

Enter & View

Report
Anson Court
Residential Home
Carried out 4th August 2017



Local voices
improving local
health and social care



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Part of the Healthwatch Walsall remit is to carry out Enter and View Visits. Healthwatch Walsall Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand. Healthwatch Walsall Enter and View visits are not intended to specifically identify safeguarding issues.

However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Walsall safeguarding policy, the service manager will be informed and the visit will end. The Local Authority Safeguarding Team will also be informed.



Provider Details

Name: Anson Court Residential Home (Manor Court Healthcare Ltd)

Address: Harden Road, Bloxwich, Walsall WS3 1BT

Service Type: Residential home providing accommodation and care for elderly residents with dementia

Date of Visit: 4 August 2017

Authorised Representatives

Name: Ross Nicklin

Role: (Advisory Board Member HWW)

Name: Coral Lemm

Role: (Engagement Officer HWW)

Purpose of Visit

To observe the physical environment of the home and the interactions of staff and residents.

Also, to listen to, observe and capture the experiences of service delivery of the residents, relatives and staff.

The visit was announced and selected on the basis of the last CQC inspection dated December 2016 which rated the home as requiring improvement.

Physical Environment

External

The front exterior of the home is well maintained and signage is clear, although car parking and access is limited as it is situated on a main road.

Entrance to the home was gained via a bell and intercom system.

Internal

The hand gel sanitiser in the reception area was partially obscured by the door curtain.

Once inside the two storey building, the entrance hall at its rear opens onto a small central paved courtyard garden.

At the time of our visit this area was only being used by resident visitors, but clearly it was accessible for residents escorted by staff or family. Whilst there is

adequate seating, there is limited planting which is mainly consigned to the borders.

Obviously the garden is also used as a smoking area as there were significant cigarette ends on the floor in one specific corner. There was also some evidence of litter scattered around.

Whilst the outside communal space is fit for purpose, some consideration could be given by the owners of home, (Manor Court Healthcare Ltd), to providing a more stimulatory based garden area designed to improve resident experience

The main office area was just off the entrance hall and seemed to contain a number of the prerequisite documents, records and files.

Also on display were the fire procedures, employer's liability insurance and CQC registration certificate.

Whilst there was a visitor signing in book, unfortunately there was no evidence of any health and safety responsibilities communicated to visitors for the duration of their visit.

Consideration should be given by the owners to providing a visitor/contractor signing in book which both meets legislative requirements and also imparts the relevant health & safety information at the point of signing.

The interior of the home appeared generally to be in a reasonable condition, albeit a little tired in some areas. **Paintwork could benefit from being refreshed in the main thoroughfare areas.**

Corridors were free from clutter and afforded residents scope to move around without the danger of tripping over obstacles.

Furniture and other soft furnishings were in good to reasonable order and were plentiful. The chairs, (mostly single), in the main resident lounge were arranged in a fashion which encouraged individual and group interaction.

At the time of our visit a number of residents were enjoying a sing a long in this communal area.

In the other lounge used by visitors wishing to interface with residents on a one to one basis, there were ample sofas and comfy chairs to facilitate this.

There were TV's in both lounges.

Carpets seemed to be in good order throughout although there was a slight urinal odour in some of the heavy traffic areas

The main dining area was well furnished with adequate tables and seating. Meals are served through a hatchway from the kitchen.

Unfortunately, the timing of our visit did not afford us the opportunity to view food service.

It is noted that the medicine trolley chest is situated in the dining room but is kept locked.

General including Activities

Call bells are situated in easy reach locations for the residents to use.

Religious preferences are observed and a minister attends the home once a month.

There is a weekly program of activities which are posted on the notice board. although the one on display was from two weeks previous.

Where possible, activities are tailored to individual needs, albeit this is difficult due to resident capacity.

The manager reported that they are looking at specialised external activities for individuals with dementia.

The local cinema is running dementia - friendly screenings and we were told the home would be pursuing this.

Residents are accompanied by staff members if they wish to go out shopping etc. and also on GP visits.

