

healthwatch

Liverpool

Garden Lodge

Middlemass Hey, Netherley L27 7AR

Enter and View Report

1 May 2018

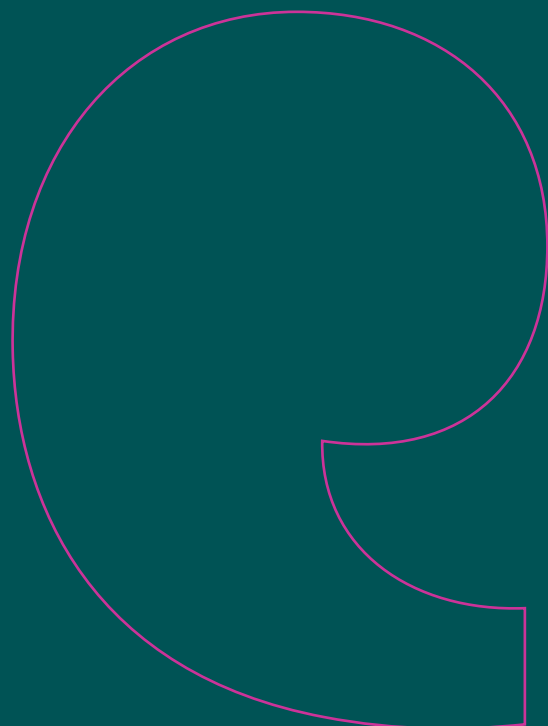
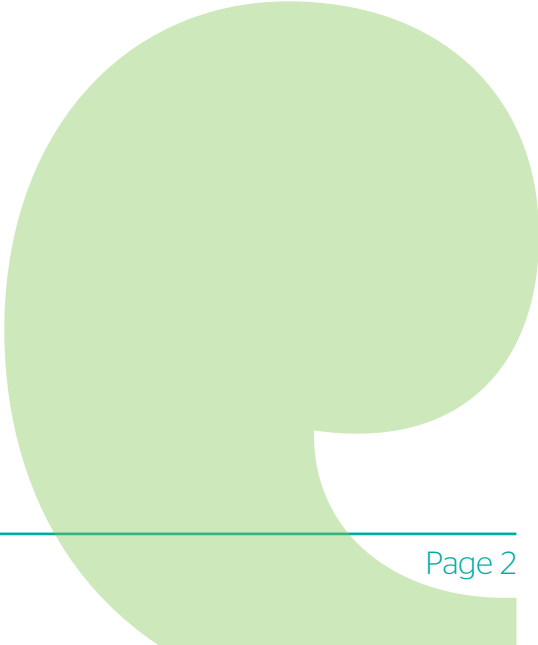


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Introduction

What is an Enter and View Visit?

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: Garden Lodge

Address: Middlemass Hey, Netherley, Liverpool, L27 7AR

Website: <http://dovehavencarehomes.co.uk/care-homes/garden-lodge/>

Date and time of visit: 1 May 2018, 10am - 12pm.

The Healthwatch Team Members that undertook the visit were:

Amanda Stonehouse: Healthwatch Information and Project Officer

Laura Yallop: Healthwatch Information and Project Officer

This was an announced visit. We had previously attempted this Enter and View on 10/4/2018 but it could not go ahead due to a flu outbreak at the home.

It was judged that announcing the visit on this occasion would enable us to liaise with the service provider to publicise the visit to the friends and families of residents, thus providing them 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 Garden Lodge 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 Garden Lodge Healthwatch representatives were met by the home manager, Catherine Ponzini.

Background

Garden Lodge is a purpose built, single storey home. The home is owned by Dovehaven Care Homes and the Manager is Catherine Ponzini.

The home cares for older people (over 65) including those with a diagnosis of dementia. The home is divided into two units, one general residential and the other 'Newcombe' wing specializes in Dementia care.

Garden Lodge has capacity for 48 residents and had 45 residents at the time of our visit. 42 Residents are over 65 years old and 3 are under 65. There are no top up fees.

Discussion with the Manager

Catherine Ponzini told us she has been working at the care home for 12 years. She told us many of the staff have been employed at the home for more than five years and that there is not very much staff turnover. Many of the staff have a local connection to the area. There are 8 staff on duty in the morning, 7 in the afternoon and 5 in the evening. There is a full-time activities coordinator and a full-time chef.

Catherine gave us an information pack during our visit. The pack is given to all new residents and their families. Inside there is a Garden Lodge A-Z, which is a useful resource that preempts and answers many 'frequently asked questions' in an accessible format. The pack also contains a sample menu, complaints procedure, fire procedure and an Activities Timetable for the month as well as information about end of life care.

Residents can bring pets with them dependent on other residents not having allergies.

Catherine told us that most residents are registered with Netherley Health Centre but residents can keep their own GP when they move in if the care home fits in with that GP's catchment area. The Home also gets visits from Dr. Roberts who carries out a GP ward round for all residents and Dr. Chatfield from Mersey Care NHS Trust who takes care of residents' mental health.

Catherine told us that 5 residents have a Deprivation of Liberty authorization in place but only one resident actually goes out alone.

The home uses NHS Podiatry services and residents go out to the dentist. They use Associated Ophthalmologists for eye care.

Observations

Observations of the Building and facilities

Healthwatch Liverpool representatives were shown around the home by a Senior Carer.

The residential unit is in a U shape wrapped around a central garden area. There is a lounge and a dining area. The dining area also has a full size proper pub-style bar. Day-to-day this offers a juice tray for residents to help themselves but can be set up as a bar for parties and celebrations. There is also a quiet lounge. The lounges, dining room and corridors are all clean and decorated nicely in a homely style.

