

Rossmere Park Care Home



Enter & View Report

Location: Rossmere Park Nursing Home, 1 Greenock Road, Hartlepool, TS25 4EU.

Date of Visit: 23rd January 2019

Capacity on date of visit: 51 beds/1 unoccupied until 28th January 2019 then will be full

Contact name: Maxine Lee (Acting Manager)

Healthwatch Team Members: Carol Sherwood, Ruby Marshall, Liz Fletcher & Marjorie Marley

What is Enter & View?

Part of the local Healthwatch programme is to carry out Enter & View visits. Enter & View visits are conducted by a small team of trained Healthwatch volunteers, who are prepared as 'Authorised Representatives' to conduct visits to health and social care premises.

Enter & View is the opportunity for Healthwatch Hartlepool to:

- Enter publicly funded health and social care premises to see and hear first-hand experiences about the service.
- Observe how the service is delivered, often by using a themed approach.
- Collect the views of service users (patients and residents) at the point of service delivery.
- Collect the views of carers and relatives through evidence based feedback by observing the nature and quality of services.
- Report to providers, the Care Quality Commission (CQC), Local Authorities, Commissioners, Healthwatch England and other relevant partners.

Enter & View visits are carried out as 'announced visits' within a given timescale.

Enter & 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 a service does well.

Acknowledgements

Healthwatch Hartlepool would like to thank the staff and residents of Rossmere Park Nursing Home, 1 Greenock Road, Hartlepool, TS25 4EU.

Disclaimer

Please note that this report relates to findings observed during our visit made on 23rd January 2019

The Visit

On arrival we were welcomed by Mrs Wendy Horsley the receptionist. Reception area was clean and inviting with information posters on the wall regarding future events etc. A resident was sitting on a sofa chatting to staff. We stated the purpose of the visit and asked to see the member of staff in charge and requested a room in which to put our belongings. They allowed us to use a vacant lounge and dining room used for meetings etc. She took us there and said she would bring Lorraine Stephenson the person in charge and invited us to make ourselves tea or coffee and use the facilities in the meantime using the adjacent kitchen.

Lorraine came and explained the capacity and said we were free to speak to anyone, but would we avoid room 34 as the resident was on end of life pathway. Senior nurse Lisa Stuart came in and introduced herself briefly but had to leave to attend to the gentleman in room 34 to give medication. There were 2 other nurses and 4 carers on duty with her until 7pm and there is a qualified first aider on the premises 24/7

After 7pm Maxine Lee (acting manager) was due to take over plus 1 senior nurse Lisa Reid RGN plus 3 carers.

Many residents were registered for Deprivation of Liberty safeguards (DoLs). We were informed this must be re applied for at least 4/6 weeks before it expired. Brenda Cullen is the designated person to look after this.

Ongoing training is administered by Kellyanne Faccini.

We asked the Manager Lorraine Stephenson the following questions:

Are personal things and choice of decoration in their rooms possible?

"Yes they can have personal things in their rooms"

How often are individual incontinence pads checked/changed throughout the day?

"They have no problem in accessing pads they have sufficient"

"If residents refuse to be changed they may in some cases need to be medicated, to facilitate this, thus, allowing carers to approach the residents and change pads. They have washed down chairs in case of accidents, these are checked regularly"

"Handling and washing must be the resident's choice, if they refused to do this they would be referred to dementia wards if their refusal was ongoing"

Can family & Friends visit anytime of the day/night?

Yes, they can visit anytime of the day and night however, we discourage people to stay after 11pm

Are residents reminded that they can vote at elections?

Yes, they can vote at elections but not many ask

Does the home have the facility to keep funds on behalf of residents for out of pocket expenses? i.e. hairdressers, toiletries, Chiropodist etc?

“Yes, they do however they don’t need to keep money for hairdressers because that is a service which is provided free and a hairdresser is available for residents”.

What would you do if you witnessed verbal or physical abuse to residents?

“A report would be made and the employee in breach of rules would be dismissed as this would never be tolerated by the company. The family members would want this to occur, as they want their relative to be as safe as they would at home”.

“Any family concerns are noted in a book in reception and Maxine is alerted. She then checks this book and acts upon it. A report is then registered. “

How do you ensure residents are encouraged to drink regularly?

“Water charts are completed. Jugs are washed and replenished am and pm. A glass of juice or water is left whilst the jugs are being replaced.”

Is food varied each day?

“Yes, menus are available and placed on tables in the clean dining areas. For dementia patients this will be produced and printed in picture menus by the end of January and be in use thereafter. They are due for print now.”

