



Enter & View Report

Name of service:	Ranelagh Grange Care Home 90 Stoney Lane, Prescot, L35 9JZ
Date & time:	29 th April, 2015, 2.00pm
Authorised Representatives:	Joanne Heron, Judi Lunt
Support team member:	Jayne Parkinson
Contact details:	Healthwatch St Helens 0300 111 0007

Acknowledgements

Healthwatch St Helens would like to thank the staff, residents and their relatives at Ranelagh Grange, for their valuable time and hospitality during this visit.

About the service

Owned by Prime Health Care, Ranelagh Grange Care Home is situated in Prescot, close to Whiston Hospital. It can accommodate 35 residents, including short-term respite care.

The centre has extensive refurbishment work scheduled for the coming year, including redecoration and replacement of furniture.

Manager: Shaun Cleary
Head of Care: Louise Hogan

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

Methods used

This was an unannounced visit.

The visiting team used observation through the senses and talking with staff and clients to get a general feel for the environment and care being delivered.

Conversations with residents and their relatives explored issues such as privacy and dignity, food and drink, treatment from staff and how they felt in general about Ranelagh Grange.

Discussions with the manager and staff explored issues including training, care for residents and plans for improvements.

Summary of findings

At the time of our visit the home appeared to be operating to a high standard of care, providing a homey environment. However, some areas require attention and are letting down the overall standard and impression of the home.

Residents looked to be clean, tidy and well cared for.

Results of visit

First impression

The visiting team felt that Ranelagh Grange felt warm and welcoming and attention had obviously been given to creating a homey atmosphere. Although in need of refurbishment and looking dated, the décor is pleasant and has been designed to create a sense of being in one's own home.

There are notice boards but they do not contain much information, however the home did openly display its CQC rating of *inadequate*.

Staff

Staff ratio is generally 6:1 including care assistants and senior staff members during the daytime and 3 care assistants and a senior member of staff at night.

Interactions between staff and clients were friendly and non-patronising. Staff appeared to be happy in their work and those we spoke to were welcoming and forthcoming.

Staff are trained in fire safety, 1st Aid, Equality & Diversity and various other online qualifications. Additional training is scheduled around the new alarm system.

All staff are working towards an NVQ2 in their particular field.

Recreation & leisure

There is a range of CDs, books and games on show around the home. Singers, theatre groups, keep fit and quizzes are included in the regular activities on offer and trips out are arranged using the home's own mini bus. Ranelagh Grange has its own hair salon with stylists visiting weekly.

There is an activities schedule on the notice board but the activity for the time of the visit didn't appear to have happened.

A local vicar and priest deliver weekly services.

Food & refreshments

Menu selections are explained to residents by staff with several choices available. Extra food is available in case residents change their mind or want an extra meal.

A drinks trolley is available at all times. Cultural difference and dietary needs are catered for when required. A kitchen is also available to residents who want to make a drink.

Clients can have a drink whenever they want, with access to tea and coffee making facilities.

Privacy & dignity

Residents' clothing is laundered in batches and returned to individual pigeon holes. Each resident is given a denture pot to ensure their dentures are not mixed up.

Personal care is not always being provided by same-sex carers, however this is unavoidable due to the higher ratio of female staff. Only one resident requests that her personal care is given by a female staff member and this is taken into consideration.

All residents were clean and tidy and looked like effort had been put in to their appearance.

Hygiene & cleanliness

The home has a hand hygiene kit on site and there are posters promoting hand hygiene in bathrooms.

Bathrooms and toilets were clean and well maintained. The visiting team did, however detect the smell of urine both in the entrance area and in two downstairs toilets.

Communal areas were mostly clean, however there was clutter in some areas and in the dining room the visitor refreshment area was messy. Fixtures and fittings are in good repair.

Floors in some areas appeared not to have been vacuumed recently and skirting boards were dusty upstairs. The area in which hoist slings were stored was very untidy. The conservatory was generally untidy and looked as though it had not been cleaned recently.

Safety & security

There is a code require for both entry and exit to the premises through the front door and the visiting team were asked to sign in the visitor book on arrival. Other external doors have a buzzer system which activates if they are opened.

The door to the conservatory is only ever open if there are relatives visiting who can inform a staff member if a resident goes outside unaccompanied. New fire alarms have recently been installed and staff will be given training.

Residents are supervised in the lounges at all times.

Additional Comments

The visiting team feel it is important to emphasise that although we had concerns about the standards of cleanliness and tidiness of Ranelagh Grange, we were confident from what we observed during the visit that the standard of care being delivered was good and residents look like their needs are being met.

Although staff-only areas do not feature in Enter & View, the visiting team felt that at Ranelagh Grange, these areas let down the overall appearance. Untidy offices that are visible from corridors and can be observed by visitors might reflect poorly on the home in general.

A relative of one of the residents told the visiting team that he feels confident that his mother is well cared for when she is in at Ranelagh Grange for respite care. He recognised that the home looks shabby in places but feels that the care given by staff is more important than appearance.

Ultimately, the visiting team believe that residents are safe and well cared for.

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.

The visiting team looks forward to visiting Ranelagh Grange again, after its refurbishment has been completed.

Recommendations

- **Reassess cleaning schedule**

The visiting team felt that the standard of cleanliness is letting the home down in general. Cleaning rotas may need to be revised to incorporate vacuuming more often and keeping carpets and floors free from dirt and debris.

The regular cleaning of the downstairs toilets will need to be revised. Air fresheners could be introduced to address the smell of urine in the entrance area, between cleaning.

- **Consider providing a quiet room**

The visiting team observed some residents looking bored and some trying to sleep in the lounge areas. We felt that the introduction of a quiet room with no television would give residents another option in what they choose to do.

- **Identify storage areas**

The team felt that the general untidiness of Ranelagh Grange gave a poor impression and detracted from all the good aspects. Better storage is needed to address the clutter and avoid visitors forming a negative impression.

Response from Provider

The care home manager is happy with the contents on the Report and accepted the recommendations as fair.

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.