

Details of visit

Service address:

Rivington View Nursing Home , Albert St, Horwich,
Bolton, BL6 7AW

Service Provider:

Rivington View Limited

Date and Time:

1st March 2019, 1.30pm

Authorised

Representatives:

Jim Fawcett, Eileen Bennett, John Sugden
(supported by Julie Darbyshire), Diane Sankey
(Bolton CCG)

Contact details:


info@healthwatchbolton.co.uk 01204 394603

Acknowledgements

Healthwatch Bolton would like to thank the Service Provider, residents and staff for their contribution to the Enter and View programme.

Disclaimer

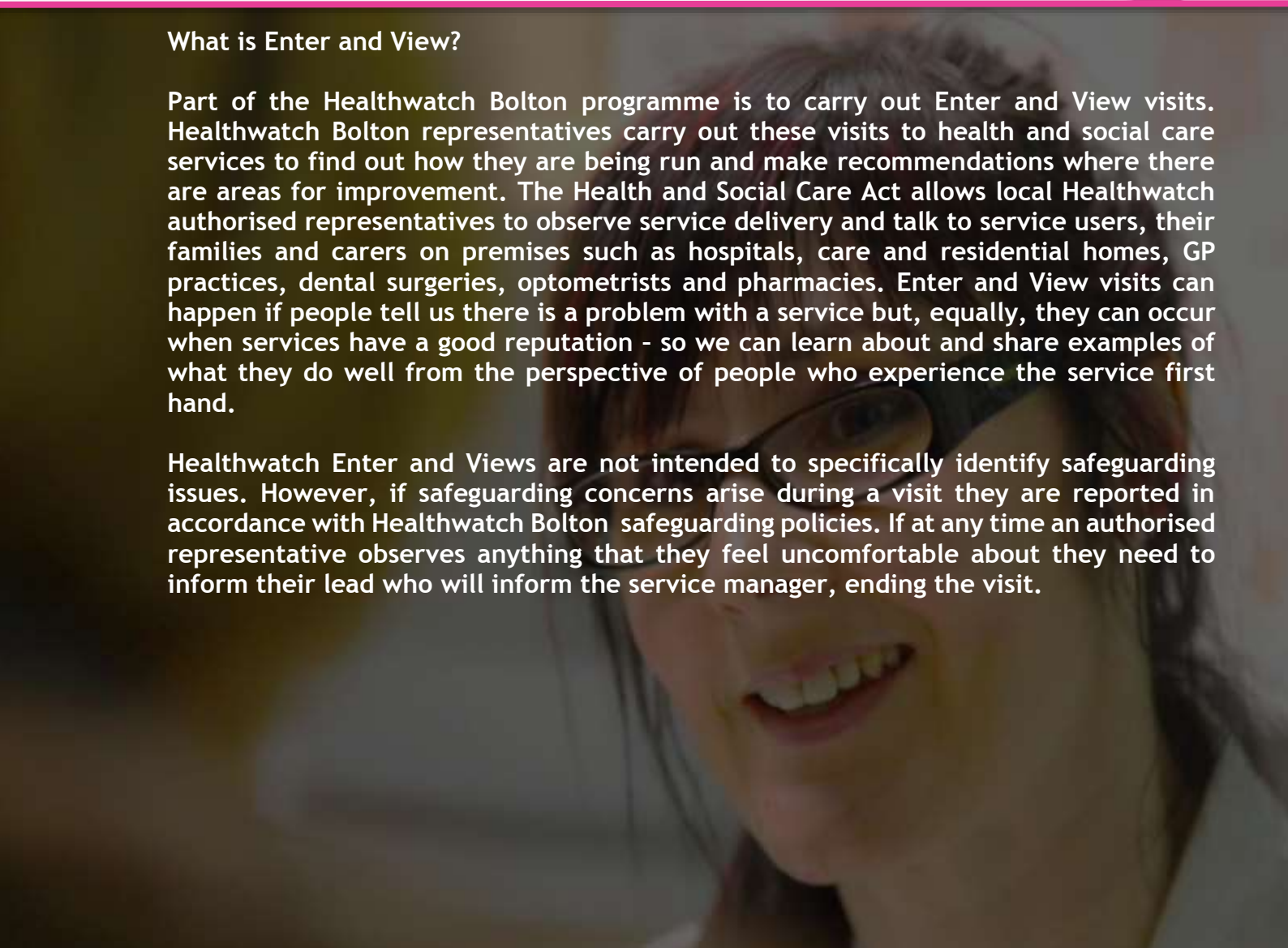
Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.



What is Enter and View?