Responses to Questions to Residents-

Over the course of the visit we spoke to 14 residents, 6 men and 8 ladies.

Independence

Activities/Things to do

2 do not want to take part

1 not really

9 said yes there is plenty offered to do. Been to the community centre today

1 love the activities they are really good, bingo, music etc

1 unable to answer

Choice in daily routine (getting up/going to bed)

1 yes like to go to bed at 8.30pm watch TV till late and get up when I want.

1 yes the girls are all nice to me

1 go to bed at 8pm, go to sleep at 11pm like to listen to music.

1 yes choose when I want to go to bed, on lpad until 1am

1 I fall out of bed and get back in

8 yes

1 unable to answer

When are you washed, dressed or shaved (if appropriate)

1 ready at 7.30/8am shaved etc I do it myself, then ready for breakfast

1 I am body washed on the bed every morning. I like an early breakfast at 8am. When I ask I can have a bath or shower.

1 I am washed and dressed in time for breakfast. I need help with the body wash.

2 I am washed on a morning

1 at 8.30am

3 yes

1 unable to answer

Support with doing things, moving about and getting out and about if required (outside of nursing home ie shopping, visit to park etc)

1 Not at moment legs are bad

1 No not able, 24hr care

1 sometimes, not interested

6 yes

1 I need constant help, carers sometimes take me out

1 I can't stand, can't walk, I need constant help

1 will do as much as I can myself I like to be independent

1 unable to answer

Friends and relatives can visit at any time.

1 I haven't any friends or relatives

1 yes they live nearby and they are in/out all the time

6 yes

1 couldn't answer

1 yes but family are elderly

1 yes everyday

1 unable to answer

Able to vote at elections

2 not bothered

1 can but don't want to

1 unable to answer

6 yes

1 yes but would find out near to elections

Does the home have a facility to keep funds for out of pocket expenses i.e. hairdressers, toiletries, chiropodist etc

5 yes

1 wife will bring money over as and when needed

1 daughter looks after everything

- 1 I have incapacity benefit and the carer looks after it
- 2 son deals with all of mine
- 1 unable to answer

Food and Nutrition

Choice, quality and quantity of food

- 1 yes ok, good variety
- 1 yes there is a menu but I need soft food
- 1 yes there is some choice. It is ok but not always.
- 3 yes
- 1 not interested in food – used to be plenty of snacks etc
- 1 not really
- 1 good choice, food substantial
- 2 very good
- 1 unable to answer

Enjoyability of meals

- 1 I love lasagne and garlic bread
- 9 yes
- 1 no appetite
- 1 not keen
- 1 unable to answer

Choice of where to eat

- 1 dining room – I love poached egg brown bread toast for breakfast
- 1 dining room but family sometimes feed me (need feeding)
- 1 dining room
- 6 yes
- 1 yes prefers to eat in room
- 1 unable to answer

How often are jugs of water changed?

- 1 juice in the room changed regularly
- 1 I don't use it I like pop, I'm self sufficient
- 1 drinks of water on the table but I like bottles of coke
- 1 daily
- 1 water jugs on trolley, always drinks available
- 1 often
- 1 doesn't know
- 1 when needed
- 1 plenty of times
- 1 yes
- 1 unable to answer

What snacks are available

- 1 soup and sandwiches
- 1 sandwiches or anything you like if you ask (love chocolate)
- 1 have my own supplied by my family, fruit, crisps, etc
- 1 Biscuits
- 1 plentiful
- 6 yes
- 1 unable to answer

Assistance with feeding and drinking (if required)

- 6 N/A
- 1yes always
- 1 none required
- 2 no
- 1 unable to answer

Healthy food options are available

- 2 not sure
- 6 yes
- 1 today we have had gammon & pineapple and melon & cream
- 1 no
- 1 don't know but would ask if required
- 1 unable to answer

Dignity & Respect**Staff always knock before entering your room.**

- 10 yes
- 1 no
- 1 they are nice but they don't knock
- 1 unable to answer

Assistance with dressing and bathing always provided discreetly.

- 1 not necessarily
- 1 yes, I have got bad legs
- 1 yes, I need help with everything, wheelchair bound
- 1 can do it himself makes his own way in chair sits in the chair in shower
- 1 unable to comment
- 4 yes
- 1 yes in private
- 1 carer's help

How often are you able to bathe or shower? Is it as often as you wish?

- 1 shower if I ask, otherwise washed at bedside
- 1 every other night
- 1 as and when requested usually once a week, bed bathed daily

4 as often as I like
1 by request, have to be on list, waiting for staff to be available
1 daughter helps with shower
1 when requested
1 yes
1 unable to answer

Staff always call me by my preferred name.

