

Enter And View

Report
Ash Grange Care Home
Carried out 25th July 2018



Local voices
improving local
health and social care



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Healthwatch Walsall is an independent consumer champion created to gather and represent the views of the public. Healthwatch plays a role at both national and local level and will make sure that the views of the public and people who use services are taken into account.

At a local level, Healthwatch Walsall will work to help people get the best out of the health and social care services in their area; whether it's improving them today or helping to shape them for tomorrow. Local Healthwatch is all about local voices being able to influence the delivery and design of their services - not just for people who use them, but for anyone who might need them in the future.

Part of the Healthwatch Walsall remit is to carry out Enter and View Visits. Healthwatch Walsall Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for 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 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 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.



Provider Details

Name: Ash Grange Care Home
Address: 80 Valley Rd,
Walsall,
WS3 3ER

Service Type: Nursing, Residential, Respite and End of Life care.
Home Capacity: Licensed to 42 residents.
Date of Visit: 25th July 2018.

Authorised Representatives

Name: Karam Kaur	Role: Authorised Representative
Name: Simona Zetu	Role: Authorised Representative
Name: Richard Jolly	Role: Authorised Representative

Purpose of Visit

- To observe the physical environment of the home and the interactions of staff and residents.
- To listen to, observe and capture the experiences of service delivery from the residents and relatives.
- Rationale of Visit. Home picked sequentially from database list.

Physical Environment

External

The entrance is accessible and signage is clear.

CCTV is installed to external areas.

There is quite a large, well maintained garden area to the rear and side area to the right as viewed from the front. The car park is to the left side. All garden areas are accessible to residents.

Access to the building is by keypad and Intercom.

Internal

Although no detailed inspection was carried out, only minor conditions regarding repairs to decoration requiring any attention were noticed e.g. decorating after removal and fitting over lounge door.

There were two lounge areas allowing some space for activities or quieter times.

No odours were detected in any areas.

Visitors are asked to sign the Visitor's Book, but no obvious site safety rules are displayed in reception.

Resident Numbers

29 - licensed for 42 including 38 single and 2 doubles.

Staff Numbers

26 in total.

Comprising: 2 Nurses, 1 on each shift (day/ night) plus 2 Nursing Assistants days; 5 Care Assistants days, 3 on night shifts; 1 Part-time Activity Co-ordinator; 5 Domestic Staff; 1 Maintenance; 5 Catering staff; Receptionist; Deputy Manager and Manager.

Agency Usage

Staff reported occasional use of Agency Staff.

Resident Experiences and Observations

4 Residents were spoken to about their experiences and observations.

Residents looked clean, alert and reported that they can choose what attire they dressed in.

Residents reported being happy with the quality and quantity of food. Though there was a query about whether there could be a larger choice of cold drinks.

The laundry service was reported as being very good.

There was a query as to whether Staff were too busy to chat at times but all reported Staff were very friendly.

It was reported that a local church came into visit periodically.

Family and Carer Experiences and Observations

2 Relatives and Carers were asked about their experiences and observations and responded that most things are very good.

It was observed that staff were attentive and caring though there was a comment that staff appeared to be very busy occasionally.

There was also a query as to whether one resident could have more showers. On querying this with the Manager, it was agreed that this was not a problem but that residents were asked every day whether they wanted a shower or other services.

There were no restrictions on visiting times and everyone felt welcome.

Any concerns and queries were dealt with in a friendly way by staff and Management. No one had needed to use the Complaints Procedure any information relating to residents were communicated to family very quickly.

We were told that residents meetings have taken place in the past. But regularity of the meetings had declined.

Activities

We spoke to the part time activities co-ordinator who reported a wide range of activities including: Indoor Parachute, Manicures, Painting, Puzzles, Indoor Games, Animal Therapy, Bingo and Armchair Exercises.

Special events are arranged in consultation with Residents and include Senior Citizen Parties and visits to the Pub and Park.

Activities are tailored for individual Residents including celebrations for their birthdays.

It was noted that staff were available to translate for different languages / cultures.

It was further noted that staff did assist with activities and that another Activities Co-ordinator was being recruited.

Catering Services

The chef was asked about general procedures.

A menu is rotated every 4 weeks. Which includes vegetarian and fish dishes. Special dietary needs are met such as: diabetic and gluten free needs.

12 residents are on pureed meals but there are two choices of meals.

In addition, seasonal and winter menus are also arranged.

It was noted that there was a good standard of kitchen equipment and that the hygiene rated as 5. With a good choice and standard of food.

The kitchen and store area were clean and well organised. Information regarding residents' dietary needs are kept in their Care Plan which includes weight monitoring.

A white board was used as a visual aid to control the supply of food for special dietary needs.

Staff Experiences and Observations

3 staff were spoken to. Staff were very welcoming and seemed well trained. Training is monitored using a training matrix as part of the Cornerstone system.

Staff have a handover group meeting every day. Resident care is discussed and changes highlighted.

There is a Quality Management System based on Cornerstone with Diary on wall for daily actions.

Summary, Comments and Further Observations

Overall at the time of our visit the feedback received was mostly positive and the staff are striving to provide a high standard of care.

Residents seem happy and well cared for and staff seem to be adequately trained and motivated to carry out their roles.

Facilities are clean and comfortable and food standards are very good.

We thank the residents, relatives, staff, management and owners for their cooperation and contributions during our visit.

Recommendations and Follow Up Action

- Ensure Adequate staff cover on all shifts and replacement staff available if staff are off sick or on holiday.
- Safety rules are more visible in Reception.
- Encourage use of hand sanitisers to relatives and visitors.
- Resume resident meetings and record and pass on feedback to relatives and carers. Action when and if necessary.
- Reaffirm bathing and personal care needs with individual residents.
- Monitor staff to resident interaction to promote social stimulation.

Provider Feedback

Provider feedback will be inserted once received and be part of the final report that will be published.

DISCLAIMER

Please note that this report only relates to findings we observe on the specific date of our visit. 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.



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Walsall

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