



Healthwatch Liverpool Enter and View Report
St Joseph's Care Home
Woodlands Road
Aigburth, Liverpool
L17 0AN

September 2015



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Section 1: Introduction

Healthwatch Liverpool has powers to carry out what we describe as ‘Enter and View’ visits in order to assist us in the role as an independent local champion for patients’ rights concerning health and social care services (see the Appendix for more information about this). These visits are carried out by small teams of trained members of Healthwatch 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. Healthwatch only visits services that are publicly funded, e.g. through the NHS or via local authorities.

During an Enter and View visit Healthwatch talks to people using 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. Feedback and observations are 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 as 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.

Section 2: Basic Details about the Enter and View

Name of the service visited:

St Joseph’s Care Home

Address: Woodlands Road
Aigburth, Liverpool
L17 0AN

The Date of the Enter and View Visit: **20th August 2015**

The Time of the Enter and View Visit: **2:00pm - 4:00pm**

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

Andrew Lynch - Healthwatch Information and Project Officer
Laura Yallop - Support Worker

This visit was announced, a date and time had been agreed with the manager at St Joseph’s Care Home beforehand. Healthwatch Liverpool asked the care home to inform residents, their relatives and other visitors that the visit was to take place, and a flyer for display was emailed over to this end.

Healthwatch Liverpool would like to thank St Joseph’s Care Home staff for facilitating the visit, and the residents, their relatives and staff for taking the time to talk to us.

Section 3: General profile of the service that was entered and viewed

St Joseph's is managed by Nugent Care and provides care for adults (aged 18-65 years) with an acquired brain injury, neurological disorder and/or a physical disability. The home has 18 ensuite bedrooms and is currently fully occupied.

Section 4: The reason for the Enter and View 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 St Joseph's Care Home 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.

Section 5: Information received and observations made by Healthwatch Representatives

- i. Healthwatch representatives were met by Sheila Fairbrother who is the registered manager at the home. St Joseph's provides accommodation for 18 adults between the ages of 18 and 65 and is currently at full occupancy.
- ii. The team asked Sheila about staffing levels and were informed at the time of the visit they had 3 members of staff out with residents, one of whom needs 2:1 care when out, 4 on duty + 2 team leaders + Sheila as the registered manager.
- iii. In response to a question about staff turnover Healthwatch representatives were given details of a number of staff members who have received long service awards of 25 years and over.
- iv. Sheila explained the home shares a hairdresser with Geel and Hitchens Care Home (which is also run by Nugent Care and is located across the road). Many of the men like to go to the barbers' at the end of the road.
- v. Sheila informed us the optician St Joseph's uses visits every 6 weeks and produces a passport for each resident with details of their prescription, but also information such as when the resident needs to wear their glasses.
- vi. The team were informed many of the residents need to attend the dental hospital as they have conditions such as epilepsy.

Building and facilities

- i. Healthwatch Liverpool representatives were shown around the communal areas of St Joseph's Care Home. We saw the entrance, lounge and dining areas which are all open, airy spaces and are all decorated to a high standard with pictures, fresh flowers and a fish tank to brighten up the areas.
- ii. The team observed some of the residents in the lounge areas playing board games with carers.
- iii. The team were shown the gardens, there is a large patio area and lots of flowers. Healthwatch representatives observed there is some work being done to the borders to improve them. The team came across one path which had been damaged and flags had been raised by a large tree causing a trip hazard. Healthwatch representatives were informed by the manager the tree is protected and cannot be removed, so are unable to remedy this.
- iv. Healthwatch representatives observed a tilt table and hoist in one of the corridors and were informed this is needed for one of the residents. All corridors had sensor lighting, and fire extinguishers had loose covers on them to stop residents accidentally setting them off.
- v. The Enter and View team saw a bathroom with a hydro-bath which had been bought with a donation. All bathrooms were locked by a high bolt when not in use.
- vi. The Healthwatch team were unable to see a bedroom as they don't currently have any unoccupied, but were told all rooms have ensuite wet rooms with shower and toilet. All bedroom doors have been numbered, some had been personalised by the resident but it isn't standard practice to put residents' pictures on their bedroom doors.
- vii. Healthwatch representatives were shown a quiet sitting room which did have some equipment being stored in the corner.
- vii. The team were shown a kitchen area which was closed to residents as it was due for refurbishment with work due to start on the 14th September and new furniture and appliances were being stored there. This will be a kitchen which can be used by residents as part of their rehabilitation.

Kitchen and catering

- i. Healthwatch representatives spoke with the chef who explained they offer two choices at each meal, but those who don't want this will be offered an alternative. The chef explained that they don't have set meal times or a rota, and meals are planned on a weekly basis with everything being made from scratch.
- ii. For residents who need pureed food each item is pureed separately, some only have the meat pureed, and this is done on the day so they can be offered the same choices and eat the same meals as the other residents.
- iii. When asked about alternative diets we were informed they already cater for residents with diabetes. When asked about cultural/faith diets, although there have been no requests in the past if a new resident moves in with a cultural or faith diet the chef told Healthwatch representatives she would cater for them.
- iv. Before Healthwatch representatives were allowed to enter the kitchen they were asked by the chef if we have had any sickness bug in the last few days, and were asked to wear a blue apron. The kitchen looked clean and we were shown the separate fridges and freezers for storing different types of food e.g. meat, dairy.

