



**Details of visit**

**Service address:**

**Sunnyside Residential Home  
Adelaide Street, Bolton BL3 3NY**

**Service Provider:**

**Parfen Ltd**

**Date and Time:**

**20<sup>th</sup> March 2017 @ 10am**

**Authorised**

**Representatives:**

**John Sugden & Jim Fawcett (supported by Karen Wilson)**

**Contact details:**

**[info@healthwatchbolton.co.uk](mailto: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.

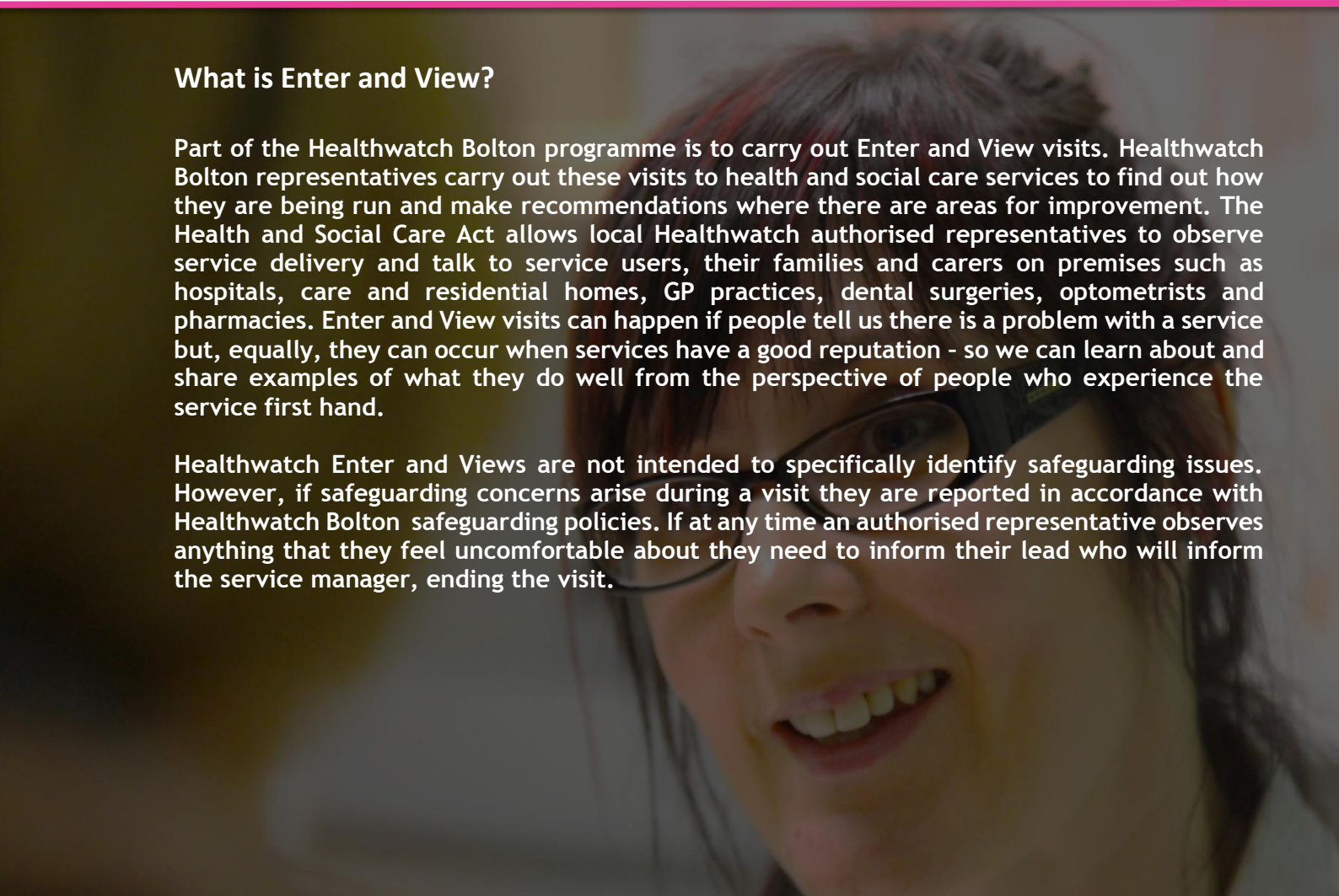
**Disclaimer**

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 approached a member of management before we spoke to anyone in the home and took their advice on whether any residents should not be approached due to their inability to give informed consent, or due to safety or medical reasons.

