



Ferndale Mews

Widnes

6th December 2016



Enter & View report

ACKNOWLEDGEMENTS

Healthwatch Halton would like to thank the management, staff and residents at Ferndale Mews for their time and consideration during our visit.

WHAT IS ENTER & VIEW

People who use health and social care services, their carers and the public generally, have expectations about the experience they want to have of those services and want the opportunity to express their view as to whether their expectations were met.

To enable the Healthwatch Halton to carry out its activities effectively there will be times when it is helpful for authorised representatives to observe the delivery of services and for them to collect the views of people whilst they are directly using those services.

Healthwatch Halton may, in certain circumstances, enter health and social care premises to observe and assess the nature and quality of services and obtain the views of the people using those services. In carrying out visits, Healthwatch Halton may be able to validate the evidence that has already been collected from local service users, patients, their carers and families, which can subsequently inform recommendations that will go back to the relevant organisations. Properly conducted and co-ordinated visits, carried out as part of a constructive relationship between Healthwatch Halton and organisations commissioning and/or providing health and social care services, may enable ongoing service improvement. Healthwatch Halton's role is to consider the standard and provision of local care services and how they may be improved and to promote identified good practice to commissioners and other providers.

VISIT DETAILS

Centre Details	
Name of care centre:	Ferndale Mews
Address:	St Michaels Road Widnes Cheshire WA8 8TF
Telephone number:	(0151) 495 1367
Email address:	FerndaleMews.manager@hc-one.co.uk
Name of registered provider(s):	HC-One
Name of registered manager (if applicable)	John Holland
Type of registration:	Nursing Home
Number of places registered:	34

The Enter and View visit was conducted on 6th December 2016 from 10.00am to 11.00am

The Healthwatch Halton Enter and View Team were: Matthew Roberts, Lyndsay Bushell and Dave Wilson

Disclaimer

Our report relates to this specific visit to the service, at a particular point in time, and is not representative of all service users, only those who contributed.

This report is written by volunteer Enter and View authorised representatives who carried out the visit on behalf of Healthwatch Halton.

OBSERVATIONS

Location, external appearance ease of access and parking

Ferndale Mews is a purpose-built care home in Widnes run by HC-One and primarily caters for older people with dementia or enduring mental health conditions.

Ferndale Mews is registered for 34 residents and currently has 27 residents in place. There are 17 single en-suite bedrooms for dementia patients on the ground floor Residential Unit (13 residents) and 17 en-suite bedrooms upstairs in the Nursing Unit (14 residents).

The home is situated off St Michael's Road. On the day of our visit there was a lack of room to park in the car park. This may have been due in part to the ongoing redevelopment work currently taking place at the home. We had to park on the grass verge, along with a number of other vehicles. The grass verges are in a poor condition, quite muddy, due to the cars using them for parking.

There was no immediate signage which we could see from the road as we approached Ferndale Mews and we were unable to spot any disabled parking bays in the car park. Again, this may have been due in part to the ongoing redevelopment work.

Initial Impressions (from a visitor's perspective on entering the home)

Entry to the Home is accessed using a doorbell which was answered promptly by the Manager, John Holland. Unfortunately, as our visit coincided with ongoing redevelopment work, the reception area was crowded and chaotic. Given the circumstances this was unavoidable and no criticism of the home should be inferred. The planned changes (such as a new café area and hairdressing salon for residents) sound very promising indeed.

A signing in book was available (although we didn't spot a comment book) and the CQC registration certificate was on display and up to date. The Healthwatch Halton poster was previously on a display board in the reception area but the board had been taken down while the building work was taking place.

Internal Physical Environment

Members of the Healthwatch team were given the opportunity to tour the Home with a Senior Carer, named Michelle.

The home has two floors (Residential Unit and Nursing Unit) with a residents lounge on each floor. The home has a lift for residents. The lounges on both floors were well decorated and clean. We went in to the ground floor lounge and observed a few residents sitting watching TV.

We were shown a vacant bedroom. The room was clean and well decorated but currently had a number of items stored in it while building work was taking place. Michelle said that residents could personalise their rooms, in fact one resident had even changed the carpets. John also stated that residents were free to decorate their rooms to their own tastes and that the home's Maintenance Man would support residents to do this if their family were unable to help.

