank staff from Grace Lodge, particularly the manager Cheryl Morison, 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, in addition to 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.

Safeguarding

Healthwatch Liverpool 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, and the Local Authority will be notified on the same day as the Enter and View visit.

There were no safeguarding concerns identified during this enter and view visit.

About the Service

Background

Grace Lodge is a nursing home run by Oceancross Ltd. The home provides nursing care to older adults.

Grace Lodge is a two-storey building. On each floor, there is a main corridor leading to residents' bedrooms, communal spaces and facilities, and shared bathrooms. The upstairs floor can be accessed via the stairs and a lift. The home also has a self-contained garden, which is accessible via a communal lounge downstairs.

Grace Lodge has 62 rooms, with capacity for 65 residents. Some of the rooms upstairs are double rooms, meaning a couple can share a room together. At the time of our visit, Grace Lodge had 32 residents. Most residents had rooms on the first floor. None of the double rooms were occupied at the time of our visit.

Discussion with the manager

When we arrived at Grace Lodge, we spoke with Cheryl Morison, the home's manager, who told us about the home. She told us she had worked at Grace Lodge for 22 years and was a care worker before becoming the manager. Some other care workers we spoke to had also worked at the home for over 20 years. Where staff have worked at a home for long periods of time, this can have real advantages in terms of staff expertise, training, and their familiarity with the residents' needs and lives.

At the time of our visit, the home had 44 members of staff, which was enough cover for the home to have 40 residents. Staff working at the home included care workers, nurses, maintenance staff, house keepers, laundry, and two chefs.

An activities co-ordinator had just been recruited, and was due to start working at Grace Lodge shortly after our visit. Cheryl told us that it had been difficult to organise activities over the pandemic, and get residents involved in activities. She said she hoped the new activities co-ordinator could do more one-to-one activities with various residents.

The home works with Aintree Park Practice. GPs visit to do a weekly ward round. Each resident is seen by a GP at least once every 12-16 weeks, although they are seen more frequently if necessary. The GP ward round is also attended by a community matron, and a member of Mersey Care's medications management team.

We asked Cheryl what the home's experience had been like during the Covid pandemic and national lockdowns. She told us that the pandemic had been very difficult for them, and the home lost a significant number of residents. Some residents passed away, both as a result of covid and as a result of other

causes, and other residents moved out the home to live with family members. Cheryl told us that visiting restrictions had been very difficult, both for staff and for the residents and their families. She also told us that it had been hard to recruit and retain staff during the pandemic.

The home had a memorial tree, dedicated to residents they had lost during the pandemic on display in the reception area. Heart-shaped decorations with the names of former residents had been hung on the branches of the tree. We felt this was a really touching display.

At the time of our visit, the home had no visiting restrictions. Relatives could drop in to visit their family members living at Grace Lodge at any time. There was a PPE (personal protective equipment) station in the reception area, with full PPE including face masks, aprons, and gloves for visitors. Cheryl told us the home asks relatives to wear PPE if they are providing personal care to their loved one while visiting. Family members can remove their face masks while visiting in their loved ones' room, if they are social distancing.

