



Enter & View Report

| | |
|-----------------------------|---|
| Name of service: | Prospect House Blundells Lane, Rainhill, Prescot, L35 6NB |
| Date & time: | Thursday 10 th October 2019, 2pm |
| Authorised Representatives: | Ann Bridge, Pam Davies |
| Support team members: | Janet Roberts |
| Contact details: | Healthwatch St Helens 0300 111 0007 |

Healthwatch St Helens would like to thank the staff and residents at Prospect House for their valuable time and hospitality during this visit.

What is Enter & View?

Part of the local Healthwatch duty is to carry out Enter & View visits. Local Healthwatch representatives carry out these visits to health & social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices and dental surgeries. Enter & View can happen if people tell us there is a problem with services or, equally, if services have a good reputation so we can learn about them and share good practice from the perspective of the people who experience the service first hand.

Healthwatch Enter & Views are not intended to specifically identify safeguarding issues; however any safeguarding concerns which arise during a visit will be reported in accordance with Healthwatch safeguarding policies. If, at any time, an authorised representative observes anything that they feel uncomfortable with they should tell their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

About the service

Purpose of the visit.

To engage with residents and staff

- To observe care at the point of delivery
- To identify good working practice
- To identify areas for improvement

This was an announced visit, arranged with the Manager a week beforehand.

Methods used

Observations made by the visiting team might be based on instinct and not on something that is visible or measurable.

Summary of findings

Prospect House is situated on a hill down a country lane. It was once a family home until a family member decided to turn it into a care home for EMI residents. There are 21 residents of whom the youngest is in his 70s and a few are in their 90s. The Manager was very open and honest by informing the Visiting Team that the home has been under the CQC special measures in January 2018. This was due to unsafe practices at the hands of a succession of managers, until she was asked to apply for the Manager's post by the family; she had worked there for 20 years and had considered leaving due to previous practices. This has since been turned around to achieve a rating of Good by the CQC, after much hard work and support from the Quality Monitoring Team at St Helens Council.

The Visiting Team sensed a prevailing team spirit of working towards a common goal - putting the resident at the centre of care. Decoration isn't of the highest standard, but it has a homey atmosphere and residents seem happy and well cared for.

Results of visit

First impressions

On arrival at the home it gives an impression of a bungalow but there are 2 floors in some places as it is built on a hill. It is surrounded by a large garden which is very natural and probably have plenty of wild flowers in summer. There is an air of cosiness about the home. On arrival we were greeted warmly by the Manager and asked to sign in. There was no evidence of any unpleasant odour on entry.

Staff

There is a total of 26 staff. The day shift starts from 7am and there are varied hours due to part-time staff needing certain hours. The night staff work from 10pm until 7am which includes a senior and junior member of staff. There are always 4 staff in the morning and 4 in the afternoon. There is a board in the main corridor displaying a photo and first name of each staff member, and their role.

When taking on new staff, a trial is always given in the morning and in the afternoon to check that the potential employee fits in with the ethos of the home and they are observed on how they interact with residents. Agency staff are never taken on as the intention is to maintain familiarity and consistency because it is, after all, the residents' home. It is the ethos amongst staff which reflects the values of the Manager and the owners of the home.

Staff work for three hours over Christmas and New Year. This is felt to be a fair system particularly as younger members of staff have young families.

There are 2 maintenance men; one of them works indoors and the other is a gardener. There is a teenage son of a staff member who volunteers after school and weekends to cut the grass and feed the chickens and the visiting team were told that he loves it. There are also 2 domestics who work 3 days on and 3 days off so there is at least one cleaner every day. There are 2 cooks and a laundry lady who was doing some ironing when we met her. Both the cook and laundry lady were very pleasant people.

Staff training

All staff receive in-house training from Taylors Medical Services which has been set up by 2 paramedics. This includes, health and safety, lifting and handling, medication training, infection control etc. They also receive training from the Council such as safeguarding and the Caldicott Principles, which puts the client at the heart of the service and care.

Recreation & leisure

Two members of staff look after the social and recreational side with plenty of books, magazines and games on display. They devise activities to stimulate residents' minds and creativity. This may be on a one-to-one basis, such as one lady wants to have her nails painted.

Others are group activities generate conversation and discussion such as, 'What love is'. Their answers are displayed as a piece of artwork. There was also a picture drawn of the 'Tree of Kindness' plus a written poem of the week. Other posters created as part of the activities group include 'Do you remember?' pictures of past holidays. This is intended to promote positive feelings for the residents.

Staff organised a magnetic board on the wall for families to put fridge magnets of places where residents have visited or spent holidays. Birthdays are celebrated along with other yearly festivals.

In one of the lounges there was indoor skittles which two of the residents were playing at the time of the visit. Pets and animals are brought in for pet therapy. At the time of the visit there was a psychic evening due to be held, at the request of one of the residents.

There are regular visits from the hairdresser. Residents can go into the garden when the weather is warm enough.