Part of the Healthwatch Bolton programme is to carry out Enter and View visits. Healthwatch Bolton representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care and residential 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 we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch Bolton safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.



Purpose of the visit

- To engage with residents of care homes and understand how dignity and choice is being respected in a care home environment
- Identify examples of good working practice.
- Observe residents and relatives engaging with the staff and their surroundings.
- Capture the experience of residents and relatives and any ideas they may have for change.



Strategic drivers

- CQC dignity and wellbeing strategy
- Engaging with hard to reach and vulnerable communities
- Exploring experiences of person-centred care

Methodology

This was an announced Enter and View visit.

We met with Vivienne Foster, the registered manager before we spoke to anyone in the home.

Authorised Representatives spoke to 5 residents. Topics explored were: whether people felt at home, choices in daily routine, individual needs being catered for, feeling safe, personal care, thoughts about the staff, activities and what is good/bad or could be done differently.

Authorised Representatives conducted short interviews with 9 members of staff at the care home. Topics such as what it is like to work here, workload, the overall service for residents, what is good about the care home, what could be better or done differently. Authorised reps explained to everyone they spoke to why they were there and took minimal notes.

Authorised Representatives conducted short interviews with 3 visitors to the home. Topics such as what visitors think about the service the home provides, catering for individual needs, safety, staff and being involved in activities.

A proportion of the visit was observational, involving the authorised representative walking around the public/communal areas and observing the surroundings to gain an understanding of how the home actually works and how the residents engaged with staff members and the facilities. There was an observation checklist prepared for this purpose.

When they had finished speaking to staff and visitors they left them with an information leaflet and explained that a draft report would be sent to the home to check factual accuracy and to allow the home to comment on any findings or recommendations.



Summary of findings

At the time of our visit, the evidence is that the home was operating to a good standard with regards to Dignity and Respect.

- The home is bright, airy and welcoming and is a pleasant environment.
- Residents are happy and settled
- Visitors are happy with the home, praising staff
- Staff are happy to work at the home - there is a feel of a friendly family environment
- Residents, staff and visitors all commented that there is a shortage of staff at the home

Results of Visit

Environment

The home is a two storey purpose built home providing nursing and personal care for up to 33 residents.

The home has a very welcoming feel, and is warm, airy and bright. The décor is good, corridors are clutter free and toilets and bathrooms are well signed with pictures on the doors.

Residents seem content and happy in the home. Residents and visitors think highly of the staff, staff seem very happy to work there but there are sometimes shortages of staff. Residents access hairdressers and podiatrists without any issues. There is a large pleasant dining area and a pleasant lounge with comfy chairs, a large TV mounted on the wall, CD player, games, dolls and there were also pet birds which entertain the residents. Jugs of juice were also available in the lounge.

It was observed that the keys to a storage cupboard that contained hazardous materials were hanging outside the cupboard. The manager immediately rectified this and removed them.

The upper floor is pleasantly decorated with one wall being decorated with black and white pictures of old Hollywood stars and singers. There are artificial plants,

magazines and comfy chairs in the corridors with a handrail along the upper floor corridor. There are large clocks on the walls in some corridors.

Promotion of Privacy, Dignity and Respect

One resident told us they can choose what time to get up and go to bed whilst another said they have no choice and would like more flexibility. There are notices on all residents bedrooms asking visitors to knock before entering to respect dignity. Some residents commented that they don't always get attention from staff when they need to go to the toilet - they commented they feel there is a lack of staff available.

Promotion of Independence

For residents that are able to - they can make their own choice as to what to eat, what time to go to bed and get up. Food is good, individual diets are catered for and the staff make an effort to source alternative menu choices if a residents doesn't like a particular meal.

Interaction between Residents and Staff

Residents think highly of the staff, there is good, caring interaction with staff and residents. Staff were observed interacting with residents in a very caring and appropriate way which is to be commended. Staff are thought of as family by some residents. Most staff enjoy the interaction with residents but some felt there was not always enough time to do this due to not enough staff on shift.

Recreational activities/Social Inclusion/Pastoral needs

One visitor commented there were no activities that take place at the home. On speaking to residents and other visitors, there are numerous activities that take place weekly such as exercise class, Zumba class, singing, outings, therapy dog. One residents visits the local library with help from the staff.

Staff

Staff work pattern is 5 carers on mornings, 5 on afternoons and there are permanent bank staff on in the evenings. Staff service ranges from 5 months to 22 years. The majority of staff seem happy with their workload but some felt a little overworked. Staff feel the management of the home is very good and feel able to raise any issues with management quite comfortably.