During the tour our team noted that any room that was a bathroom or toilet had had the door painted in yellow to help the dementia patients distinguish those rooms as being different. All bathrooms and toilets were bright & fresh and had recently been refurbished. However, it was noted that the bathroom seemed to be quite cluttered and the walk-in shower area had a large laundry trolley stored in it.

Staff support skills and interaction

The Ferndale Mews Staff were very welcoming to the Healthwatch Team. Whilst Manager, John Holland spoke to Matthew (Healthwatch Manager), Lyndsay and Dave were shown around the Home by Senior Carer, Michelle.

John informed us about staffing levels in the Home, which differ between the Residential and Nursing Units. In the Nursing Unit there are 4 Carers and 1 Nurse on the day shift (between 8am and 8pm) with 1 Carer and 1 Nurse working on the night shift (8pm till 8am). They are supported by 1 additional Carer during the Twilight Shift. In the Residential Unit, there are 2 Care Assistants and 1 Senior Carer during the day shift with 1 Care Assistant and 1 Senior on the night shift.

All Ferndale staff have achieved an NVQ in Social Care (or are currently working towards it). Training for staff is viewed as an ongoing process. All staff complete E-Learning Training in the following fields; Emergency Procedures, Fire Drills, Food Safety in Care, Health & Safety, Infection Control, Manual Handling, Safeguarding, Safer People Handling, Understanding Equality & Diversity and Deprivation of Liberty Safeguarding & Mental Capacity Training.

They also complete training in "Late Life & Memory Service - Dementia Response & Challenging Behaviour". In an effort to develop a culture that encourages training, staff are paid if they come in on their day off to complete training.

In the corner of the lounge a Carer was sitting chatting to two male residents. We spoke with one of the male residents who said he was happy at the home and well looked after.

Throughout the visit, the team observed that interaction between staff and residents was calm, friendly and dignified.

Residents' social and emotional and cultural welfare

Ferndale Mews currently employ one part time Activities Coordinator (Catherine). They are advertising to recruit a second Activities Coordinator.

Activities are tailored for each resident. They include armchair exercises, playing cards and dominos, watching films on DVDs (as part of the redevelopment of Ferndale Mews, a big screen and projector installed to give the lounge a cinema feel). The home has engaged residents in reminiscence activities (they have borrowed Reminiscence Boxes from the local libraries) and the old conservatory is being turned into a Reminiscence Lounge. Church and school choirs have visited the home and sung for the residents.

In the lounge area upstairs we observed a resident cuddling a Dementia Doll. We were told by Michelle that these dolls were very helpful for some of the residents. The lady we saw was talking and singing to the doll and she seemed very happy and content. The home also provides buggies for the dolls in case the residents want to take them for a walk.

Ferndale Mews share a mini bus with Ferndale Court. This is occasionally used to take residents into Widnes to go shopping. If the bus isn't available they use taxis.

The home tries hard to meet the Spiritual needs of their residents. The Priest from St Michaels regularly visits the Home to say mass. He also delivers the Last Rites for residents when appropriate. We were also told about visits to the home from a female Priest and a Bishop.

Resident's physical welfare

Medication is administered by Nurses on the Nursing Unit and Senior Care Assistants on the Residential Unit. All are appropriately trained. They wear clothing (red tabards) to indicate that they are administering medication to make sure they are not disturbed though this cannot be guaranteed in the presence of residents with dementia. During our team's tour of the home, we noted that both the medicine trolley and the treatment room were securely locked. Ferndale Mews use Boots Pharmacy and there has been occasional problems. John felt that Boots have overly complicated procedures which can lead to mistakes. He has also been working with the Medicines Management Team at NHS Halton CCG.

The staff at Ferndale Mews expressed no concerns regarding hospital discharge, though occasionally paperwork sent in with residents would be lost as they were transferred from A&E to a ward. It's frustrating when hospital staff get in touch to request information which was initially provided when the resident went into hospital. John could recall only one occasion when a 'Do Not Attempt Resuscitation', (DNAR), form had been lost, where he had to get in touch with the relevant GP to get a second DNAR form issued. Staff from Ferndale Mews always accompany residents when they are admitted to hospital, even when family are available (who prefer to meet staff at the hospital).