Following a discussion with Beverley Hardman, Registered Manager and Sharon Lomax, Deputy Manager and the visiting Advanced Nurse Practitioner, Authorised representatives conducted short interviews with a further 6 members of staff at the home. Topics such as quality of care, safety, dignity, respecting and acknowledging the resident's and families' wishes, activities and staff training were explored.

Authorised representatives also approached 3 residents at the care home to informally ask them about their experiences of the home and, where appropriate, other topics such as accessing health care services from the care home were also explored, to help with our wider engagement work. One family members and a professional visitor were also spoken to as they were with a resident at the time. They explained to everyone they spoke to why they were there and took minimal notes.

A large proportion of the visit was also 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 residents 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 very good standard of care with regard to Dignity and Respect

- Residents looked tidy and clean, we saw no evidence of dignity not being respected
- We saw evidence of staff interacting with patients positively and regularly, including just checking they were okay if they had been sat for a while
- Residents had a key worker to look after their personal care and deal with their concerns
- Residents told us that they were very happy with the food
- We were informed about a variety of social activities, individually tailored to suit each resident.
- Staff told us that they received ongoing training in providing a service centred around dignity and respect
- Staff had no concerns about access to services for their residents
- The Manager did raise a concern about the referral to the Continence to Team which she is pursuing
- She also informed us of repeated complaints to a local pharmacy about their process for repeat prescriptions, again she is pursuing this

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## Results of Visit

### Environment

The home was really clean and free from any unpleasant or artificial smell and our observations suggest that a good standard of hygiene is being maintained. The overall impression of the building was a calm and homely feel with pictures mounted on the walls along the corridors.

The building is a three-storey building with access to a patio and garden area where residents can sit out in warmer weather to enjoy the sunshine. There is a small conservatory which also doubles as a smoking room.

There is a large lounge, a smoking room and a dining room where residents can sit, watch TV or join in activities.

Communal areas corridors were free from obstructions allowing residents with mobility problems easy access around the home.

Although the home's decoration is in good order there are some dark areas and it would benefit from some investment, especially in the kitchen, but overall the home has a calm and homely feel to it.

There was no evidence that the kitchen area had recently been deep cleaned. This should happen once every 12 months. There was an open ventilation grill which could be used by vermin and should be vermin-proofed.

### Promotion of Privacy, Dignity and Respect

All the residents we saw appeared well dressed, clean and tidy. The residents we spoke with were happy with their personal care. When asked if the homes caters for individual needs, residents were positive and also explained that they make their own choices.



Each resident has a key worker assigned to them who manages a resident's personal care and works with the family to resolve any issues.

Staff told us that they feel that they get to know the residents through chatting and talking to them and their families, when carrying out their caring duties and by reading care plans.

All bedroom doors are numbered and display a photograph and name of the resident. Some bedroom doors were open and we observed that all rooms are furnished and decorated to the resident's personal taste.

### **Promotion of Independence**

The residents who are able, like to go out on arranged activities, visit the local shops or church either with family or a member of staff from the home.

Residents we spoke to explained that they are able to make their own choices .

"I have my cat Oscar to keep me company and I enjoy knitting and going out for walks"

Staff explained that residents are encouraged and motivated to do things. Some are active and like to potter around or go out.

The home is very easy going and flexible with its residents.

### **Interaction between Residents and Staff**

We saw evidence of staff interacting with residents in a friendly and positive way.

We observed staff gently but firmly encouraging a lady who did not want to co-operate with the Advanced Nurse Practitioner.

Residents were spoken to regularly to check that they were comfortable or whether they wanted anything. We observed that the Manager and all staff knew residents and visitors by name.

### **Residents**

The Authorised Representative spoke with three residents individually in various parts of the home who have lived at the home for various lengths of time between four weeks and five years, although we spoke to many more as we moved around the accommodation.

Some bedroom doors were open allowing us to view the accommodation. They appear to confirm the information we had been given by the Manager, that rooms are pleasantly decorated and furnished individually, with residents bring pieces of their own furniture along and their own personal effects.

