

Greenacres



Enter and View Report, June 2024

Contents

Introduction.....	2
About the Service	5
Observations.....	6
Feedback from residents, relatives, and staff.....	7
Summary and recommendations.....	8
Appendix.....	9

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: Greenacres Care Home

Address: Pighue Lane, Wavertree, Liverpool, Merseyside, L13 1DG

The Date and Time of the Enter and View Visit: Monday the 24th of June 10:00-12:00

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

- Engagement and Project Officer: Terence Ferguson
- Engagement and Project Officer: Inez Bootsgezel

This was an announced visit.

We would like to thank Greenacres Care Home 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 Greenacres 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.

There were no safeguarding concerns identified during this Enter and View visit.

About the Service

Background

Greenacres Care Home is a residential care home providing accommodation and personal care to 38 people. The service is registered to support up to 41 people. It is a building with one, ground, level.

Discussion with the manager

We met with Lynn Williams the care home manager and Jo the deputy supervisor. Lynn has been a manager for 16 years and has 30 years' experience in the care industry and has done multiple jobs in the past from cleaning up to management. Jo has been in the care industry for 20 years and has 8 years' experience in her current role.

Quote from staff member

"With Lynn it works well because she won't ask you to do anything she wouldn't do herself"

Staffing

Management advised that they have not used agency staff in years and had 31 staff members at the time of our visit. The majority of these staff have worked at Greenacres for a long time. Management advised "retention is amazing" and they did not have to use agency staff during the Covid pandemic. Most staff are full time with 4 part time staff members. Management feels that stay because they let them know they are valued, that their opinions matter and they have input into the running of the home.

Residents

There were 38 residents in the care home at the time of our visit and they have 7 residents diagnosed with dementia but there are no significant behavioural issues reported. Pre-admission assessments are carried out before people move in at their home, hospital or at the hub. Either the manager or the deputy supervisor visit themselves to make sure that Greenacres is right for the prospective residents and that they will fit in with the residents already there. The pre-admission assessment includes preferences such as what food they like and whether they would prefer male or female carers. There are no top-up fees charged at the care home and the manager personally feels that care should be available to all regardless of income.

Management discussed a previous resident they had of who was bilingual and came from another country. They offered a translation service in the form of

Google translate and using a phrase book. Staff learned key phrases for the resident such as “can I fill your flask” and the chef learned to cook recipes shared by the resident’s family for the client. Management reported that the resident found staff efforts to speak in their language funny but appreciated the effort. The resident’s family translated some of the service from the resident’s funeral into English for the staff members that attended. Staff were also positive about the support received from Chinese Wellbeing in supporting the resident.

Staff advise they focus on keeping residents hydrated as some are anxious about having someone assist them the toilet so can unintentionally dehydrate themselves to prevent this. They manage this by offering multiple half cups of tea alongside other liquids throughout the day.

Residents’ clothes and belongings are labelled to prevent them being lost. Unlabelled clothing is put onto a miscellaneous rack and staff work out who it belongs to with residents and family. Dentures can be lost due to some residents wrapping them in tissue and this causes them to be accidentally discarded. Sheil Road Dentist are described as great when situations like this arise.

Quote from staff member

“I love it, keeps me busy. I’ve worked here 17 years. I like the whole feel of the home atmosphere, the residents are settled, and the staff work as a team. Everything is labelled and numbered, lost clothes are always found. We work it out from what people tend to wear.”

Visiting

Management advised they have a dedicated visiting room and very few restrictions around visiting. Areas can be booked, and residents can be visited in their rooms. They do ask that the communal rooms are kept free to not disturb other residents during visits.

Activities

There are two activities coordinators, and they generally schedule activities throughout the week and also offer Sunday church service outings.

Bingo is the most popular activity at the care home but they also like quizzes and music related activities. They also offer armchair exercises and others like floor skittles. They recently also did a lot of Remembrance Day activities.

They have regular visitors from a local church and student choirs from St Oswald’s School and St Marys School come in around Easter and Christmas. Staff advise they arrange for outside singers and there is a big effort made with important birthdays.

Quote from activities coordinator

"I like my job. A lot of the residents like bingo, music evokes memories in lots of people and takes them back. We used to have a mini bus we hired and this is something I would like to look into again."

Management advises there are two on site chefs and is full of praise for their work ethic praising them for going above and beyond. Management advise they don't discriminate and are proud that one of their chefs is 74 and still working as they enjoy it. Management says they have previously taken cooking lessons with family members to help learn to make traditional dishes for residents. Staff are also introducing a taster menu to try and expand residents' choice.

Food preferences are recorded on the pre-admission form and there are certain strategies that chefs and staff do to maintain residents' independence and dignity. An example of this is not cutting up food for residents who struggle with chewing whilst standing over them to prevent them feeling embarrassed.

Other partners

The GP practice that the care home uses is Oak Vale Medical Centre. Management advised they are pleased with the practice and the support offered. Management also mentioned that the new network nurses offered through Oak Vale are good and they offer baseline observations, foot checks and multiple other services. Some residents do keep their own GP practice and staff are happy for them to do this as it offers a continuity of care. They inform residents' GPs during the pre-admission process.