The bedrooms are laid out on three corridors with 6 rooms to two toilets, a wet room and a bathroom (with hoist). The bathrooms we observed were clean and nicely decorated.

All bedroom doors are painted white and labelled with a number and the persons' name. There are rest stops on the corridors with a chair, books and a radio. The laundry and hairdressing 'salon' can also be found on this unit. Hairdressers come in weekly.

There are two 'snack' machines on this unit also, enabling residents or visitors to purchase chocolate bars, snacks and drinks.

There is also a smoking room, a laundry and a hairdressing salon.

We were shown a vacant bedroom which was nicely decorated and furnished with a bed, chest of drawers and a wardrobe. The carer explained that residents and families can bring in their own personal items to decorate their room.

The Newcombe Wing (Dementia Care) was named for a resident who reached his 100th birthday whilst resident. This unit is for residents with advanced dementia and some who are bed-bound. The unit is built in a square shape with access to a central garden. Each of the four corridors is decorated differently. Paintings are straight onto the walls in a mural style. One area is painted like an aquarium, another with pictures of famous singers and film stars. The colours are bright and distinctive, bathroom doors are painted red and toilet seats are red. The effect is dementia friendly.

There are two lounges for separate friendship groups, both are set up as dining rooms at mealtimes to avoid having to move people about unnecessarily.

A small room has been turned into a sensory room-decorated like a garden with a bench, artificial grass and fairy lights.

We observed that some bedroom doors were open but there were 'safety gates' in place. The manager explained that the residents in these rooms are bed-bound and the gates are to keep other residents out of those rooms. The bedbound resident is safe and can have their door open. The manager assured us that all necessary procedures were being followed with regard to risk assessment, best interest and deprivation of liberty safeguards.

Observations of the Kitchen and catering area

The home employs a full time chef, Donna Duncan, and uses a catering service called Apetito. Apetito provides a full range of food that is precooked and frozen. Donna told us she cooks the food according to the instructions and presents it in serving bowls to enhance the experience.

Using this method of catering, the home is able to provide a varied four week rolling menu that changes with the seasons.

Special diets are catered for including mashed and pureed foods.

There are always different options available to what is on the menu for lunch and dinner. Breakfast can be cereal, toast, porridge and/or a cooked option.

Residents can choose to eat in the dining room or in their rooms. Residents can request to have a visitor/guest to have a meal with them and the home will not charge for this.

Donna told us about 'themed days' and how she engages residents with choosing and making food e.g. pizzas on Italian day. She orders food separately for these occasions and for barbecues.

We asked Donna about Birthday Cakes for residents and she said that usually they are brought in by family or the activities coordinator arranges one. She showed us wrapped cake and biscuits for the afternoon tea trolley but said she makes jelly and trifle and angel delight and these are popular with residents.

Observation of Activities

At the time of our visit the activities coordinator was involved in a church group with the vicar from a local church. The manager told us this was a weekly activity but residents can choose alternative religious activity or none.

The activities timetable demonstrates a variety of activities for residents including: gardening, film club, music, quiz, crafts, hair and beauty, and trips out (not an exhaustive list). There are also birthday parties and at the time of our visit there was a plan for the Royal Wedding Celebrations.

The manager told us about themed days when the food and activities will focus around a theme or a country. An example was Italian day when residents made pizzas. On sunny days residents can opt for a barbecue and the local ice cream van also stops at the home.

In May there is a day when owls are being brought in to interact with residents and a therapy dog had been in to visit recently.

There is a close link with a local school and on World Book Day 30 children came in to talk with residents about their favourite books. The manager is negotiating with a local nursery for the children to visit more regularly.

The manager told us that the activities coordinator arranges activities but they are often assisted in carrying them out by support staff.

Other activities include bus trips twice a month to Rhyll, Sefton Park and bowling.

On Sundays in spring and summer an ice cream van calls at the care home.

Engagement with Friends, Family and Residents

Catherine told us that residents meetings led by one of the residents are held monthly and she holds a quarterly meeting for both residents and relatives/friends.

Families are asked to accompany relatives to medical appointments.

Residents, Families and friends are involved in 'tasting' activities to decide on new menu options from the provider Apetito.

Feedback from residents, relatives and staff

What did residents, relatives and staff tell us?

We were able to speak to some residents during our visits. Their comments are recorded below:

It's alright- they try their best

I came here because it's nearest to my home.

the staff are very good, they are very nice.

When asked about the food:

the food isn't good- they bring it in.

the food is nice - lots of choice.

When asked about the activities:

I never move

I like the singing

When talking about the garden:

I'll have a go at that like

Summary and recommendations

Summary

We were pleased with the apparent quality of care and the environment. Staff appeared to be engaged with residents in a friendly and interested manner.

The care home seems well rooted in the community it is in.



We observed that great effort has been put into creating a dementia friendly environment on the Newcombe unit. We welcomed the use of bright colours and signage



We liked the innovative ideas such as the bar and the themed days including food from different countries.

We observed that great effort has been put into creating a dementia friendly environment on the Newcombe unit. We welcomed the use of bright colours and signage as recommended best practice by The Dementia Centre at the University of Stirling. Making best use of the quad shape of the building enables residents who 'pace' to do so unrestricted but safely.

Our Recommendations and Requests

We have no recommendations or requests at this time.

Safeguarding

Healthwatch 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.

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](https://twitter.com/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 on page 8.