Additional findings

Some residents and visitors felt they would benefit from a visit from a dentist but this is not possible. Healthwatch Bolton will raise this with NHS England

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Recommendations

This report highlights the good practice that we observed and reflects the appreciation that residents and staff felt about the care and support provided.

1. Consider recruiting more staff
2. Consider putting a notice of activities on a notice board - for both residents and visitors to see

Service Provider response



Enter and View Provider Response

Details of Visit:	
Service Provider:	Rivington View Nursing Home
Provider address:	Albert St Horwich Bolton BL6 7AW Tel: 01204 694325
Service contact details (for the purpose of the visit)	Vivienne Foster
Name and position of person completing this form	
Date of enter and view visit	1 st March 2019, 1.30pm
Contact Details for Healthwatch Bolton	Julie Darbyshire 01204 394603 Julie@healthwatchbolton.co.uk

<p>Is this report factually accurate? If not, please state your reasons:</p>	<p>Please see comments.</p>
<p>Is this a fair report?</p>	<p>Some areas are fair but others do not reflect a true picture.</p>
<p>What learning has been gained by your organisation as a result of this Enter and View report?</p>	<p>We are always open to learning opportunities and things that we may do better.</p>
<p>What was your impression of Healthwatch Bolton? Is there anything we could have done better in the visit?</p>	<p>My overall impression was good but I felt that some areas could have been improved on.</p> <p>For example; Collection of more evidence on the service we provide and taking into account the residents we have in our care.</p>
<p>Comments on recommendations:</p>	<p>I would like to comment regarding the promotion of <u>privacy, dignity and respect</u>: Residents are attended to as soon as staff are able to but this may not always be an immediate response due to other factors which may need to be a priority. For example; poorly residents, staff taking other residents to the toilet/bathing/assisting with meals etc. A resident would never be left waiting to use the toilet intentionally and what could seem like a long time to a resident may in actual fact only be a few minutes wait. We endeavor to act as quickly as possible to all our resident's needs.</p> <p><u>Interaction between residents and staff</u>: Staffing levels are always maintained in accordance with a nationally recognised tool. On the particular day that Healthwatch visited there was 5 carers 2 staff nurses and the care manager on duty. We also have a nutritional support assistant who is employed for 3 hours daily to support residents with meals who require additional help. We have an activities coordinator who works Monday to Friday alongside regular weekly visits from the lady who provides Zumba chair exercises, we have</p>

	<p>recently appointed someone to do Tia Chia and they will be attending on a weekly basis for six weeks to help with resident's balance and strength (Chair and standing exercises). We regularly organize excursions/meals out and entertainers who visit the Home. Some days are busier than others but staff are always encouraged to interact with residents and their families as by doing so they can form a good basis for relationship development and obtain vital information with regards to each resident social history and likes and dislikes.</p> <p><u>Recreational activities / Social Inclusion</u></p> <p>We have regular activities that take place within the Home as I mentioned previously. We also have regular visits from our local church, a pet therapy dog who visits weekly. We have recently completed our new extended garden area and many of our residents are looking forward to warmer days when they can use this area and help us to fill the flower beds and planting areas.</p> <p><u>Staff</u></p> <p>with regards to staff, as I previously explained before we always endeavor to work to a nationally recognised tool re staffing levels. In the event of unexpected sickness, we are quite lucky in that we have many reliable and committed staff who will work at short notice to ensure we meet appropriate staffing levels.</p> <p><u>Dentist</u></p> <p>Dental appointments are difficult to arrange for residents and in the past, I have tried unsuccessfully to arrange home visits for our residents. I thank you for raising this with NHS England.</p>
<p>Recommendation 1.</p>	<p>We are currently recruiting staff and have recently appointed one new care assistant and are awaiting another one to start soon.</p>

Recommendation 2.	We now have an activities board on display downstairs that is located in the area outside our downstairs lounge, previously this was located in the upstairs activities room and I appreciate this was not a convenient location.
Recommendation 3.	With regards to the cleaning cupboard key this was an unfortunate mistake as the key would always be kept in the key cupboard in the manager's office.

Please note the comments received from you on this template will be published on the final report.

Thank you for allowing Healthwatch Bolton the opportunity to carry out an Enter and View at your premises.

Healthwatch Bolton is an independent consumer champion for both health and social care that was set up by the Government to make sure people can have their say on health and social care services.

Representing all the adults, young people and children of Bolton our aim is to raise awareness amongst commissioners, providers and other agencies about the importance of engaging with communities and the expertise and value that individuals can bring to discussion and decision making on local and national issues.

We promote community involvement in the commissioning, provision and scrutiny of health and social services, giving people and communities a stronger voice to influence and challenge how health and social care services are provided within their locality.