



Enter & View Report

Name of service:	Parr Nursing Home, 42 Fleet Lane, Parr, St Helens, WA9 1SX
Date & time:	6 th September 2018
Authorised Representatives:	Jane Lowton, Judi Lunt
Support team members:	Gail Hughes
Contact details:	Healthwatch St Helens 0300 111 0007

Acknowledgements

Healthwatch St Helens would like to thank the staff and residents at Parr Nursing Home 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

Opened in 1994, Parr Nursing Home is a purpose build facility catering for individuals needing a bit of extra help with everyday life. The residents here are given enough help to be able to live as independently as possible. There are currently three residents who have early stage dementia. The home has ample parking facilities.

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

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.

Observations might be based on instinct and not on something that is visible or measurable.

Summary of findings

Parr Nursing Home is a spacious building made up of 60 rooms (28 en-suite), on two floors, which are identical in lay out. One of the rooms can be used as a double room, but it is mainly used for respite. The home is set in lovely gardens, which are well maintained and full of plants and flowers.

The Manager, Colleen Blaney gave us a tour of the building and informed us that the home was full and had a waiting list. Colleen answered all our questions and gave us her full attention on the visit.

Results of visit

First impression

Upon entering, the home is clean, well decorated, fresh smelling and has a calm, welcoming, atmosphere. There is a visitor book in reception and an information board of photographs of all staff with their name and job title. There is an information board and it was nice to see a Healthwatch newsletter pinned up. In the reception there is a memory tree, which has tags of remembrance for residents who have passed away. There is also a suggestion box and plants that make the reception feel homey.

Staff

There are 62 staff employed at the home. The staff we met on our visit seemed happy in their work and were all very friendly. The home has designated staff champions, these champions specialise in different areas eg, oral hygiene, incontinence etc. The champions have received extra training in their 'specialist' areas and are identified on a board in reception by photograph and job title. It was reported that all staff have a two monthly supervision and an annual appraisal. Staff are offered cash incentives to obtain 100% attendance at work. At Christmas time the 'home owners' give each member of staff a bonus. The staff seem well looked after and motivated and consequently, turnover is low.

Staff Training

Although we did not speak to staff members on the day about their training, the manager told us that staff training is generally done 'in house'. The company provides the training and it is repeated throughout the year.

Recreation & leisure

Residents are encouraged to partake in a host of activities; the home holds regular fund raising events for charity, mostly brain tumour charities. Local schools visit the home regularly and this is an activity enjoyed by the residents and children alike. In the garden there is a dedicated vegetable patch and the home boasts two bee hives; the honey

is collected and sold. On the upper level of the building is a wonderful outdoor garden area that is very pleasantly decorated and furnished. We observed a knitting circle and everyone looked happy to mix with each other. There is a quiet room for residents, should they want some peace and quiet. There are iPads available for residents to use. Every afternoon from 2pm there is an organised activity taking place. The weekly activities are up on a board. There is a lovely garden, which has raised beds, to help assist those residents that wish to participate in the upkeep of the garden.

Food & refreshments

The day starts by staff helping residents out of bed and bringing their breakfast to them on a trolley. The residents have their breakfast in their rooms. Other meals are served in a light, spacious dining area. Drinks are always available and for residents who need extra hydration their fluid intake is monitored. All dietary requirements are catered for. Alcohol is permitted on the premises, and a wine and dine event is held regularly. Residents have the option of taking their meals in their room if they prefer. The menu is written on a board in the dining area and there is a choice of menu. The residents are asked for their meal choice in the morning and it is served to them in the evening.

Privacy & dignity

The rooms are spacious, and kept to a high standard of cleanliness. Residents are encouraged to bring in their personal possessions and pieces of furniture, to make their rooms feel more like home. On the front of the residents door, there is a labelling system should it be appropriate. A red sticker signifies a DNAR (Do not attempt resuscitation) and a blue sticker signifies a DOLS (Deprivation of Liberty Safeguards).

Each room has that resident's name on the door, but there are no memory boxes, which would be a nice touch.

Wall space has film posters and pictures of movie stars from the 50s and 60s.

The visiting team observed interactions between staff and residents as one of respect and residents being treated as individual personalities.

Hygiene & cleanliness

All of the home was very clean and well decorated. It was noted that there were hand sanitisers around the home, but they were balanced on ledges or radiators, as opposed to being fixed to the wall and there were no signs to encourage use. The bathroom and shower rooms were spotlessly clean and residents are encouraged to have a bath two or three times a week. A Jacuzzi bath is available.

Safety & security

The doors are locked but are not alarmed, as the residents have capacity to come and go as they please. There is a 'lost property' section in reception, so if an item of clothing has been found that is not labelled it will be put there should the owner look for it. Clothes are labelled and dentures, hearing aids etc. are all marked for identification purposes. Visiting is allowed until 7.45pm, unless there are special circumstances, in which case arrangements can be made with staff.

Fire extinguishers are clearly positioned and identified.

There is a lift that is used by residents, which has been adapted to move slowly for the comfort of the residents. Each room has a buzzer attached to it, in case the resident needs help. This buzzer can only be switched off inside the room itself. The alarm comes through to a central board, so that it is easily identifiable where help is needed.

Smoking (staff and residents)

There is a no smoking policy for staff and residents, but there is a designated area outside for individuals should they wish to smoke.

Access to medical care

Residents have their own GP/Chiropodists, and access to out of hours GP service. There is a medical room for minor ailments and trained nurses are in charge of controlled drugs. Qualified nurses give out medications from the dedicated medicines room and only the nurses have keys.

Additional Comments

There is a dedicated hair salon/beauty therapy room. On our visit we saw two residents enjoying a hand massage. There is also a 'tuck shop' that shop sells sweets, chocolate, handkerchiefs etc. and works on a chitty scheme. At the end of the week the resident's family pay what is owed. We all agreed that this is a novel and very quaint idea. The 'red bag' system is in use if a resident needs to go to hospital. There is an annual 'forget me not service' of remembrance for residents that have passed away that year.

Recommendations

- **To maintain the good standard of care provided and to continue to embed the resident-centred philosophy in their approach in care and communication.**
The visiting team felt that the home's commitment to being person-centred is so apparent in the way staff interact with the residents, showing dignity and respect for individuality. Residents seemed very contented.
- **Consider attaching hand sanitizers to walls and introduced poster encouraging their use.**
The visiting team felt that this make the standard of the home even better than it already is.

Response from Provider

- Hand sanitizers are fixed to the wall in the foyer, outside each of the lifts up and down and outside each of the treatment rooms on both floors, we will however fix more around the home
- We would like to thank the Healthwatch team for a very positive visit.

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.

