

healthwatch

Liverpool

Greenheys Lodge

Sefton Park Care Village, Liverpool L8 0WN

Enter and View Report
12 December 2017

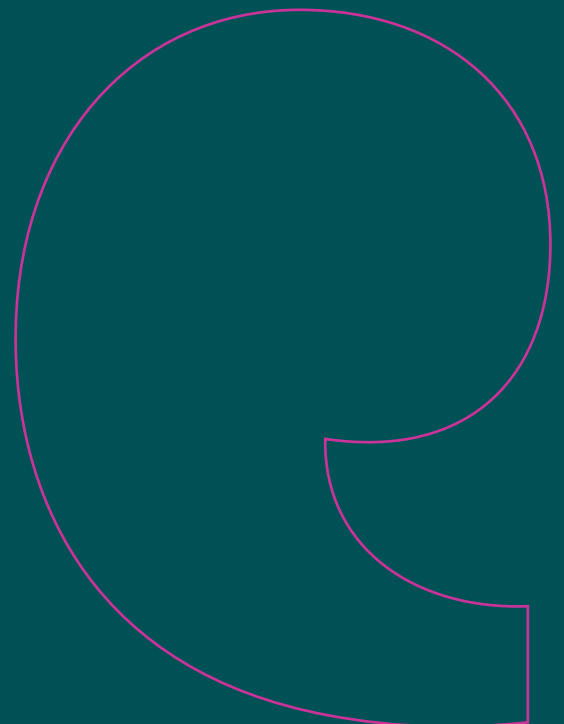


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Introduction

What is an Enter and View Visit?

Healthwatch Liverpool has powers to carry out what we describe as 'Enter and View' visits. 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 by Healthwatch Liverpool?

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: Greenheys Lodge

Address: Sefton Park Rd, Liverpool, L8 0WN

Website: <http://www.embracegroup.co.uk/greenheys-lodge>

Date and time of visit: 12 December 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 friends and family 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.

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 Greenheys 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.

General Profile of the Service

On arrival at the home, we were met by the Manager, Tomasz Lasota and the Regional Manager, Tina Thompson. During our visit we spoke with Doreen Johnson, Activities Coordinator and Adele Coulthard, the Chef. We were also able to speak with several residents and some family members.

Background

Greenheys Lodge is a residential care home situated within Sefton Park Care Village with Arundel Park, a nursing home. Both have recently been taken over by Sanctuary Housing Group.

Greenheys Lodge has 33 bedrooms, all with an en suite toilet and sink. Bathrooms and shower rooms are communal. At the time of our visit the home had 31 residents. Approximately half of residents are able to come and go as they please with the rest subject to Deprivation of Liberty Safeguards. The manager told us that some residents display early signs of dementia.

When residents care needs increase they are usually able to move to Arundel Park. Greenheys Lodge does not charge a 'top up' fee.

Staffing

There are four care staff on day shifts with one senior and three care staff on night shifts.

Food and Catering

There is one main kitchen providing meals for all 88 residents at both Greenheys Lodge and Arundel Park. The chef, Adele told us that everything is made from scratch using fresh ingredients. She also explained that there is a menu at each meal time, but they are flexible if residents prefer something different.

Individual dietary needs are catered for e.g. halal, vegetarian, and soft food diets. We were told that some residents like to eat the same meal every day, but are encouraged to eat a varied, healthy diet.

Residents' birthdays are celebrated with a cake made by one of the chefs. Adele told us that they are piloting a new menu for Sanctuary in January.

There is a separate kitchen for use by residents, friends and family to make snacks and drinks.

Activities and Engagement

During our visit we met with the Activities Coordinator, Doreen. She talked us through the varied range of activities on offer. There are activities during the daytime, evening and at weekends, and we were told that each resident has an individual activity plan and family and friends are encouraged to join in.

Residents also go out to activities in the community including a lunch club, shopping trips and the local church. Doreen told us in the summer she planned to make the garden area into a beach with traditional seaside entertainment.

There is a small and large lounge area on the ground floor and two more small lounges on the first floor. Doreen told us that one of the lounges has Sky Sports. A further 'communal' room is being developed as a spa type treatment room to encourage relaxation and wellbeing.

