

Prince Alfred Residential Care Home



Enter and View Report, July 2023

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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 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 also observe the service. 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: Prince Alfred Residential Care Home

Address: Rose Villas, Prince Alfred Road, Liverpool, L15 8HH

Website address: <https://www.sanctuary-care.co.uk/care-homes-north/prince-alfred-residential-liverpool>

The Date of the Enter and View Visit: 31/07/2023

The Time of the Enter and View Visit: 10am

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

- Natalie James, Engagement and Project Officer
- Terry Ferguson, Information and Project Officer

This was an announced visit.

We would like to thank Prince Alfred 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 Prince Alfred 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.

About the Service

Background

Prince Alfred Residential Care Home is owned by Sanctuary Care Ltd. The home is a two-storey building, with its own garden.

At the time of our visit, the building was undergoing widespread refurbishments, so we were only able to see the communal areas downstairs. This included the lounge, dining area, and conservatory.

The home has space for 50 residents. At the time of our visit, 30 people were living at Prince Alfred. The manager told us that the home were not taking on new residents until the refurbishments were finished, to minimise disruption and make it easier to refurbish bedrooms.

Discussion with the manager

When we arrived at Prince Alfred, we met with Cheryl Dobie, the registered manager. She told us about the home.

Cheryl has been manager at Prince Alfred for 22 years, and has worked at the home for over 30 years. It was clear Cheryl had a strong connection with the home, her staff team, and the residents.

Cheryl told us that the residents at Prince Alfred were often involved in deciding what happens at the home. Before the refurbishments to the home began, the activities co-ordinator had shown residents the design manual provided by the company doing the refurbishments, so that the residents could provide feedback and have their own say on the refurbishments. Residents had been able to choose new colour schemes for bedrooms and communal areas in the home, including the dining room.

The activities co-ordinator for the home helped organise a variety of activities and events with the home's residents. Activities include Residents who enjoyed gardening in their previous homes had also started their own vegetable patch in the garden. Produce grown by the residents was used by the kitchen. The home also has a food theme night every month, with residents picking the food they want to eat that month. As well as the activities co-ordinator, other members of staff are also involved in facilitating and helping with activities that take place in the home.

Cheryl told us the chef at the home follows a menu provided by Sanctuary, the company which owns Prince Alfred, but that this menu can be tweaked. The chef talks to the residents about what food they want to eat. The home also has a take away club on Fridays, where residents can choose a take away for their evening meal.

The home takes part in virtual MDT (multi-disciplinary team) meetings every fortnight, where residents' health needs are discussed. The home mostly works with Lance Lane Medical Centre, although not all residents are registered with

this practice. Some people prefer to stay with their previous GP practice. A nurse comes in to visit residents registered with Lance Lane Medical Centre on Tuesdays.

The home also makes use of a telemedicine service. Telemedicine services enable care homes to talk to medical professionals as and when needed, through things like video calls. Staff were very positive about the telemedicine service, saying it was a very helpful service.

The home also works with Sheil Road Dental Practice, who provide dental care for residents.

Cheryl told us she preferred not to use agency staff at the home to ensure that there was a high quality of care for residents. She told us that it had been difficult to recruit permanent staff, but the home had been able to employ staff from overseas. Cheryl told us she felt it was important for the home to employ staff who were the right fit for the home. One of the residents, the Resident Ambassador, takes part in job interviews to help make sure potential new staff were a good fit for the home and its residents. We felt that it was really positive that residents were able to take part in this process.

Observations

Upon arrival at Prince Alfred, we were met by a member of staff, who welcomed us inside before we met with the manager.

Observations on arrival

- Outside the front door, we saw a planter and some benches for people to sit.
- There were photographs of staff working at the home hanging in the entrance way. This meant visitors could identify staff members easily.
- We noticed some old furniture outside the home, waiting to be taken away. This was unobtrusive and away from the main entrance to the home.
- We saw a framed copy of the home's complaints policy on a wall in a communal area near the entrance.

Observations of the building and facilities

We were able to walk around the downstairs communal areas during our visit.

- Although renovations were taking place, the home still looked pleasant and welcoming. Noise and disruption related to the renovations seemed minimal during the time of our visit. Although tradespersons were present at the home, their presence was not intrusive. We were impressed by how the home appeared to be managing the refurbishments.
- The downstairs area was bright, with natural light coming in through the windows. It felt like a pleasant and open environment.
- Pictures, mirrors, and other decorative items were hung up on the walls, which helped to make Prince Alfred feel homely and welcoming.
- The rear garden had an attractive design, and looked very well maintained. The garden had lots of different plants and planters, as well as paved areas. There were lots of tables and chairs for people to sit in the garden.
- The home looked clean, and there were no unpleasant smells or odours. We saw cleaning staff present in the home during our visit.
- There was a small leak in the conservatory. Cheryl, the manager, pointed this out to us, and told us that tradespeople doing the renovations were due to repair it soon. Towels were down to collect water coming in during the leak. Residents were seated away from this area.
- We saw pull cords in different communal areas of the home, for emergencies.
- When we arrived, a member of staff was present in the communal area dispensing medication for residents. This member of staff was clearly identified, wearing a specific apron saying they were currently giving out medication.

