

ENTER AND VIEW REPORT



THE GRAND CEDARS NURSING HOME
22ND AUGUST 2024

Contents

	Page
About Healthwatch	2
What is Enter and View?	3
Introductions	3
Healthwatch Principles	4
Purpose of visit	4
What we did	5
Environment	5 - 6
Resident responses	6 - 8
Relative responses	8 - 10
Staff interviews	10 - 12
Findings	13
Recommendations	13
Provider Feedback	14

About Healthwatch Walsall

Your health and social care champion Healthwatch Walsall is your local health and social care champion. Across all the Borough, we make sure National Health Service (NHS) and Social Care leaders and other decision makers hear your voice and use your feedback to improve care.

Through our community engagement activities, data intelligence systems, enter and view programme and our Healthwatch Champions, we continually monitor service delivery by way of concerns raised, feedback received, and the Healthwatch Independent Strategic Advisory Board use this intelligence to inform and shape the Healthwatch priorities and activities.

We analyse service user feedback as well as a broad range of data sources to produce evidence and insight reports and information dashboards which can provide trends, statistical and performance analysis of services for use in monitoring and challenging service commissioning and provision.

What is Enter and View?

Enter and View

Part of Healthwatch Walsall remit is to carry out Enter and View visits. Healthwatch Walsall Authorised Representatives carry out these visits to health and social care premises to find out how service users access, use and understand what the overall service user experiences are, highlighting findings and potentially making recommendations that may lead to areas of 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 hospitals, residential/nursing homes, GP practices, dental surgeries, optometrists and pharmacies.

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 that 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.

Introductions

Disclaimer

Please note that this report is related to findings and observations made during our visit made on 22 August 2024. The report does not claim to represent the views of all service users, only those who contributed during the visit.

Authorised Representatives

Tom Collins - HwW staff, Authorised Representative
Peter Allen - HwW staff, Authorised Representative
Salma Aftab - HwW volunteer, Authorised Representative
Gabriel Obasa - HwW volunteer, Authorised Representative

Who we share the report with?

We share our report with members of the public, the service provider, Black Country Integrated Care Board (Walsall Place), the Care Quality Commission (CQC) and Healthwatch England. The report will also be published on our website and through our social media.

Provider details

Venue name: The Grand Cedars Nursing Home

Address: 83-89 Bescot Rd,
Walsall
WS2 9DG

Telephone: 01922 641869

Website: <https://thegrandcedars.co.uk/>

Service type: Residential and Nursing Care

Food Hygiene rating: 4 (this is for the previously named home Cedar Falls)

Healthwatch Principles

Healthwatch Walsall's Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

1. A healthy environment: Right to live in an environment that promotes positive health and wellbeing.
2. Essential Services: Right to a set of preventative, treatment and care services provided to a high standard to prevent patients reaching crisis.
3. Access: Right to access services on an equal basis with others without fear of discrimination or harassment, when I need them in a way that works for me and my family.
4. Receive safe, dignified and quality services: Right to high quality, safe, confidential services that treat me with dignity, compassion, and respect.
5. Information and education: Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system.
6. Choice: Right to choose from a range of high-quality services, products and providers within health and social care.
7. Being listened to: Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received.
8. Being involved: To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

Purpose of Visit

We visit a range of venues based on a range of information available such as CQC reports, patients and or relatives comments and to understand the service users opinion of services delivered.

This was an announced visit. We contacted the Home on the morning of the visit to ensure there were no outbreaks of Covid or other infectious conditions. We sought to gather resident and relative experiences of care delivered at the Home.

Our visit was on 22nd August 2024 and we were able to speak to a number of residents and relatives at the Home.

Care Quality Commission (CQC) information.

The Grand Cedars Nursing Home, Care Quality Commission (CQC).

Link to report: <https://www.cqc.org.uk/location/1-17761912785>

The service was rated 'Requires Improvement' across 5 categories of the CQC standards.

Latest inspection – 05/07/23

Report published – 19/08/23

The above inspection took place prior to new ownership change.

What we did

We arrived at the building at 10.00am before being introduced to the Manager. We then chatted with the residents who wished to and could take part in a brief chat about their home and care at Grand Cedars. Later we spoke to available relatives.

In total we spoke to four residents and two visiting relatives. We later interviewed the Manager and a staff member.

Environment

External

The Home comprises 4 converted, refurbished and extended houses.

There are approximately 25 car parking spaces for use by visitors, staff and contractors.

The entrance to the building is well signposted on the right as you enter the driveway under the building to the car park at the rear.

The outside of the building was well maintained with external lighting/lamps. The entrance is protected by a security keypad. There was exterior CCTV cameras, clearly visible.