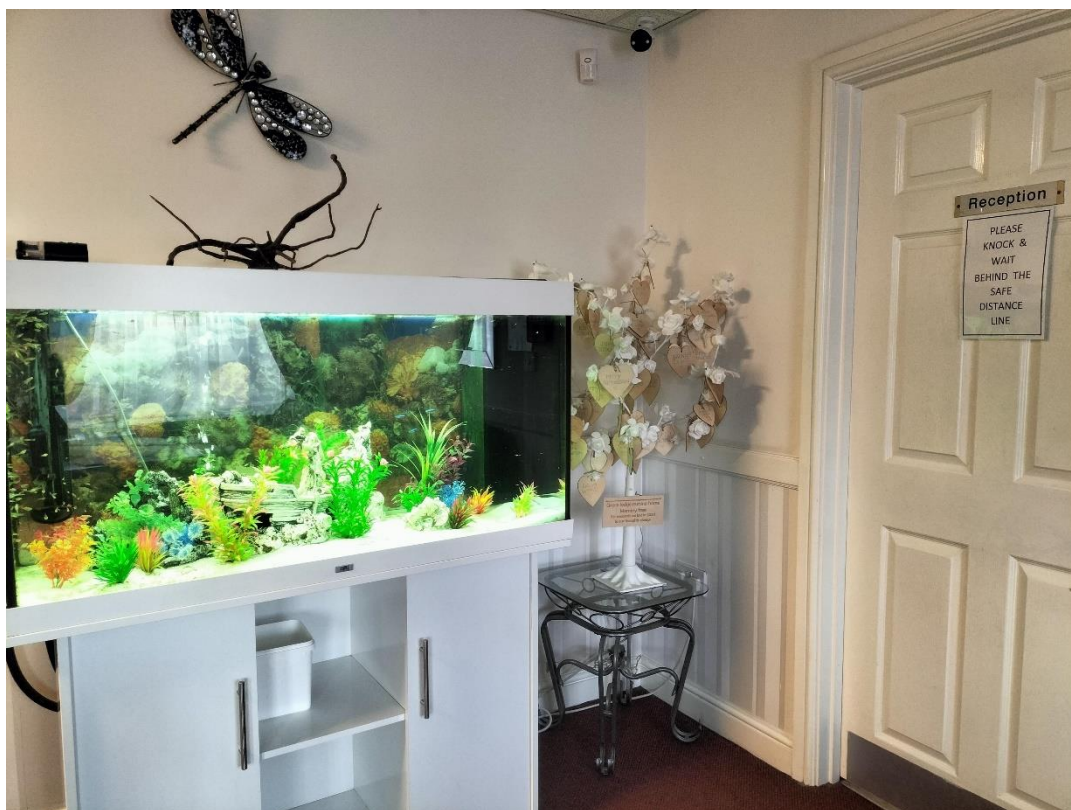
Cheryl sends out a newsletter to residents' family members. This goes out monthly, or more often if there are any important updates family members need to know about.

Observations

Upon arrival at Grace Lodge, we were met by a senior care worker. She let Cheryl, the manager know that we'd arrived, and Cheryl spoke with us about the home before showing us around.

Observations on arrival

- The reception area was clean, and nicely decorated. There was a fish tank, and a memorial for residents of the home who had lost during the covid pandemic. We thought this was a touching memorial to previous residents.



- There was a well-stocked PPE station in the reception area for visitors to the home. It seemed that visitors to the home were used to putting PPE on. We saw several visitors arriving and putting on face masks and aprons before heading into the home to visit their relatives.
- The entrance was secure, and a door-code is needed for people to get into the residential areas.
- There was a door marked 'reception' with a sign asking visitors to knock and wait. It seemed that no one was in this room when we arrived, but we were quickly greeted by a senior care worker once we entered the home.

Observations of the building and facilities

We were shown around the home by Cheryl Morison, the manager.

- The home looked clean and tidy throughout. There were no unpleasant smells in any areas.
- Cheryl told us that the downstairs of the building had recently been redecorated, and that the upstairs would be redecorated soon.
- We did see some visible stains and signs of wear on some of the carpets upstairs.
- The garden was tidy and well maintained. There was a large grassy area, a patio area, a planted area at the rear of the garden, and plant plots with flowers in. There was also some garden furniture, including tables, chairs, and benches.



- On each floor, we saw cork boards with 'thank you' cards from relatives and friends pinned up. We felt these were nice displays, which made the home seem welcoming and friendly.
- There was a small lounge on the upstairs floor, with a TV and comfortable chairs.
- There was also a TV and comfortable chairs in the communal dining area. A section of this room was set aside for dining tables and chairs, and the other part of the room was a TV lounge.