11 yes
1 calls me by my nickname
1 unable to answer

Able to practice own religion.

1 says prayers every night religious but doesn't attend church
1 yes but doesn't
1 yes would like catholic priest to visit
1 doesn't practice
1 no
1 yes – goes to church on a Sunday
4 yes
1 unable to answer

Involvement & Respect

Are staff respectful and polite?

2 always
1 yes, they blow kisses to me
1 yes staff are wonderful
8 yes
1 unable to answer

Concerns you raise are dealt with

8 yes
2 no concerns
1 yes but don't have any at all
1 N/A
1 unable to answer

Are you involved with changes and improvements made to the home or your room?

1 yes, pictures, cherub, own bedding
1 yes, pictures, radio etc
1 yes, have own TV, Computer and Console
3 yes
1 not bothered yet
1 don't know only been in since November

4 No
1 unable to answer

Things are explained in a way you understand.

1 yes full involvement
1 I tell them what I need
1 not a problem
9 yes
1 unable to answer

Have staff got the time to talk about things you like and listen to you.

3 yes if they have time
1 I think they would, but they don't have much time, the nurses are nice
1 sometimes
2 they try
1 yes, I think – haven't been in long enough to answer
1 doesn't need to chat, family does it
1 usually
1 unable to answer
1 mostly
1 yes – but not always

Know how to make complaint or compliment

1 yes, I just tell them
1 I shout
1 I would let them know (clothes get mixed on a regular basis even though they are labelled)
6 yes
1 no
1 yes, I would find out
1 yes and I would
1 unable to answer

Safety & Security

Do you know the sound of the fire alarm and what to do if it goes off?

1 yes it has been explained
1 yes, I wait for assistance
1 know when door is closed to wait for assistance
8 yes
1 not yet
1 unable to answer

Feel safe when using equipment such as hoists and walking frames.

4 yes
1 yes, she knows how to protect her arms now as they used to be bruised

regularly

4 yes

2 N/A

1 yes, I have 2 helpers quite a lot of help needed

1 unable to answer

Always staff there to help and support me if I need them.

10 yes

1 I press the buzzer they don't take long to come

1 unable to answer

How are personal possessions and money kept safe?

1 Daughter

1 Wife keeps things, computer etc on view, keep phone by bedside

1 I don't have rings etc, my purse is by the bed

1 I have none I was robbed at home

1 unable to answer

1 at reception, daughter at home deals with it mostly

2 Son deals with it

1 Daughter has it

1 Four daughters who are wonderful

1 with son

1 with daughter in law

1 unable to answer

Any hazards observed during the course of the visit

12 no

1 unable to answer

Health & Wellbeing

Staff ask how you are feeling and if you are happy with your daily care.

1 always good

8 yes

1 yes/ no

1 sometimes

1 unable to answer

If your needs change you are involved in making decisions about your care.

1 never need to consult me

5 family take care

6 yes

1 unable to answer

1 no

1 makes own decision (very strong opinions with her care needs)

Are you are encouraged / assisted to exercise?

- 1 no is quite happy with her own company-friends & family visit daily
- 4 N/A
- 1 not really
- 1 yes
- 3 wheelchair bound
- 1 unable to answer

Do you have regular access to a G.P, optician, dentist etc as needed

- 1 wife sees to it
- 1 I don't know
- 1 GP Dr Bolt, been here 3 months haven't needed an optician or dentist
- 1 yes
- 1 seems confused about this
- 1 not sure doesn't go to the Drs
- 3 yes
- 1 yes, nurse excellent
- 1 yes, I ask for

General Observations – Visiting Team

- Generally, residents appeared to be very happy in this home.
- Nice clean home with good team.
- Residents commented that staff were kind and helpful.
- Some residents appeared to have a high level of confusion, one lady we spoke to did not appear to understand our questions and said she had bought a house so all her family could live together and was unaware she was in a care home.
- Some residents asleep during the course of the visit and others not interested in answering questions.
- Very clean everywhere. Water everywhere, reception bright and inviting.
- It was noted that dementia colour contrast standards were being followed and we noted grey doors with red signs and that in washrooms toilets had blue seats.
- Residents commented that they felt safe in the home and that they liked quiz night.
- Chairs in the main lounge are very low and not leather (as we had been told), A large TV was switched on but generally residents were not watching it and most men were asleep.

- Gentleman with advanced dementia was able to communicate his security in the place. Likes to sit where he can see people.
- Generally, a good range of activities are available and residents are encouraged and supported to participate.
- The labelling system on residents clothing is a good idea and appears to be working.