Whilst leaving the car park we could see into the rear garden before we entered via the frontage of the building. We noted that there was a missing handrail to a new ramp (not yet in use) in the garden area. We were later advised later that resident access is under staff supervision pending completion of remaining building alteration works. And that a handrail will be put in place shortly.

The garden area at the rear is fenced and gated. And appeared to be well maintained with seating areas and covered table (umbrellas) for residents and relatives to enjoy. The lawn was well maintained. It is also available to those residents that wish to smoke.

Internal

We noted a new porch area had been built to the main entrance of the building. This led into the foyer area. There was a visitors book to sign (we were asked to sign in). There was a notice board with the recent CQC rating and other Home related information. There was a hand sanitising unit to use and this was operational.

There is a communal lounge area with several side areas including a TV and a dining area.

Décor inside was clean and tidy.

We did note an activities board, with photos of past activities. We were told about a particular activity to the Black Country Museum, which had taken place the previous day. A small number of residents attended with supporting staff.

Some of resident bedrooms are located off each side of the main corridors on the ground and the remaining bedrooms are located on upper floor levels. Which can be accessed by internal lifts. Or by an of the internal staircases.

Flooring appeared to be relatively new and was clean throughout. We didn't notice any unpleasant odours throughout our stay.

We noted that the food hygiene rating was four. This was for the previous owner. Current resident occupancy is 32 of 36 capacity.

There was a TV in what appeared to be a dedicated viewing lounge/area. We were told the residents have access to Netflix and other platforms to watch films.

Signage was apparent and clear.

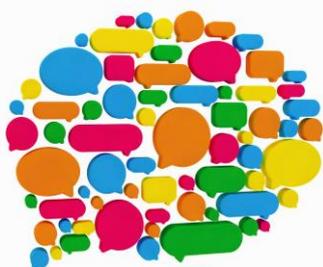
Furniture appeared to be in good and safe order for use. The communal areas appeared to be clean.

You can read more Enter and View Reports
on our website.
To visit the website
use the link: <https://tinyurl.com/82fkxtuf>

Resident responses

We spoke to four residents. There were approximately twelve residents in the communal lounge and adjoining areas. The residents and relatives we spoke to had been in the Home from between two days to three years.

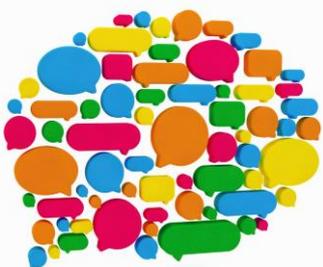
We asked what is life like for them in their home?



Residents' comments:

'Alright. Went out to Black Country Museum yesterday. Go out once a month'
'Activities keep my brain going. Enjoy garden. Most carers fine but one or two are stricter.'
'Listen to music, watch TV if I want to.'

We asked what choices they had regarding, their clothing, food, bedtime and activities



Residents' comments:

'I normally go to bed between 9.30 and 10 but can go earlier if I want to'
'Feel in control of what I want'
'Can please myself'
'Please myself'

We asked how safe they felt within their home?



Residents' comments:

'Always someone around'
'Sometimes use buzzer and they come quickly'
'Night staff check round every hour'
'Lots of staff around you can talk to'

One resident mentioned that they had found another resident wandering on their top floor and they escorted the resident down to a lower floor and told a nurse.

We asked if they felt cared for? (this was around access to GP, Optician, Hairdresser etc)



Residents' comments:

'Feel cared for'
'Nails done by carers'
'Hairdresser visits'
'I've seen doctor. Optician come in. GP asks if any problems when they visit'

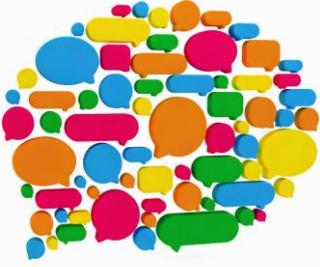
We asked if they had an issue would they know who to speak to?



Residents' comments:

'Can speak to staff'
'Go into office to see manager at 10 and then get sorted'
'One staff member bit brusque but can speak to anyone if a problem. Happy place'

We asked if they felt that they could raise a concern without repercussions?



Residents' comments:

'Yes'
'No problem at all'
'Happy here would like to stay'

We asked if they felt that they had a healthy balanced diet with plenty of drinks?



Residents' comments:

'No problem'
'Yes'
'I'm a big eater and well fed'
'Staff say what on menu and can choose or ask for something else'

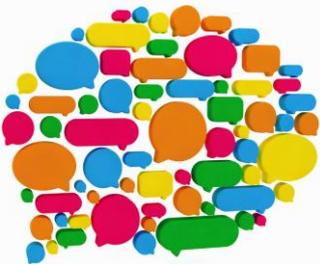
We asked how involved they were in the Home?



