



Healthwatch Liverpool Enter and View Report

**11 Tavy Road Care Home
Liverpool**

October 2014

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Section A

Introduction to the Enter and View visit

Date and Time of Visit: Thursday 09/10/2014, 2-3.30pm

11 Tavy Road is a small care home run by PSS. The home provides accommodation and support for 3 adults with long-term mental health problems. The residents have their own individual bedrooms and use shared areas such as a living room, kitchen, conservatory and bathroom.

Interim Manager at the time of the Enter and View visit: Joanne Stephens

The reasons for the Enter and View Visit

The Enter and View visit was part of Healthwatch Liverpool activities of:

- identifying whether, and how, local health and social care services could be improved
- identifying whether, and how, local health and social care services ought to be improved
- identifying recommendations to improve the standards of health and social care services

The Methodology of the Enter and View Visit

The Enter and View visit was undertaken in accordance with the remit of Healthwatch Liverpool and will assist Healthwatch Liverpool in carrying out its statutory functions under the Health and Social Care Act 2012. However, the main focus of this visit was as a familiarisation exercise with the service.

The visit entered communal areas and facilities, and Healthwatch spoke with two residents and two members of staff during the visit. The visit was conducted by 2 authorised individuals from Healthwatch Liverpool, Stanley Mayne and Inez Bootsgezel. They displayed the requisite identification and provided proof of DBS clearance for the visit.

Healthwatch Liverpool classed this as an announced Enter and View visit, meaning that the service provider was given notice prior to the Enter and View taking place. This is a reflection of the fact that Healthwatch was not following up any specifically indicated quality issues regarding this service, and there would have been no advantage by conducting an unannounced visit.

General parameters of a Healthwatch Liverpool Enter and View visit.

Healthwatch Enter and View visits are not meant to be systematic inspections of a health or social care service. Such inspections are carried out by the Care Quality Commission and by relevant service commissioners. The Care Quality Commission has the role of assessing and informing the public about the general standards of care provided by health and social care services.

Healthwatch conducts Enter and View visits in order to observe a service in action and where practicable, to hear the voices of patients. At best, such Enter and View visits can only offer a strictly time limited snapshot of a service. Healthwatch Enter and View representatives are not health professionals, and so undertake these Enter and View visits from the perspective of a lay person.

The Enter and View visit at 11 Tavy Road

The Healthwatch visitors were met by the interim manager and a support worker. They told Healthwatch that the current residents have lived at Tavy Road for between 2 and 11 years.

Staff told the Healthwatch visitors there are 4 staff members who work shifts to ensure the house is staffed 24 hours per day, with staff sleeping over. Care hours are 14 hours per day, and depending on requirements (e.g. planned activities, GP visits etc.) between 1 and 3 members of staff will be on duty at any time. Additionally there is a manager who works 30 hours per week. At the time of the visit a new manager had been appointed and was due to start in post. Most staff employed by PSS can work across the services, e.g. staff usually working in another care home can cover shifts in Tavy Road when necessary. As a result

agency staff is rarely used at Tavy Road. The Healthwatch visitors were told there is a low staff turnover.

Staff told the Healthwatch visitors that they aim to promote the independence of service users, which can be a gradual progress. An example was given of a service user who had initially attended a day centre accompanied by a member of staff, but over time the service user had been encouraged to make the journey there and back by themselves. The service user now attends the day centre independently.

The Healthwatch visitors asked if the residents were involved in regular activities. Staff said that apart from the resident who attends a day centre, another resident gets daily visits from a relative, and they regularly go out together. This was also mentioned by the resident themselves. Occasionally service users go on day trips or holidays. PSS also has a monthly service user forum, the venue of which is decided by the service users. Staff also mentioned that a volunteer comes in once a week to support service users with activities.

The Healthwatch visitors asked if staff received dementia training, and were told that all staff received this. In response to a question regarding staff knowledge about creating 'best practice' dementia-friendly environments in the home, e.g. by design, colour of walls versus floors etc., the manager said that staff were aware, but that the environment wasn't there yet. However, during the visit to the house the Healthwatch visitors observed that floor space was free from any obstacles, and the residents appeared completely familiar with their surroundings.

Staff showed the Healthwatch visitors around the communal areas in the house. The house appeared clean and homely, with a communal living room with comfortable sofas and a television, a kitchen with table and chairs, and a conservatory again with comfortable seating. The utility room had a washing machine and dryer.

The house also has a back garden that appeared well maintained. Staff told the Healthwatch visitors a gardener attends regularly, and that the garden had been very well used during the warm summer weather.

Healthwatch visitors asked if residents did their own laundry and their own cooking, but were told staff both cook and do the laundry. Staff said residents are involved in planning the menu, and a resident will accompany staff to the shops for the main shop once a week. Staff said any dietary requirements can be catered for, and residents usually eat together. When asked by the Healthwatch visitors, a resident said that the food was good.

At the time of the visit one resident was out at a day centre, but the Healthwatch visitors spoke with the other residents independently from one another. When asked by the Healthwatch visitors both said they liked the staff and that they liked the house, and that they couldn't think of anything that could be improved. After prompting by staff one resident said they would like to go out more by themselves. Staff said this was under review, as there may be a slight risk involved but the resident did appear to know his way around the local area. Staff have had training in Deprivation of Liberty Safeguards.

Section C

Summary/conclusions of this Enter and View visit

Taking into account the remarks outlined in the introduction about the general parameters of Healthwatch Enter and View visits, nothing was observed during this Enter and View visit which gave Healthwatch cause for concern regarding the quality or safety of the services being offered at 11 Tavy Road.

During the visit the house appeared clean and homely. The two residents Healthwatch spoke with were positive about the service and the staff, however as mentioned above Healthwatch did not speak with the residents in great length. The Healthwatch visitors observed positive interaction between residents and staff; residents appeared to feel comfortable around the staff, and staff treated residents with respect and appeared to know some of the residents' likes and dislikes.

Recommendations

Healthwatch does not wish to make any recommendations to the service provider as a result from this visit at this current time, as the purpose of this visit was mainly as a familiarization exercise for Healthwatch. Additionally, as mentioned above, Healthwatch Liverpool did not observe anything that needed rectification or improvement.

Healthwatch Liverpool

Healthwatch Liverpool is always keen to hear more from patients about services, whether those stories are about positive or negative experiences. Patient feedback helps Healthwatch to identify and acknowledge good practice, or issues that call for improvements.

To give Healthwatch further information, or to discuss this report further please find us using the contact details below.

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