Observations of the kitchen and catering area

- We did not go into the kitchen during our visit.
- The kitchen has a hatch/window which opens out to the main communal area, where residents can eat during meal times.
- We saw a daily menu available near the kitchen hatch, showing what food was available for each meal of the day including breakfast, lunch, afternoon tea, tea, and supper.

Observation of activities

- The home employs an activities co-ordinator, who works with the residents to plan activities at the home. The activities co-ordinator was on annual leave at the time of our visit.
- Next to the front door, we saw a board listing different kinds of activities which had been planned at the home. This included quiz nights, cheese and wine evenings, trips to nearby places of interest, movie nights, an annual bonfire night firework display, baking, and more.
- In the main downstairs communal area, we also saw a bulletin board. Various items were pinned up, including some activities planned for that month and birthday events for residents. There was also a card from HRH King Charles, addressed to the home's residents, pinned up.
- At the time of our visit, many residents were sat in the downstairs communal area. Classical music was playing on a radio. We saw some people doing knitting and crosswords.
- We saw staff bringing some residents phones so they could speak to friends or family who had called them.

Observations of the how Prince Alfred engage with friends, family and residents.

- We saw many caring interactions between staff and residents during our visit.
- Staff seemed very attentive to the residents. Whilst walking around, we heard a resident coughing. A nearby member of staff quickly asked the resident if they were okay, and needed some water.
- At the time of our visit, staff were beginning to help residents move into the dining area ready for their lunch. Staff helped residents in ways which supported the residents' independence. For example, we saw staff help residents move from wheelchairs into dining chairs in the dining area. Staff helped residents to stand up from a wheelchair, and move into the dining chair at the residents own pace. Staff were patient with all residents, and people were not rushed.
- We also saw staff use special aids and equipment to help residents move more independently out of armchairs in the conservatory and into wheelchairs.

- Staff were friendly, and made jokes and conversation with the residents whilst they were working. They addressed residents by name.
- Some residents talked to us about members of staff not currently on duty. It was clear that staff had been able to build close and friendly relationships with the residents at the home.
- Cheryl told us that she produces a monthly newsletter for residents' families. The home also holds relatives' meetings every 8 weeks.
- Prince Alfred also has a Resident Ambassador at the home. Cheryl told us the home's Resident Ambassador took part in job interviews for new staff. The Resident Ambassador also helps collect feedback from other residents about the home. Unfortunately, the Resident Ambassador was unwell at the time of our visit, so we were unable to speak to them about. However, we felt like this was a great initiative to help ensure residents were involved in the running of home.

Feedback from residents, relatives, and staff.

We spoke with 8 residents, and two other members of staff. The residents we spoke to were overall positive about the home.

Some people told us they would have liked to do more activities. People told us they enjoyed participating in activities which were led by staff, as they valued the interaction. One person shared that they would like more chance to do more activities which helped them to learn new things. We got positive feedback from residents about the home's activities co-ordinator.

Lots of residents gave us positive feedback about the food. Multiple people told us the food was good quality, very tasty, and that portion sizes were good. People also told us the chef was kind and friendly. Residents also gave us positive feedback about the Friday take-aways, saying they enjoyed the option to have a take away meal.

"The food here is lovely ... you wouldn't get better at The Savoy."

"The food is good, but it's a bit too much – I need to watch what I eat ... but I'm not complaining!"

People told us they felt the staff were attentive and willing to help. One person told us they felt that sometimes staff could be a bit rushed, but overall still felt staff cared for them well. Residents were positive about the overseas staff, and said they were kind and caring. People told us they felt they had been able to get to know the staff well.

"The girls are nice."

"The staff are lovely ... nothing is too much trouble for them."

Some residents also told us they had developed friendships with other people living in the home. One person told us it was sometimes challenging living with lots of other people, particularly when other residents were having bad days or were upset. However, this resident was still overall happy with the home, and told us there wasn't much they would want to change.

"It's nice to have friends here."

Several residents told us they liked the décor of the home. One person told us they particularly liked the conservatory, and the view of the garden it provided. People also told us they felt the home was kept clean, and that the environment was pleasant.

The staff we spoke to also had positive feedback about the home. One staff member told us the home was a "lovely place to work". Staff told us they felt it was important to them for the residents to have as much independence and choice in their lives in the home as possible, and that they enjoyed being able to support residents to be as independent as they can.

Summary and recommendations

Summary

Prince Alfred was warm and welcoming. The downstairs areas we saw felt homely, rather than clinical. The home was clean and tidy. We were impressed by how well the home seemed to be managing the ongoing refurbishment. There seemed to be very little noticeable disruption, and none of the residents we spoke to mentioned anything negative in relation to the ongoing work.

We did not see any trip or fire hazards during our visit. Other than a leak in the conservatory, which the manager was already aware of, we did not notice any repair issues.

Residents we spoke to seemed happy at the home. People we saw sitting in the communal areas appeared calm and relaxed. Everyone we spoke to, including staff, gave us positive feedback about the home. Residents were particularly positive about the food, the décor, and the staff.

Interactions between staff and residents seemed very warm and caring. Staff appeared to be kind, proactive and patient in their interactions with residents. It was clear that staff knew the residents well, and had worked to build positive and close relationships with residents at the home.

Recommendations

We have no specific recommendations for Prince Alfred Residential Care Home.

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.



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