Recommendations

- In view of delays some residents who require assistance with toileting reported that consideration, should be given as to whether current staffing levels are adequate.
- Variety of available pulped food options should be reviewed with a view to increasing choice for residents who require this type of feeding.
- Fluid charts are in operation to prevent dehydration.

Appendix 1



Completed Questionnaires from Relatives at Rossmere Park (10)

A. Independence

1. Are you happy with the variety of activities and the amount of exercise offered to your relative?
 - Yes 6
 - Yes – Play leader present Every day
 - Yes, but not that she wants to join in, I have witnessed activities taking place.
 - Could be more activities that are relevant to elderly people.
 - There is an activities person in the home, but some people need more encouragement to get involved or even just to watch.

2. Does your relative have a choice of when to go to bed and when to get up?
 - Yes 8
 - Yes – Her preferences are always taken into account, occasionally there may be a change if need be.
 - Not sure

3. If your relative has a interest e.g. gardening/art – are they given the opportunity to enjoy this?
 - Yes 2
 - Not Sure 3
 - None necessary 2
 - Sometimes
 - Not really
 - Yes. Likes to knit and crochet, even though her eyesight is poor.

B. Food & Nutrition

1. Is the food varied, plentiful and well presented?
 - Yes 4
 - Food served in residents' room is sometimes cold and relatives have to ask for it to be reheated.

- The food is plentiful and varied for those who have a normal diet, but those who are on blended get meat, mash and veg every day. There are other dishes that could be blended.
 - Sometimes get short of some meals.
 - Not sure (not usually there at meal times), but she says she is happy with meals.
 - Yes – good choice
2. Has your relative the choice of where to eat his/her meals?
- Yes 9
 - Yes – usually. Occasionally she has had meals brought to her room and has not been taken to the dining room, not sure why?
3. Is assistance available if required?
- Yes 9
 - Yes- Usually two members of staff take her to the dining room.
4. Are there sufficient drinks available?
- Yes 6
 - Not always 1
 - Drinks are available but those who can not be left with drinks for whatever reason only get a couple of sips then the carers have to go. The majority of drinks are left to go cold or are tipped out because carers don't have time to make sure they get enough fluid.
 - Yes, usually hot and cold drinks provided throughout the day.
 - Yes, good choice
5. Are any health issues (e.g. diabetes) addressed?
- Yes 9
- Yes, any concerns are usually followed up quite quickly.

C. Involvement/ Respect

1. When you visit, have you noticed staff talking to your relative?
- Yes 5
 - No 1
 - Yes – most are very friendly and helpful
 - Most of the staff.
 - Sometimes, but they all seem rushed and don't have much time to spend with residents.
 - If they have time, always busy.
2. Do they treat them with respect?
- Yes 7
 - Yes, caring and kind.
 - Mostly

- Absolutely
3. Try to involve them in activities?
- Yes 7
 - Yes everyday
 - Yes, though she is not always willing to join in.
 - Yes, but more encouragement would help. Even if they don't want to do the activity some residents would enjoy just watching others.
4. Are they aware of the needs/mood swings of your relative?
- Yes 6
 - Yes always
 - I think so.
 - Most are.
 - Not always. Family have to tell them how our family member is feeling and often they say they hadn't noticed.
5. Do they assist where necessary but encourage where possible?
- Yes 6
 - Yes, all the time
 - I think so.
 - Do not encourage as much as I would like.
 - Some carers do, others look like they aren't happy in the role.
6. Do they attempt to explain if a new situation arises?
- Yes 7
 - Yes, very good at this.
 - Not sure?
 - Mostly

Health & Wellbeing

1. Are you happy with the personal care given to your relative?
- Yes 4
 - Yes, very satisfied
 - Don't Know 1
 - At times wait to be taken to the toilet seems excessive, staff not always available to assist.
 - Not really.
 - Yes, mostly
 - Yes, mostly. She is kept clean and tidy. Sometimes she has to wait for the toilet and this does cause her distress.
2. Are they clean (nails, hair, teeth, etc) and offered the chance to bathe often?
- Yes 6

- Yes, hairdresser available as well.
 - Don't know
 - Not bathed or hair washed very often, usually have to ask.
 - No. Nails are often very dirty, teeth have been left uncleaned and baths and showers are not given often enough.
3. Are their clothes their own and clean?
- Yes 7
 - The new clothes name stickers are helping now, before everyone was wearing other people's clothes.
 - Yes, changed every day.
 - Yes, family do own washing by choice.
4. Do they have their own spectacles; hearing aids etc?
- Yes 10
5. Is medication given on time?
- Yes 8
 - Not sure (I think it is given early morning)
 - Not sure, but all nurses including bank staff should be made clear on how to give the meds, and the difference to people who can swallow tablets and who need liquid meds only.