Quote from management

"They are absolutely lovely; we have a good reputation with them. They will always visit and have MDT (Multi-Disciplinary Team) meetings with Dr Rehman and the pharmacist. As a residential home this is a massive support."

Management were positive about the support offered from the Immedicare service and advised it helps with preventing hospital admissions.

Quote from management

"Staff use them (Immedicare) all the time and it is a massive help out of hours. It helps with preventing inappropriate hospital admissions. With 111 you might as well just call 999 as they will send out an ambulance. I can't understand why people shy away from using the service."

Staff advised that they are having difficulties accessing Mental Health Services for residents and this can lead to long delays. Staff also discussed the difficulties that dementia can have on family members and how relationships can break down when supporting family at home but have positive examples of repaired relationships from them moving into the home. "One family member said thank you for giving me my mum back"

Shiel Road Dental Practice were praised by management, and they advised they do annual checks for everybody at the home as well as seeing residents individually. There was also praise for the local opticians CJ Optics. "CJ Optics are great we have been working with them for many years. They know the residents and have built up relationships with staff and residents."

Social workers

Management advised it feels like there used to be one point of call for social work and now they have to ask for a new person each time. Previously they had the same member of staff each time and built a good working relationship and at the moment this does not seem possible.

Hospital discharge

Management advises there have been no recent issues with hospital discharge. They have a long-standing rule of not admitting discharges after 2pm on a Friday. This is due to lack of external support available over the weekend if the resident deteriorates or if there is an inappropriate discharge. There have been cases in the past where this has been disregarded by Trusts.

The Manager feels that there has been a negative change since the new Royal Liverpool University Hospital has been open: "I don't think one family member has given good feedback about the new Royal". Management gave an example of a resident receiving corridor care in the Royal. When they needed the toilet, they wheeled them into a utility room to use the commode. A member of facilities entered just after she finished to collect equipment.

Quote from management

"The new Royal is worse. We went to the hospital with a resident, lovely room but they are on their own and it makes them scared and there is no one around them. You feel like an inconvenience when you call about a resident and family are giving different opinions on the resident's condition than staff".

Unexpected deaths procedure

Management did discuss the procedures in place for unexpected deaths which is described as very traumatic for both staff and residents.

Quote from management

“Police attending is traumatic for residents and staff, asking a million and one questions and bagging up medication, loud use of walkie talkie and although nice people they were large and intimidating. The process has always gone on but needs looking at as it’s traumatic. If staff need me, I will be there.”

Observations

Upon arrival at Greenacres Care Home we were let in remotely. We did not meet a member of staff initially and were greeted by a resident whose bedroom looked out to the entrance. He pointed us in the direction of the managers offices. We met staff in the corridor who were aware of our arrival and directed us to the manager’s room. We were then met by management for our discussion. There is a sign-in book in the main entrance that we used independently.

Management advised they test the fire and smoke alarms every week and have quarterly mock evacuations which includes night staff. The home is broken into zones to help with evacuations.

Observations of the building and facilities

Bedrooms

All bedrooms at Greenacres are en-suite and some residents’ names are on the doors of the rooms. We were invited into a resident’s room, and they advised they were happy with the decorations and had lived there for many years. The room was decorated with multiple photographs of family, friends and football memorabilia. The residents also had their own TV, comfortable chair and mini fridge. The mini fridge was covered with magnets that the staff gift to the residents from holidays they take.

Quote from resident

“The staff are like family.”

Staff advised that some residents like to have their picture on the door, and some don’t it’s a personal choice. During our visit one resident’s room was being painted and personalised for the resident.

Hallways

Due to the layout of the care home some of the corridors did lack natural light but were decorated pleasingly. These decorations included multiple pictures of Liverpool history including themes like work, play, sports teams and general local history. Some of these were large collages and staff advised they were due to be framed. Staff advise some residents and family donate pictures to add to the hallways and they are good conversation starters. There were handrails in alternating colours to help residents transfer around the home.

PPE noticeboards were on display and hand sanitizing stations with equipment were available. Dignity in Care certificates were displayed, dignity champion certificates for staff on display and a poster for Healthwatch Liverpool for providing feedback. There were also Easy Read signs on the communal toilets.

Visitor room

The visitation room was swapped with the reception room to allow family members to visit residents during the pandemic. The room is like a small summerhouse and is very bright and decorated nicely with a comfy chairs and ornaments and mirrors. Staff advise that the room is good for visitation as sometimes residents can feel disorientated having visitors in their own rooms.

Main living room/lounge

There was a chess board, a large TV, fresh flowers, decorations and ornaments, CDs, radio and a central table which provides good access to those using wheelchairs. There were comfortable chairs arranged in a U shape. Large windows on the outside of the room made for a nice bright environment.

There was an air con unit in the lounge. And all areas seemed clean, but the environment did look worn in places. The manager said she would like to fence in an outside area by the main lounge to use when the weather was good. The enclosed garden/courtyard was sheltered, full of plants and looked well-maintained.