Residents' comments:

'Have had resident meeting about couple of weeks ago'
'Enjoy dancing and bingo'

We asked if they could change one thing, what would it be and why?



Residents' comments:

'Sometimes would like to smoke inside but understands can't'
'Can't think of anything'
'Would like more outside visits. Only allowed 3 cigarettes which is ok. Have an extra one on birthday and Christmas'

Additional comments from the residents we spoke to:

'Other residents can knock on door at 5am and can get in room but if you alert staff they come and get them'
'Happy home'

Relative responses

We spoke to two relatives who were visiting their loved ones in the Home. We used the same questions that we asked residents but from their observations and opinions.

We identified that residents had been in the Home ranging from two days to three years. So, for some it was very early to make fully informed comments, but they went from initial impressions to experience overtime which included a change of owner.

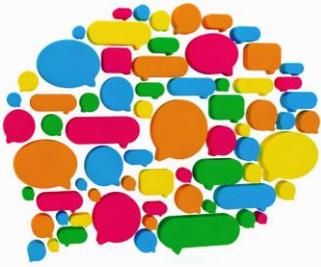
We asked what is life like for their loved one in the Home?



Relative comments:

'So happy. Fantastic staff'
'Very helpful staff'
'Just looking after resident is good'. Very helpful staff'

We asked what choices there were regarding, clothing, food, bedtime and activities



Relative comments:

'Needs routine which the Home manages.'
'Some medical needs but still get choice.'
Enjoys dominos and flower arranging and goes to bed when want to'

We asked if they felt that the resident was cared for?



Relative comments:

'Feel lucky it is a good home. Treated with respect'
'100%. I cut hair'

We asked if they felt that they knew who to speak to if they had an issue around resident care?



Relative comments:

'Speak to Lucky and there is no problem'
'I speak to Manager or staff member'

We asked if they felt that they could raise an issue without a repercussions?



Relative comments:

'No problem. Keep residents mobile'
'Good rapport'

We asked if they if they thought the resident had a balanced and healthy diet?



Relative comments:

'Eats anything. Happy with food'
'Doctor input, so not an issue'

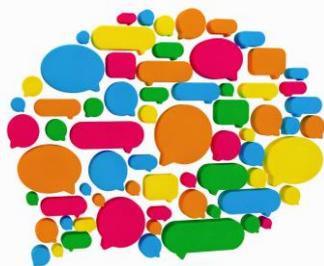
We asked if they felt the resident was safe?



Relative comments:

'100%. There is a mat in their bedroom'
'Sensor by bed and staff check every hour. No adverse behaviour'

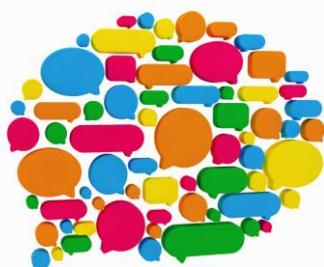
We asked how involved are they with Home? (Meetings, notification of changes etc.)



Relative comments:

'As involved as can be'
'Staff try to simulate. Activities are good. Room always clean'

We asked if they could change one thing what would it be and why?



Relative comments:

'Not at all. Good place. Good environment'
'Medication was too strong but the Manager intervened and asked for it to be looked at. Later reduced.'

Staff interviews

Manager's Interview

The Manager had taken over running the Home in October 2023.

Their initial priority was to have an embargo for the recruitment of new residents removed which was a challenge, but this was achieved in December 2023 meaning additional residents could now be taken in.

We asked if they felt confident in their role?

They answered yes. And they appeared to be very confident.

We asked them to describe the care planning and risk assessment process

They told us that they used the information from previous organisations and carry out an initial risk assessment, then undertake a personal assessment and the resident needs are monitored on a daily basis and resident records updated.

Information from previous organisations has not generally been a problem but would speak to the referring provider such as the hospital if necessary.

We asked how much time are they able to spend with residents? And did they feel that it was adequate?

The Manager confirmed that they conduct walk arounds every morning to talk to Residents and undertake checks.

They check on 5 different bed bound Residents every morning. They do not go to their desk until they are satisfied and understands the wellbeing of each resident.

We asked if the training they received supported them to help meet the needs of the residents?

Manager explained that the team had been rebuilt and with staff now delivering some nursing capability. Which has been added to previous residential duties so a lot of training for everyone recently.

Support has been in pace to develop staff.

We asked how they deal with any concerns from residents?

They would sit and talk with the Resident to identify what's wrong.

They reported that there were handovers at each shift change and they used an electronic records system to note and record individual residents changes and needs. All other resident information is also recorded such as hydration etc.

We asked if they held any resident or relative meetings?

We were told that meetings are combined. Bed bound residents are spoken to and included.