The home also has a hairdressing salon on site and they have a number of residents who enjoy getting their hair done.

We were told that the home hold monthly meeting for residents, their family and friends.

Working with other Services

Most residents (90%) are registered at Earl Road Health Centre and the manager said that the home has a good working relationship with them.

The home has regular visits from the community matron and receives support from the District Nurses, when appropriate.

Observations

Facilities

The Dining Room and Lounges were decorated for Christmas but appeared clean and well decorated. The furniture seemed suitable for the needs of residents without being obviously institutional.

During our visit the vicar from a local church was holding a carol service for residents, families and friends, whilst other residents were watching a film in the smaller ground floor lounge.

The corridors are decorated in contrasting colours but handrails are white so not particularly visible.

All bedroom doors are the same colour with a number and the name of the person who lives in that room on a laminated poster.

We were shown two bathrooms and two shower rooms. The bathrooms currently have standard baths with no hoisting facilities. The shower rooms are currently very clinical and in need of modernisation. The manager told us that a request to have the bathrooms and shower rooms upgraded had been submitted.

In one bathroom it was noted that there were shampoos and bathing products left on a shelf, a care worker removed them immediately, once it was pointed out.

We were shown a vacant room that the manager described as typical. The room was furnished in a neutral style and we were told that people can bring their own furniture and personalise their rooms however they choose.

We also observed several notice boards advertising the activities timetable as well as a 'you said -we did' board with residents suggestions and the home's responses to them.

Feedback from residents, relatives and staff

Staff from Greenheys Lodge kindly distributed some of our feedback forms following the Enter and View visit. 9 feedback forms were returned, 2 by staff members, and 7 by relatives.

One member of staff said:

“the xmas party was well organized by the activities coordinator, also daily participation by service users. Staffing levels were poor this day due to sickness. Continuity of staff needed.”

A relative said:

“A recent change of management- so given time I’m hoping for improvement. A recent constructive management/ relatives meeting was very welcome and gave much hope!”

What did you think of the service?	Very Good	Good	Average	Poor	Unacceptable
Cleanliness	3 (1)	2 (1)	2		
Safety	4 (1)	1 (1)	2		
Treated with respect and dignity	4 (1)	2 (1)	1		
Listened to	3	3 (1)	1 (1)		
Information Given		1 (1)	5 (1)		
Involved in decisions about your care	1	(1)	4 (1)	1	
Continuity of staffing	2	1	1	1 (2)	
Meals	2 (1)	2 (1)	2	1	
Activities and recreation	6 (2)	1			

**Table 1. Summary of feedback from responses from staff and relatives
(Staff responses are in brackets)**

There was an almost universally favourable impression of the activities and recreation opportunities at Greenheys Lodge among relatives of residents with all but one respondents giving a ‘Very Good’ rating. Both staff members surveyed felt that the continuity of staffing is poor.

There is an indication that relatives feel that the information provided to residents could be better and that residents could be more involved in decisions around their care

Summary and recommendations

Summary

Overall, we were pleased with the quality of care and environment we observed. We saw positive and friendly interactions between care staff and residents. We were impressed with the range and quality of activities available for residents.

Where we saw the need for improvement i.e. bathrooms, we were assured that the necessary work is planned and will be undertaken soon.

During our visit, a family raised some issues regarding staffing and laundry. We raised this with the manager at the time of our visit and after receiving the feedback forms we were glad to see that a residents / families meeting was organised quickly to address these issues.



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Our Recommendations and Requests

We recommend that the planned work to improve bathrooms is implemented without delay.

We also recommend that further efforts are made to personalise each residents' door, so they can easily identify their own room. This includes painting doors different colours. See the following websites for more information and ideas:

Dementia Services Development Centre (DSDC) developed by Stirling University: <http://dementia.stir.ac.uk/design/virtual-environments/virtual-care-home>

Gov.uk - Guidance for creating dementia-friendly health and social care environments: <https://www.gov.uk/government/publications/dementia-friendly-health-and-social-care-environments-hbn-08-02>

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:



Call: 0300 77 77 007

Text / WhatsApp: 07842 552 878

Email: enquiries@healthwatchliverpool.co.uk

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

Website: www.healthwatchliverpool.co.uk

Twitter: @HW_Liverpool 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 or contact us using the details above.