Resident Experiences and Observations

Only two residents had sufficient capacity to share their experiences.

One resident managed to demonstrate that her own preferences were respected; for example, her bedtime and personal care regime were of her own choice.

Both residents spoke positively about the home, the staff and the services provided.

One said that their needs were met by the care and support they received and that they liked the home because it was friendly.

They enjoyed the company of other residents and taking part in shared activities such as singing and bingo.

Another resident commented that the **staff were wonderful and nothing was too much trouble for them. She felt looked after and said that the staff were very attentive towards her, talking to her throughout the day.**

She also said that there were a lot of activities provided in the home and that trips out were arranged.

Also, special events such as birthdays were celebrated.

Family and Carer Experiences and Observations

Two family visitors were spoken to on the day of the visit.

In addition, one email testimonial was received on the same day.

All of the feedback was extremely positive.

One visitor said that he was involved in the whole process of his father's care and was able to visit at any time.

The family members all felt welcome in the home and able to contribute towards the care plans of the residents.

There was great emphasis on how caring and supportive the staff were.

One family member had no hesitation in recommending the home to perspective residents as she felt the level of care was first class.

Catering Services

The food hygiene rating for Anson Court is 5, very good.

The kitchen, preparation areas and food storage facilities were very clean and well organized.

The cook spoken to on the day of the visit, (there are 2 covering the complete week), had a good knowledge of food safety, nutrition and hydration.

We were told that special dietary needs are catered for, citing that currently, there are 7 residents on a soft diet, one on a blended and one on a celiac diet.

The menus are rotated on a four weekly basis. Although nutrition needs are incorporated there is still a necessity to utilise pre prepared foods, such as individual frozen pies and chips given the numbers being catered for.

Breakfast is served at 8.30, lunch at 12.30 and sandwiches are provided as a cold supper.

Meals can be taken in resident rooms if requested.

Support is provided to residents by carers to eat and drink.

Staff Experiences and Observations

In addition to the cook three other staff members provided feedback.

One carer who had worked in the home for 17 years had positive feedback of her experience.

She felt she received the adequate support and training necessary for her to fulfil her role and was able to talk to her manager regarding any issues.

Her comments emphasised a high level of staff teamwork in the home.

This was accentuated by the management, placing an importance on recruitment and training, some of which is undertaken by external providers.

Currently there is adequate staff carer cover at 13.

This is allocated as 5 AM, 4 PM and 4 night cover.

Any absenteeism is covered by agency workers from a choice of 3 providers.

Quarterly audits are undertaken by the manager.

Medication is given only as prescribed and a chemist comes into the home on a regular basis.

The staff spoken to confirmed that residents are given choice over their dress, food, drink, bedtime and personal care although the latter requires carer assistance.

It was also confirmed that individual care plans are tailored to individual resident needs.

In addition, there is an emphasis on safeguarding residents and the manager operates an open door policy for residents and family members.

The staff are expected to maintain the privacy and dignity of residents and this forms part of carer training.

Conclusions

Throughout our visit we heard only positive feedback from residents and family members.

Everyone was full of praise for the staff and the level of care they provided.

The staff appeared well trained and committed to caring for the residents.

We found that there were some areas of the infrastructure that could benefit from updating but this is in the hands of the owners of the home to facilitate as soon as possible.

In addition, it is important that the management and staff maintain a good order of cleanliness in the event the above is delayed and therefore it doesn't detract from the high level of care provided.

There was a sense of community and interaction between the staff and residents helped by the activities that the management organised.

It is pleasing that consideration is being given to other external focused activities which are dementia friendly.

We thank the owners, management, staff, residents and relatives for their cooperation and contributions during our visit.

Provider Feedback

Diana Ryder, Care Home Manager, replied to Healthwatch...

I would like to thank you for your visit and we have took on board your suggestions of which a number are already in progress.

It is always very helpful for an outside agency to visit the home as it helps us in our mission to provide the best care possible to the people living at Anson Court.

DISCLAIMER

Please note that this report only relates to findings we observe on the specific date of our visit. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.



healthwatch

Walsall

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