Small Smoking Lounge leading into conservatory/garden

This was a pleasant open area with a comfortable sofa, a table and a summerhouse that leads into the garden. The room had no strong smells of smoke and had books for residents. The garden looked pleasant if a little small and narrow but was very well maintained. There was a vending machine for residents/staff and visitors to purchase drinks, and staff advised it's filled regularly.

Dining room

A large area with tables and presented like a café. Tablecloths, flowers, vases and condiments are on display. Smaller areas available for others to eat and more wheelchair accessible area next door in the main lounge.

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

We spoke to a relative who said they are pleased with Greenacres and that it was welcoming and the bedroom was nice with an en-suite. Staff were described as really nice and helpful. The relative said they understood why visitors could not spend time with relatives in the main lounge but said they did not like the smoking room (relative was in garden in the sunshine). They were not sure how much their mum would use the activities (partly due to dementia). The relative commented that there was no specific website for the home and it was hard to find information about it.

In the main lounge the Activity Co-ordinator was carrying out a quiz with residents where she was showing pictures of famous celebrities and asking residents to name them. A group of the residents seemed to be enjoying taking part whilst others were sleeping in chairs. We did notice one resident had slumped slightly over her arm rest into her neighbour's chair. This did not look especially comfortable to us as visitors, but she was seen by at least three members of staff who did not feel they needed to move her.

We saw staff using residents' names and guiding them around the care home by gentle touch and body positioning in an appropriate and caring way. We saw staff displaying open body language, speaking to residents making eye contact and using a caring tone and getting down to eye level for seated residents.

We made an observation of a staff member interacting with resident who had fallen asleep in her chair after she woke her up to administer medication.

Staff member (overheard)

"Sorry gorgeous, I will give you a minute to get yourself together and I will come back"

The staff member got down to eye level with the resident and gave her a reassuring touch on the shoulder. We thought it came across as caring and helped put the resident at ease.

Feedback from residents, relatives, and staff.

Healthwatch spoke with 5 residents and a relative.



“I like it, and people like me



Resident A

“Yeah, very good, no complaints I’ve been here 18 years. The staff are like family The food is nice and I can make my own food if want to. I like crosswords and there always people to chat to as they pass.”

Resident B

“I like it, and people like me. They are really kind to me here, staff know me, everything is perfect”.

Resident C

“They look after me very well”

(Asked about food) “On the whole it’s very good but much too big portions”

"I'm not keen on the bingo but they have other games. I like puzzles and card games, it keeps the mind going. I like crosswords and bring my own usually. I went on a trip out two weeks ago with friends and we found an old-fashioned railway line. I would like more outside trips"

Summary and recommendations

Summary

Overall, during our visit, we observed that Greenacres Care Home seems to be running well. The small number of residents we spoke to all seemed happy with the care home and were especially pleased with the kindness and care shown by staff. Multiple residents considered that the staff treated them like family which was great to see.

The staff we spoke to give similar reports of enjoying their work. They seemed to really value their residents and want to provide care that was personalised and effective. Multiple staff have worked at the care home for many years which speaks to a working environment where they feel valued and supported. The long serving management structure and senior staff no doubt helps to build a continuity of care and support for both residents and staff.

There was some confusion upon entry where we were not met by staff and were able to sign in and speak to a resident before we met a member of staff in the corridor. Although staff were aware of our visit it is good practice to meet visitors before they are able to have contact with residents indoors. We understand that the reception layout has changed previously to improve the visitation facilities for residents.

There were some areas of the care home where the furniture and rooms did look a little worn. The main area we noticed this is in the larger lounge towards the back where a resident was enjoying completing puzzles. The area was clean and spotless it just seemed that some of the furniture and equipment was becoming quite worn.

Recommendations

We make the following recommendations for Greenacres Care Home

- Maintain strict entry protocols and sign in procedures upon entry to the care home.
- Consider if any of the communal areas could do with a refresh and speak to residents, families and staff for ideas.

Response from Greenacres

We shared our recommendations to the manager at Greenacres who responded promptly and advised the following-

In response to our Enter and View report, I have read over the report and take on board your recommendations staff have been instructed to ensure all visitors are greeted at the door and they are shown where signing in book is and explain the reason and purpose for it.

We have addressed the worn furniture in main lounge there were 2 chairs that belonged to the residents themselves that were damaged these have been removed now with permission from residents and family, whenever we refurbish the home, we do consult with the residents and families and gain their opinions and choices, residents have chosen their favourite colours for their bedrooms.

Thank you for your feedback

Kind Regards

Lynn

Positives and good practice

We found during our visit examples of positives and good practice which included but were not limited to:

- The home seemed to be functioning smoothly and effectively with a long serving manager in place. Staff reported being happy in their work and being supported. This reflects well on the efforts made by management and leadership at Greenacres.
- The staff seemed to be interacting well with residents and we personally witnessed multiple skilled interactions. Staff used residents' names, open body language and a caring tone when speaking to them. This was further evidenced by multiple positive reports about staff from residents and one family member.

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.



healthwatch

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