All the residents we spoke with felt at home and said that they liked living at Sunnyside, felt cared for and that the home catered for their individual needs.

"My husband was a resident here for four years and I visited everyday then I moved in here four years ago. The environment is very friendly and it feels like home"

## **Food**

There is a 4 weekly rotating and a choice of food is offered every meal time between a hot or cold meal or sandwiches.

Residents and families explained that the food is good and varied.

“The food is excellent and the mash is to die for”

## **Recreational activities/Social Inclusion/Pastoral needs**

The Manager explained that she does not have a dedicated Activity co-ordinator. Due to the mix of residents and varying degrees of dementia and mental illness the home offers activities tailored to the person on a day by day basis based on what residents decide they want to do.

There are some external providers who visit the home offering ‘Music for Health’ and Senior Fitness for example.

Residents who wish to do so are taken to church or go along on their own after full risk assessment.

“I am happy and comfortable and have no hobbies but my family visit regularly and I feel safe here”

Days out are also organised on an individual basis, accompanied by staff or family.

## **Involvement in Key Decisions**

The Manager explained that care plans are reviewed regularly and family we spoke with confirmed that they are involved in the care of their relative and informed of anything to do with their care.

There are no formal residents meeting but staff and residents chat daily about what they would like to do, what are their likes and dislikes, etc.

## **Concerns/Complaint Procedure**

The home confirmed that they have a complaints procedure, although no resident mentioned having used it to us.

## **Staff**

All the staff we saw were smartly dressed in uniform and are known by their first name. They were all friendly to us and to the residents that we saw them interact with. The staff we spoke with had worked at the home between 12 months and 19 years and were happy and felt that there is a friendly atmosphere and a good team environment which they enjoy. All staff were happy with their workload.

“I really like working here : there are good interactions with residents”

“It’s friendly, there is good management and I have good work colleagues and we care about the residents”

They are offered opportunities for further training and felt that training requirements are well satisfied. All said that they would feel comfortable speaking to a senior member of

staff if they had any concerns or problems relating to work and felt that there is a good team spirit and good relations between staff and residents.

New staff take part in an induction day and shadow senior staff until the Manager is satisfied that they are confident to work alone.

The staff we met were very positive about the service in the home and felt this is down to the mix of good care, good food and good relationships. They welcome a friendly, positive atmosphere and felt that this as an impact on the care they offer to the residents.

“I would recommend this home to family and friends. My mother was a resident here for 13 years”

### **Visitor and Relatives**

We spoke with visitors who said that they believe their relatives feel safe and that the home caters for their individual needs and offers a caring service.

They were all very happy with the service offered by the home and felt welcome and involved.

We met with a visiting Mental Health Consultant who rates the home very highly for the care and attention to people with behaviour problems and regards it as excellent for the residents.

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### **Additional findings**

Residents are registered with two local GP practices, Garnet Fold being the Manager's preferred choice for the excellent service it offers to the residents and co-operation with the Manager and her staff.

An Advanced Nurse Practitioner regularly visits the home and was in attendance on the day of our visit.

An NHS Podiatrist visits regularly.

The Manager has made repeated complaints to a local pharmacy about the poor process when issuing repeat prescriptions. She explained that she has put additional systems in place so she can audit medications when they are ordered and received. Some residents are on anti-psychotic medications for their mental health and it is important that their prescriptions are issued appropriately and timely.

The Manager has had problems with referrals to the Continence Team. She had had one ongoing issue since November although the problem now appears to be at the GP end with Dr. Kumar. The resident concerned is having to pay for her own pads until the issue is resolved.

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## Recommendations

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

- Continue to provide the good care clearly appreciated by residents in a relaxed, friendly atmosphere
- Although the home's decoration is in good order there are some dark areas and it would benefit from some investment, especially in the kitchen, including the maintenance of the ventilation grill.

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## Service Provider Response

So much has gone on since your visit. Andrew passed away so we have been so busy sorting things out.

Thank you so much for the visit it was so nice to meet you all. Hopefully when you visit again you will notice a difference in the care home.

You are more than welcome to come and visit again.

Thank you  
Kind regards

Bev Hardman  
Registered Manager