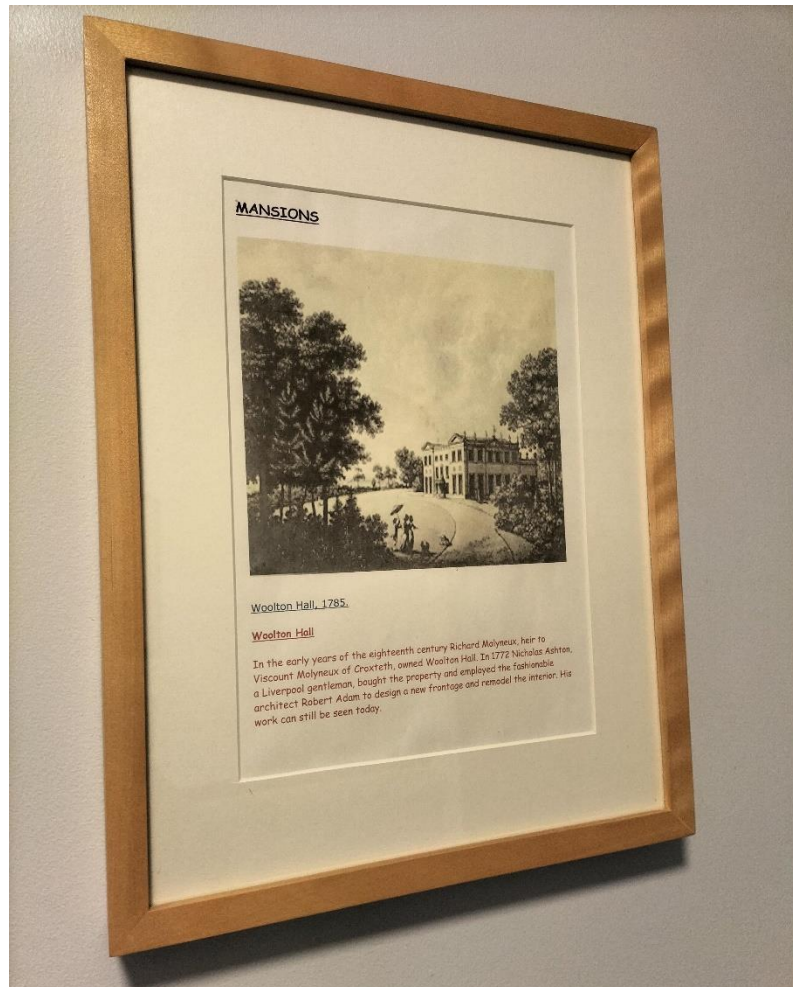
- There was a 'quiet' lounge on the ground floor of the home. This lounge had access to the garden, and had board games, a record player, and comfortable seating for residents and families. Residents and families can use this space if they want to spend time outside their rooms in a quieter environment without a TV.



- On the downstairs corridors, there is a room decorated to look like a hair salon. The salon also had hairdressing sinks, so residents can have their hair washed like in a typical hair salon. Cheryl told us a hairdresser comes in to do residents' hair for them.



- Photographs of Liverpool landmarks were hung up in both the upstairs and downstairs corridors. We also saw a display with photographs of residents taking part in a celebration for the Queen's Jubilee displayed in one of the corridors



- The door to each room had the name of the resident living their, and a photo of that resident hung up. Cheryl told us that some residents preferred for their photo to be a picture of them when they were younger. When this was the case, this picture was also included in the residents' care file and MAR (Medical Administration Record) chart. This is a chart that is used to keep track of medications that residents' take.
- Residents can bring their own furniture and furnishings with them when they move in to Grace Lodge.
- All bedrooms are ensuite. There is a shared bathroom and two shared shower rooms on each floor.
- Shared bathroom facilities were clean and tidy.

Observations of the kitchen and catering area

- We didn't see the kitchen during our visit, but did see the dining area. The dining area is set out like a casual restaurant, with circular tables, which are dressed with a table cloth.



