

healthwatch

Liverpool

Sunnyside Residential Care Home

37 Ullet Rd, Sefton Park Liverpool, L17 3AS

Enter and View Report
31 October 2017

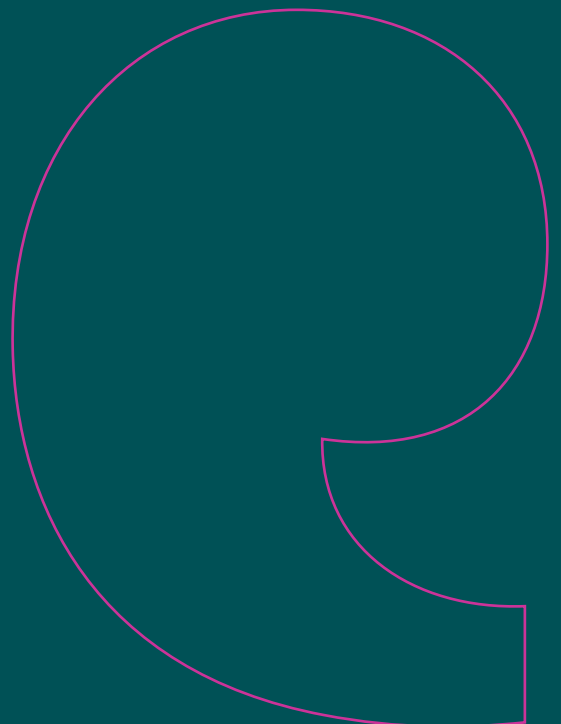


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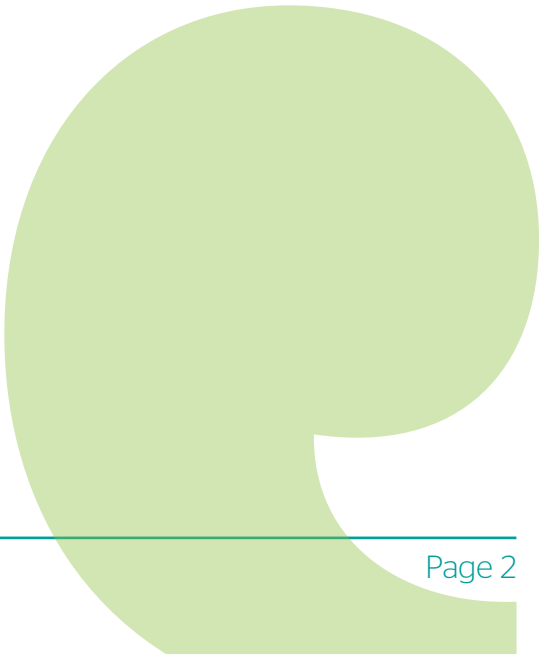
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Introduction

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 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: Sunnyside Residential Care Home

Address: 37 Ullet Rd, Sefton Park, Liverpool, L17 3AS

Website: www.sunnysidehome.co.uk

Date and time of visit: 31 October 2017, 2pm - 4pm.

The Healthwatch Team Members that undertook the visit were:

Julie Anderson – Coordinator

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.

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 Sunnyside 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

Upon arrival at Sunnyside Residential Care Home, our representatives were met by the Deputy Manager, Anthony Caswell. In addition we spoke to care staff who were on duty at the time of our visit.

Background

The Care Home building consists of two large Victorian houses joined together side to back with a modern extension. It is laid out over three levels, with residents' rooms on all three floors. The main living rooms and dining room are on the ground floor. There is a small garden at the front of the property with another at the rear. There is also a small car park that at the time of our visit housed a skip due to building work taking place.

At Sunnyside, there is capacity for 22 residents and at the time of the visit, the home was full. All the residents are older people, with some having dementia. Some of the residents lack capacity and require supervision to leave the building, where others are free to come and go as they choose, with two taking advantage of this. Deprivation of Liberty (DOLS) is in place for those who are not. The majority of people living there are female, with most residents from Liverpool and the surrounding area.

All but 2 rooms are en suite, and we were told that residents can have their rooms how they want them. The home offers residential and EMI residential care, with the care home charging a top up fee as their rate is higher than Liverpool City Council (LCC) basic charge. LCC pays £417 per week for residential and Sunnyside charges £500, and for EMI residential LCC pays £503 and Sunnyside charges £520.

During the day time there are 5 care staff on duty plus a manager. After 5pm there are 3 staff on duty. The home tries not to use agency staff and the deputy manager described the owners as "very hands on". He also described the staff as "working in the residents' home."

He said there has recently been some turnover of staff, but this is unusual and most staff have been working at the care home for many years. All staff have dementia training. There are 3 male members of staff, with always one on duty so residents are given the choice about who supports them with any personal care needs.