We were told that residents can go out with support and visits are arranged such as yesterdays visit to the 'Black Country Museum'

We asked if they had any concerns would they feel confident to raise them?

They said they did feel 'very confident' and would escalate to management if needed.

We asked if there were any current challenges they were facing?

They mentioned that they are currently building a team to deliver nursing care where previously it was residential care.

Staff have adapted and taken on new skill sets. So, training/ retraining has been key.

Current staffing

- 1 Manager
- 1 Deputy Manager
- 1 Nurse
- 1 Nurse Assistant
- 1 Domestic/Cleaner Full Time
- 1 Laundry Operative Full Time
- 1 Activity Co-Ordinator Full Time
- 1 Chef/Cook
- 1 kitchen Assistant
- 1 Maintenance Operative

We were told that they are seeking to build on bank staff to cover for holidays and sickness.

They use an agency to cover care staff but not for nursing.

Staffing cover we were told is:

Morning Nurse Senior 5 Carers	Afternoon Nurse Senior 5 Carers	Evening Nurse Senior 3 Carers
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Staff Member interview

We asked if they felt confident in their role?

They told us that they felt very confident in their role and had been Carer and Activities Co-Ordinator before.

We asked them to describe the care planning and risk assessment process

They confirmed that Residents information was on their electronic records, updated daily and that anything that felt wrong was reported.

We asked how much time are they able to spend with residents? And did they feel that it was adequate?

They felt that the time spent was adequate. Mornings spent in communal area and afternoons visiting Residents in bedrooms.

We asked if the training they received supported them to help meet the needs of the residents?

Training is a mix and consists of standard health and safety, safeguarding, dementia awareness. Mainly online with some elements face to face.

We asked they deal with any concerns from residents or relatives?

They said that they would make a record, attempt to resolve the issue or raise with Senior, Charge Nurse or Manager. Checks are made with senior staff and Manager each day.

We asked how they felt about the supervision and support they received when caring for residents?

Get a lot of support. Staff help with trips even on their day off. Budget was ad-hoc with some funds from Home and fund raising activity. This contributes towards trips out and special events that are held at the home.

We asked if they felt confident raising any concerns

They told us that they would definitely feel confident to approach the Manager with any concerns. The staff member was enthused about their role and felt that the Manager listens and endorses a lot of the suggested activities and trips that the residents can enjoy.

We asked if they would change one thing what would it be and why?

Nothing really. 'Just want everyone to be happy'. 'Everyone positive and 'Make Residents feel at home'.

Findings

1. Manager had taken over in October 2023 and had nearly finished the initial list of requirements.
2. Now working on building up bank staff for better holiday and sickness cover.
3. We didn't receive any adverse comments regarding food.
4. The Manager was developing pictures for the resident menus.
5. Residents with capacity and no DOLS did go out of the Home. Some Residents had visited Black Country Museum on previous day.
6. Décor appeared to be in good repair.
7. Staff were attentive and caring to residents and asked residents if residents and relatives required tea, coffee or cold drinks.
8. Residents seemed to be well kept, clean and tidy.
9. The activities Co-Ordinator was very enthused about delivering a varied range of
10. The garden area that residents could access was well maintained.
11. The Manager was going to use hazard tape to mark the missing handrail prior the walkway completion.
12. Front garden area was tidy albeit some stored material.
13. We noted bingo in progress as activity schedule and the staff did engage with residents consistently.
14. Staff member was investigating the use of touch screen activities as an extended activity offer.
15. We suggested that a trip to the Arboretum might be organised.
16. It was reported that a recent exchange trip for Residents to a Home in Wolverhampton had been very beneficial for both sets of Residents.

Recommendations

1. Hazard tape to warn people re: missing handrail to external ramp in garden from building, prior completion of the building works in that area.
2. Have available pictorial dinner menus for residents to choose meals.
3. Continue with a fixed activities budget and consider if could improve current offer.
4. Continue building relationships with local schools for children visits/input with residents.
5. Continue building up bank staff supply.
6. Continue external trips for residents. Especially local opportunities.
7. Consider maintaining resident contacts to other home if requested even by video pen pal.

Provider feedback

As the provider you can respond to the report content, findings and recommendations. You have 10 working days to send your response by Email. Then it will be added to the report and published on our website, you the provider, the public, stakeholders and partners.



Share your Walsall Health and Social Care services experiences by getting in touch by using our services review platform "Have Your Say" on our website. Link: <https://tinyurl.com/3778j3ps>

Find us and our reports on our Social Media platforms



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Instagram: healthwatchwsl

YouTube: Healthwatch Walsall 2020



We are committed to the quality of our information. Every three years we perform an in depth audit so that we can be certain of this.



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