Smoking and Alcohol Policy

Smoking is allowed for residents and staff away from the property. There is one resident who smokes, and he is taken out by family members so they can enjoy a cigarette together. Alcohol is allowed and one man has a mini fridge in his room for that purpose.

Food & refreshments

There is a whiteboard which simply displays the daily menu with writing and pictures so it is easy to understand, without being overwhelmed for the residents, with too much information. The menu is changed daily. Drinks, fruit, biscuits and light snacks are provided every two hours to encourage hydration as some residents can forget to eat or drink.

As previously mentioned above there are two cooks who work alternately. They order the shopping and cook the food on the premises. Special diets and special requests are catered for.

Privacy & dignity

In the entrance of the building there is a Dignity Champion's certificate, but the proof is in the work ethic. General observations of interaction between staff and residents reflect this. Each resident is treated individually such as one lady who chooses to buy in Marks & Spencer food each week. Residents can make choices within reason.

Bedrooms have different coloured doors to help residents to distinguish their own door; they appear as a front door and are set in a familiar context such as landmarks that are familiar to them, for example a bridge in St Helens or a street name. They are also encouraged to personalise their rooms with photos and furniture.

Of the 21 residents there is one married couple who shared a room but then went into single rooms as the lady's dementia worsened making things difficult for her husband.

Another example of the person-centred ethos is a lift to the first floor, where a mirror is covered with some pictures so residents with dementia don't get upset at seeing their own reflection.

Each staff member has their own log-in password so any confidential information about residents can be exchanged.

Hygiene & cleanliness

There is a bath upstairs with a hoist and 2 shower rooms on each floor. There are only 2 bedrooms with their own showers. Toilets are located on each floor.

Although the home and rooms are cleaned daily there is a monthly deep clean for each resident's room when the mattress gets turned over. This is when 2 people are needed to do this.

The laundry is divided into blue bags for wet clothing and bed linen, and red for soiled items. Families have the option of taking the laundry home, and bring back clean. They provide a linen basket in the room so any staff members knows.

Safety & security

The front door is securely lock and alarmed.

There are motor sensors in the bedrooms which are triggered if a resident indicates they are getting out of bed. Staff are then alerted.

There are hand-rails throughout the home and are distinguished in a different colour to the walls and floor. There are also hand-rails in the garden as the ground is very undulating due to the home being on a hilltop. In most cases a staff member will assist.

Access to care and medical care including the Red Bag Scheme

Dr Rose from Crossroads Surgery comes every 2 weeks as most of the residents are registered there. A Community Nurse comes in to change any dressings. All staff are first aid trained and medication trained.

A dentist from Upton in Widnes comes to the home to give an annual check. This dentist was recommendation by another residential home. A chiroprapist also attends regularly.

The home is involved with the Red Bag Scheme when residents go into hospital. The red bag includes the documentation including any DNAR (Do not attempt resuscitation) forms. The Manager informed the visiting team that there has been an improvement in the number of red bags being returned.

Additional Comments

The Visiting Team felt impressed with the visit to Prospect House. The staff appear to run a very happy, caring and friendly establishment which has been determined by the person-centred ethos of the Managers.

The Manager has an open-door policy for families who are encouraged to chat about any requests, queries or concerns. We observed the husband of one of the residents who popped in to visit her having a bit of banter with staff.

Some residents we spoke to said they like living at the home but it doesn't substitute their own home. However, one or two residents are aware of their limitations in looking after themselves and said they feel safe and cared for.

The only 2 things that stood out as negative were the stale smell of urine in the combined bathroom/toilet on the ground floor but this is to be expected after use, and the musty odour on the upper floor, even though it was clean. This could be due to the age of the building.

The Managers have worked hard to get the home back to a good standard and continue to work in partnership with the Quality Monitoring Team at St Helens Council.

They have welcomed the Visiting Team and have invited us to pop in at any time when passing.

Thank You Lisa and Michelle.

Recommendations:

- **To make every effort to ensure that areas of the home are odour free.**
The visiting team felt it was unfortunate that they detected unpleasant aromas when everything else was so impressive but do fully acknowledge a cleaning schedule in a residential setting sure as this is an ongoing thing.
- **To keep up the good work**
The visiting team was, overall, very impressed with what they observed during the visit.

Response from Provider

**Hello and thank you very much for your report we are really pleased and agree with everything that you have put.
Yours thankfully Lisa.**

(Healthwatch England guidance states that we can ask providers for their comments within 20 working days of the draft report being sent.)

HwSH will share Enter and View reports, as appropriate, with:

- The provider
- Healthwatch England
- The Care Quality Commission
- Commissioners
- St Helens Council Quality Monitoring Team
- St Helens Clinical Commissioning Group
- The public
- St Helens Council Safeguarding team

Disclaimer

Please note that this report relates to findings observed on the specific date stated. Our report is not a representative portrayal of the experience of all service users and staff, only an account of what was observed and contributed at the time.

It is important to note that Healthwatch St Helens approaches Enter & View from the community perspective and its remit is very different from organisations such as the Care Quality Commission and local authority Quality Monitoring Team.