The lounge space on the lower ground floor gives residents an alternative communal room to use for dining or socialising. We were told that residents can smoke in this room as an alternative to going outside. There is also a small conservatory that residents can use.

We were also told that an easy access bath was being fitted in the communal bathroom downstairs to give residents the option to have a bath if they wish.

Food and Catering

The manager explained that lunch and dinner is provided by Appetito, delivered as pre-prepared complete meals that are frozen. Residents can choose from a variety of dishes that are heated up by staff and served to residents in either the dining room or their own rooms. The home decided on this as they can then cater for a wide range of people and offer alternatives. One person works in the kitchen and all staff have food hygiene certificates.

Breakfast is served anytime and includes tea, toast, cereal and porridge. Residents can request a cooked breakfast if they wish. We observed that the Dining room had a sign with a picture denoting its use. The dining room felt comfortable and welcoming and appeared clean and well kept.

One resident commented:

“Vegetarian needs are catered for. I like the vegetable curry.” Another said that the “Food is alright; [I] don’t get bored.”

Activities

The deputy manager told us they offer a range of activities. The home has Wi-Fi and offers Sky Sports on the TV in one of the lounges. A regular newsletter is produced to inform residents about activities.

Volunteers visit the home from the local church, St Bede’s and residents go to the regular community lunches held in the church hall. This is all part of the Agnes Woodford Project, named after a previous resident of Sunnyside and supported by members of the local community.

Other activities have recently included animal therapy, a magician, arm chair exercises and tai chi. A hairdresser comes in weekly and has a designated room as a ‘salon’. At the time of our visit, a mini ‘pamper session’ was happening in the main lounge.

A party was being planned to celebrate a resident’s wedding anniversary later that week and the home was decorated for Halloween. A member of staff consults with residents to find out what they would like to do.

Comments from residents included:

[there is] “always something going on”; “[I] sometimes play Bingo, I like staying in.” and “it would be nice to go out where there’s grass and trees.”

Working with other Services

Most residents are registered with Sandringham Medical Centre but some are with Sefton Park, Earl Road and Penny Lane surgeries.

The home has regular visits from the community matrons, district nurses and phlebotomists.

A chiropodist visits quarterly but Sunnyside will pay privately if someone needs a visit in between and can’t get out to a clinic.

Sheil Road Dental Practice visit the care home to attend to residents’ teeth.

Staff members accompany residents to hospital appointments if family members are not able to or if residents prefer it.

If residents develop nursing care needs during their stay, Sunnyside will try to meet their needs, utilising their own staff and community health resources.

The deputy manager told us the home has “a good reputation with end of life”, and they care for people in the home with the support of community services. He also said that the Community Matrons are very good at helping to keep people in the home to avoid hospital stays.

Involving Residents and Relatives

The deputy manager told us that friends and relatives are encouraged to raise issues with staff and all new residents' friends and family are invited to come to meet with the team.

There is a meeting for friends and family every month, where any changes such as staffing, decorating, building work, activities etc. are discussed.

Residents' family or friends are notified when they have a meeting or medical appointment so that they have the option to attend with the resident.

Each resident has a named key worker who will review their care plan with them every 3 months, and more frequently if needed.

The deputy manager told us there is a residents fund used to buy necessities or gifts for those who have no family or friends.

Observations

The following observations were made during our visit:

- Staff were engaging with residents in a way that seemed genuine and showed that these are positive relationships. Staff were observed supporting some residents who seemed in a confused state and were seen to be kind and caring in these interactions.
- We observed a notice board with photographs of staff and their names. We also observed a notice board displaying information about activities that appeared to be out of date.
- We noted that all of the doors are painted white and numbered without any personalising affects to distinguish who the room belongs to.
- On the ground floor and lower ground floor the handrails were painted a contrasting colour to the walls but on the upper floor they were not.
- The lounge had been recently decorated and seemed a light and pleasant space for residents to use.

Feedback from residents, relatives and staff

We were able to speak to some of the residents who were sitting in the lounge.

Their comments were positive, especially about the staff. Some of their comments have been included in the relevant sections of the report and some are detailed below:

"I've been here nine years, I like living here. I like being with people, not on my own."

"I couldn't think of anything to be improved."

From two residents spoken to together:

"I've got no complaints, there's plenty to do. The food is alright, I've got no complaints. We all have our favourites but you can't please everybody all the time"

"Not a bad crowd, food's alright"

Summary and recommendations

Summary

Overall, we were pleased with the quality of care and the environment we observed. We saw positive and friendly interactions between carers and residents. We saw staff taking their time, talking and chatting with residents and residents were positive in their feedback.

Our Recommendations and Requests

We would recommend that the care home considers:

- Supporting residents to personalise their room doors
- Using decorating techniques such as contrasting colours between walls and floors and handrails and walls throughout the home

Both of the above recommendations can help people with dementia with orientation and to make the environment more dementia friendly.

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

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 in Section 7 of this report.