If the resident was from the relevant area of Widnes, they get to keep their own GP after moving into the home. John considers the CCG's proposal to assign a specific GP practice to each care home as an excellent idea as it has worked very well in West Cheshire.

Chiropodist & Opticians visit residents at Ferndale Mews and provide treatment for them in the privacy of their own rooms. Dental treatment is also provided inside the home on an as and when required basis. Most residents are able to express oral pain. If they can't explain their discomfort, staff are trained to look for signs (such as not eating food) which suggest they are suffering from oral pain. A resident's oral health is determined as part of an initial assessment when they join the home.

There is a hairdresser on site who cuts hair every Monday. Ferndale have built a superb salon for residents which includes a wash basin with adjustable height. Residents can have their nails painted in the salon also by students from Riverside College.

The home can cater for special dietary needs health related conditions (such as Diabetes) and residents can chose a different meal if they do not like what is on the menu. John informed us that the home are in the process of developing menus with pictures to help the residents chose meals. Snacks and drinks are provided on an as and when required basis.

We viewed the kitchenette /dining room on the ground floor. It looked clean and tidy. A carer and resident were seated at one of the tables. Meals are prepared at Ferndale Court and brought over to Ferndale Mews on heated trollies. Snacks and drinks were made in the kitchenettes.

During the tour Dave asked a Ferndale Mews staff member if there were any issues with accessing any of the local health and social care services. We were told that there had been a change to the way the dietician service worked. Previously the Home had been able to contact the Dietician Service directly and request visits. This had changed so the Home needed to contact the residents GP and request a referral to the Dietician.

Facilities for and involvement with family / friends

Resident's Family meetings are held a monthly basis. They are not always well attended. John has moved the start time from afternoon to early evening to encourage more families to attend. Healthwatch Halton have recently attended one of these meetings and picked up positive feedback about John and his team.

Resident's families are not presented with a copy of the Complaints process, but a copy is available in reception. There is also a "Have Your Say" screen which allows residents families to feedback. These messages are sent to the HC-One head office as well as to the home. John also operates an open door policy to encourage engagement.

Resident's Care Plans are updated on a quarterly basis. Families are welcome to contribute to the Care Plans and the Home write to them inviting them to participate in the process. It is rare that families contribute preferring to leave these issues to the experts from the home and the local authority.

Whilst the Home doesn't have a specific room for families to stay in (when a resident is very ill), they recently allowed a family member to stay in an empty room.

At the end of the visit we thanked the manager, staff and residents for answering our questions and showing us around the Home.

RECOMMENDATIONS

- 1.** To engage with Healthwatch Halton when any health or social care issues arise for staff or residents.
- 2.** To continue allowing Healthwatch Halton to attend Resident's Family meetings.
- 3.** Once building work is completed, to make sure the parking spaces for Disabled drivers are clearly marked.

Healthwatch Halton has statutory powers and responsibilities under the Health and Social Care Act 2012, the Local Healthwatch Regulation 2012 and the Local Healthwatch Organisations Directions 2013 section 5.

Providers and commissioners of health and social care services are required to respond to our requests within 20 working days by:

- Acknowledgement of receipt of the report or recommendation in writing;
- Providing (in writing) an explanation of any action they intend to take in response, or if no action is to be taken, to provide an explanation of why they do not intend to take any action.

Healthwatch Halton are required to report if any providers/commissioners have not provided a response within the required timeframe; this information will be included in our Annual Report.

SERVICE PROVIDER RESPONSE

The following response was received from John Holland, manager of Ferndale Mews:

'We welcome the report by Healthwatch Halton and are pleased to note the positive comments within it. We will look to deal with the issues raised in the report, especially around the disabled parking. We look forward to welcoming Healthwatch back to the home for another visit once the refurbishments have been completed.'

your **voice** counts

We want to hear about the treatment and care you receive from our local health and care services

Hospitals, GP's, Dentists
Opticians, Social Care
Non-emergency services

Whether you've had a positive experience or there is room for improvement, have your say on the Healthwatch Halton website today.

You can even leave feedback anonymously



Leave feedback now:
www.healthwatchhalton.co.uk

Telephone: 0300 777 6543 Email: enquiries@healthwatchhalton.co.uk
Healthwatch Halton, St Maries, Lugsdale Road, Widnes, WA8 6DB