- Residents can eat in their rooms, if they choose.
- Cheryl told us the chef operates a 2 week menu. All food is cooked on site. Residents get breakfast, lunch, tea, and supper.
- The chef regularly checks the menu is in line with residents' food preferences to avoid food waste. Cheryl told us that curries and cooked breakfasts are currently very popular with the residents.
- Residents choose what they want to eat at the time each meal is served. Cheryl told us the home had changed how they offer food to residents, to better meet people's preferences. Residents used to pick their meals the day before, but Cheryl said often people would change their mind. Now everyone is able to pick their food before they eat.
- If a resident doesn't want what is on offer during a particular mealtime, the chef can make a simple substitute, such as an omelette, cheese on toast, etc.

Observation of activities

- Cheryl told us a new activities co-ordinator was due to start at Grace Lodge shortly after our visit. She told us that organising activities had been difficult during the pandemic, but care staff organised bingo games, and watched

musicals with residents. The head housekeeper and a care co-ordinator have also organised parties for residents on special occasions.

- Cheryl told us it was sometimes difficult to get residents involved in activities, after many activities were stopped during the pandemic. She hoped the new activities co-ordinator would be able to do more one-on-one activities with residents.
- A person from the Blessed Sacrament Church, which is nearby to the home, visits on Sundays and does communion for some of the residents.
- A hairdresser comes in to cut and style residents' hair.
- At the time of our visit, lots of residents were watching TV, sleeping, or sitting in their rooms. We saw one lady doing some knitting.
- Cheryl also told us the home does doll therapy with some residents who have dementia. Doll therapy is a form of therapeutic support for people with dementia. Many people with dementia are soothed and comforted by holding or 'caring' for a doll or soft toy animal, particularly if they are distressed, anxious, or withdrawn. Doll therapy can give people a sense of purpose and connection with the external world. We saw one resident with a doll used for doll therapy during our visit. We thought it was positive that the home adapted therapeutic techniques like doll therapy to support the wellbeing of residents with dementia.

Feedback from residents, relatives, and staff.

On this visit, we did not speak to any residents. A number of residents were in their rooms at the time of our visit.

We did speak to one member of staff, a care worker. She told us she had worked at Grace Lodge for a number of years. She said she liked working at the home and enjoyed working with the residents and working with the other staff there. However, she also told us that the experience of working through covid had a big impact on her, particularly the loss of a number of the home's residents.

We felt it important to include this comment in our report, to acknowledge the ongoing impact of the pandemic on many care workers.

Summary and recommendations

Summary

Grace Lodge was clean and nicely maintained. The outdoor areas, including the garden, were also tidy and well-maintained. We did not notice any fire or health and safety hazards on the day. Although some of the carpeting upstairs was worn in areas, Cheryl told us there were plans to redecorate soon.

We saw caring interactions between the staff and residents as we walked around the home. We also saw positive interactions between staff and visitors. Visitors we saw seemed familiar with the home, and comfortable and friendly with staff. Residents seemed calm and relaxed at the time of our visit.

As she spoke to us about the home, Cheryl knew different residents by name. It was clear she had a lot of knowledge about residents.

We thought the communal areas were pleasant, and thought the hairdressing room was a nice addition to the home. We were also pleased to see the home supporting residents' wellbeing through use of doll therapy where appropriate.

While the home did not have an activity co-ordinator at the time of our visit, Cheryl told us a new activity co-ordinator was due to start. We hope this new activity co-ordinator will be a positive addition to the home, who can help support residents' wellbeing and quality of life.

Recommendations

We have no specific recommendations for Grace Lodge.

Appendix

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, helping 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 aim to identify and share good practice wherever possible. However, if during a visit we identify any aspects of a service that it has serious concerns about, then these concerns are referred to the appropriate regulator or commissioners of the service 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 or contact us using the details at the end of this report.



healthwatch

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