D. Safety & Security

1. Do you think your relative is safe and secure?
- Yes 8
 - Absolutely
 - Yes – very safe.
2. Does he/she appear to be happy using equipment such as hoists and walking frames?
- Yes 9
 - Always has blisters or cuts on legs from hoist.
3. Are there always staff available to help and support?
- Apart from breaks, when they all seem to go together and leave only one person in charge.
 - Yes 5
 - Not always when needed, always busy, always short staffed.
 - Staff are very willing to support, but at times not readily available.
 - Not always.
 - Not always enough staff available.
 - Mostly yes. Sometimes she has had to wait for staff to be available to take her to the toilet as they are busy with others. It takes two members of staff to move her so not always easy.

4. With regard to personal articles are you happy that your relatives belongings are safe?
- Yes 9
 - Most of the time.

E. If their needs change

1. Are you told about this?
- Yes 7
 - Staff very informative and always available for questions.
 - Yes, received a telephone call recently when she needed extra medication for painful knee.
 - Not always
2. If able, is your relative involved in decisions?
- Yes 8
 - Relative not able to make own decisions, but family always involved
 - It has not been necessary, but she would be consulted.
3. Are you involved in any decisions about their care?
- Yes 8
 - Yes always
 - Our family would like to be more involved or at least told when medication or anything else is changed, or at least one member of the family nominated to be told of change etc.

F. Complaints

1. If you are not happy or have an issue of concern, do you know to whom, how and where to pass on your complaints?
- Yes 6
 - Yes, aware of complaints process.
 - Yes, the staff are approachable, and I am sure if I don't speak to the correct person my message will be passed on.
 - Yes, the manager Maxine hasn't been there very long and is trying to improve things. She listens and is very approachable.
 - Unsure, if we had any concerns we would approach nurse in charge of his care.

Any other comments

- Mam is settled and happy with her care.
- I don't think there are enough staff, they haven't always time to talk to patients.
- Overall, we are happy with the care given in the home.
- The Home is well run. The staff are very courteous and supportive. My father is constantly praising their efforts.
- Staff do what they can with the time available but there seems to be not enough carers for number of residents.
- Staff are very good and come across as being caring and helpful. The family appreciate all the help and care they have shown toward our loved one.
- My mam is well looked after, I am always phoned when my mam's health has declined.
- Excellent facility and staff are exceptional in the care and attention and treat residents with dignity and respect. We would recommend Rossmere park to anyone.
- Not at the moment other than to say I'm forever singing the homes praises, staff although very busy are a lovely bunch of people. Mam is very happy here. The Home has managed to nurse mam better than the hospital did.

Apendix 2

Response from Rossmere Park Manager

Sent: 25 March 2019 18:07

To: Stephen Thomas

Subject: Health watch visit

Dear Stephen,

Thank you for the opportunity to see Rossmere Park Care Centre's Report following the visit by Healthwatch on 23rd. January 2019.

I have already spoken to Carol Sherwood regarding the Recommendations on the Report and Carol agreed to remove 2 of the Recommendations, namely:-

1. Consideration should be given to staggering staff breaks to maximise levels of cover at all times and
2. Staff training in the areas of lifting and handling should be reviewed and as necessary, refresher and additional modules introduced.

Carol agreed to remove these as neither are valid criticisms or a true reflection of current practices.

As far as the other 3 Recommendations are concerned, we have taken these on board and have already taken the following action to meet the concerns expressed i.e.

1. In view of delays some residents who require assistance with toileting reported that consideration should be given as to whether current staffing levels are adequate.

This refers to the first floor where we have already reviewed the staffing structure and are currently restructuring the allocation and deployment of staff on each shift to meet the changing needs of the residents on that floor.

2. Variety of pulped food options should be reviewed with a view to increasing choice for residents who require this type of feeding.

I am researching the possibility of additional training on special diets for our Head Chef and liaising with the SALT team to review and share ideas on various soft/pureed diets which would be suitable for our residents who require this type of diet.

3. Fluid charts in operation to prevent dehydration.

Fluid charts are in operation for all residents and individual resident intake of fluids is monitored over 24 hours by senior staff who contact GPs or other professionals if there are any concerns. Rossmere also has Hydration Stations on each floor where a wide variety of cold drinks are available 24/7 for all residents and staff."

Kind regards,

Maxine Lee
Home Manager

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