Activities

- i. Healthwatch representatives were shown the activities schedule which included films, games, afternoon teas and trips out.
- ii. St Joseph's Care Home shares a mini bus with Geel and Hitchens Care Home (which is also run by Nugent Care and is located across the road) which they use to take residents who would like to go out on outings. They have organised a trip out to Blackpool in the next few weeks to see the lights and for a fish and chip supper.

Engagement with Friends, Family and Residents.

- i. Healthwatch representatives asked how St Joseph's engage with family and friends. We were informed that when they need to discuss a resident with

family members they ring and invite them in for a review, and they also produce a newsletter.

- ii. We were told that meetings are also organised for residents to decide things like the location of their next trip.

Section 6: Feedback from residents, relatives and staff

While in the dining room, we met with one resident who was eating breakfast at 2pm as they like to get up at 1pm and get showered before breakfast. They said the 'food's gorgeous'.

We spoke with the relative of a resident, who said "The staff are fantastic, they will sort any problem straight away". They explained that their relative has been at St Josephs for 3 and a half years and said "this is the happiest I've seen her". The relative was very positive about the home saying "nothing could be improved", they are kept informed and "get asked their opinion". They told us their relative has regular assessments and the family feels involved. The relative told us "it is always spotless, airy and big", that "the food is fine" and her relative "always asks for sausage".

We spoke with another family member who said St Joseph's is marvellous, they had moved their family member from another home they hadn't been happy with. They said they saw several, and that in some people were treated like battery hens. They said the "building is brilliant, they have thought of everything, all the rooms have a ceiling hoist and a wetroom". They told us the staff are very good and that their family member is well looked after, they take their time getting them ready in the morning putting on all their jewellery as they know their relative likes to wear it. They said if there is anything, and it's always minor things, they can bring it to the home's attention and it gets sorted. When asked for an example they explained that they keep a treat box in their relative's room, and as each carer was coming onto shift they were giving them a treat out of the box, so they were having too many. This has now been sorted. The care home staff call to let them know if there is any professional coming in to see their family member, and relatives told us they are kept informed; "Staff even bring presents back for the residents when they have been on holiday". The family member told us they feel they could walk in in the middle of the night and would see their relative getting the same care as when they are there during the day.

We spoke with one of the care staff who had worked at St Joseph's for 26 years, whose husband also works there as the handyman and had been there 40 years. She said the best thing about working at St Josephs is "helping people to have a future".

The chef at the home has worked there for 28 years, and when asked what the best thing about working at the home was "seeing the progression of residents." She added that the quality of life for the residents improved when they moved into the new building, "it's amazing what a building can do".

Both members of staff didn't feel there was anything that could be done to improve the home.

Section 7: Summary/Conclusions & Recommendations

The Healthwatch Enter and View team were made welcome at St Josephs which had a relaxed atmosphere. It was positive to note the length of service of some of the members of staff ensuring good continuity of care is provided to residents. Healthwatch flyers announcing the visit were displayed, and the residents knew about our visit.

The team observed positive relationships between the residents and the staff. Residents being able to invite family members round for Christmas lunch highlights the attitude every staff member we spoke to shared, that this is the residents' home and they should be able to treat it as such. There was a clear feeling among staff that they are there for the residents, and it is their job to ensure the residents feel at home and well cared for.

The building was clearly well designed for the residents who live there, all on one level with wide corridors and all rooms having ensuite wet rooms. The only thing that was observed as something to be improved is the damage to the path area at one end of the garden by a large tree, but as we were informed during the visit there isn't anything St Joseph's can do about this.

Recommendations and requests

- That equipment currently being stored in sitting areas is tidied away.

Section 8: Safeguarding

There were no safeguarding concerns identified during this enter and view visit.

Section 9: Healthwatch Liverpool Contact Details

Healthwatch Liverpool

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Liverpool

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Fax: 0151 237 3998

Email enquiries@healthwatchliverpool.co.uk

Website www.healthwatchliverpool.co.uk



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. Healthwatch Liverpool works to give local residents a stronger voice to influence and challenge how health and social care services are provided. Healthwatch Liverpool enables 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. Healthwatch Enter and View visits are undertaken in accordance with the remit of Healthwatch Liverpool, and assist Healthwatch Liverpool in carrying out its statutory functions under the Health and Social Care Act 2012. Healthwatch Enter and View visits are not designed to be full inspections, audits or an investigation of the service, rather they are an opportunity for Healthwatch Liverpool to get a better understanding of the service by seeing it in action and by talking to staff and service users.

Healthwatch Liverpool seeks to identify and share good practice wherever possible. However, if during a visit Healthwatch Liverpool identifies 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.