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Fernwood Court Care Home
Carried out 26th November 2019



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health and social care**



Provider Details

Name: Fernwood Court Care Home

Address: Wolverhampton Road, Walsall, WS2 0DS

Service Type: Residential Care Home

Registered Manager: Kim Marie Newton.

Home Capacity: Licensed up to 56 residents. Single occupancy rooms, one being used as a double for 2 residents as a couple.

Fernwood Court Care Home is owned by Four Seasons Healthcare.

The Home was inspected by the Care Quality Commission (CQC) in June 2017. It is rated as "Good" across all 5 standards.

Food hygiene rated as 5.

Authorised Representatives

Name: Lynne Fenton - Role: Healthwatch Insight Senior Lead Advocate/Authorised Representative

Name: Tom Collins - Role: Engagement and Information Lead/ Authorised Representative.

Name: Aileen Farrer -Healthwatch Manager/Authorised Representative.

Name: Richard Jolly -Volunteer/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.
- We carried out the visit at the request of adult social care based on their intelligence.
- The methodology to be used is to;
 - Talk to residents about all aspects of their care and whether this is delivered in a way that promotes their dignity and independence including the ability to make choices about their daily lives.
 - Talk to residents about staffing levels and whether they feel safe with the level of the care provided.
 - Talk to relatives if they are available, to ask if they are happy with the care provided to their relatives and whether they are aware and feel able to report any concerns/ complaints.
 - Speak to staff about training, turnover, support staff levels.
 - Observe interaction at all levels between residents, staff manager, and visitors.

Physical Environment

External

Access is from the main road to the frontage of the property. There is a large car park at the front of the building accessed via metal fencing surround. A further car park is located at the rear of the building. The garden is to the back of the property and appeared maintained.

The building exterior appeared to be in good repair with no obvious maintenance issues. This a three-storey property. Entrance to the building is via a secured front door and doorbell.

We observed no exterior CCTV.

Internal

Upon entering we were asked to sign into a visitor book. In the reception area a number of certificates and information were displayed such as: Insurance Certificate, available CQC report, Fire Action Information and more. There was also an activities book sited, with daily and weekly activities programmed. We also used the available hand sanitiser unit.

We went through the main secure doors which led off to the: dining room, ground floor lounge area, a number of residents' rooms, toilets and bathrooms. There is a lift and stairs available to access all floors. This layout was reflected on the upper floors also.

We observed a comprehensive food menu with choices that was displayed for people to view on each dining table in a large main dining room. We were informed that people are asked prior to each mealtime what their preferences are at that time.

We were informed that they have a designated activity coordinator who works full time.

The interior is being decorated in places, concentrating on residents' bedrooms first.

We observed that fire extinguishers were checked February 2019. PAT testing had taken place in October 2019.

We noted one residents room had an odour and there was an odour in the sluice room.

Resident Numbers

At the time of our visit there were 52 residents, one person in hospital although capacity is for 56.

Staff Number

- Mornings - 11 carers
- Afternoons - 10 carers
- 2 kitchen assistants.
- 2 cooks.
- Evenings - 10 carers
- Nights - 6 carers

We were informed these figures are across the three floors.

Resident Experiences and Observations

Healthwatch visits are linked to the 8 principles of care:

- Essential services.
- Access.
- A safe, dignified quality service.
- Information and education.
- Choice.
- Being listened to.
- Being involved.
- A healthy environment.

We spoke with five residents, three relatives and staff members who were: the cook, a senior carer and deputy manager.

We observed that residents appeared very well dressed, some ladies also wearing items of jewellery.

All the residents we spoke to informed us that they made their own decisions about how they dressed and the time they went to bed.

Residents we spoke said:

“I think the staff are brilliant here”.

“A brilliant place and brilliant staff and residents”.

“Staff are excellent here and how they look after everyone”.

“We are treated well here all the time”.

“I feel I am looked after here really well”.

“The food is wonderful here, and I can have drinks whenever I want them”.

“This place is very good, and I am settled”.

“I go to bed when I want to and get up when I want to”.

“I go to church and I am supported to do this”.

“I was anxious when I moved in. Now I’m settled and get on with everyone”.

All the residents we spoke to informed us they can access opticians, chiropodist and a hairdresser.

Family and Carer Experiences and Observations

During the visit we spoke to one relative who said their loved one had a few teething problems when they moved in with items of clothing going missing. But everything was sorted and the relative is really happy with the home and that staff are excellent. The family had made it known the ‘wants and needs’ of their mother and staff ensure this is done for her.

A relative informed us that the staff are extremely good to her loved one. There are protected mealtimes, but relatives are welcome to stay and have a meal with their loved ones if they wish to do so.

A relative informed us you cannot beat the care here the staff are very friendly and look after my mum well.

Another relative informed us they had not seen many activities in the home for her loved one to take part in.

All the relatives we spoke said they had not been involved in any resident/relative meetings or knew if they were held. One relative informed us staff and management are always available for any relative updates they need.

Activities

We observed no activities during our visit, we were informed the coordinator had just left for the day, as our visit was at 3.30 pm-6.00 pm. There were photographs, and activities coming up on the board by the main dining room to let residents know what was available to them if they wished to participate.

Catering Services

The home has a food hygiene rating of 5 out of 5.

We were informed that residents are offered a varied choice of menu. We observed extensive menus were displayed. We observed teatime feeding and the food appeared good quality, plentiful with lots of people having different meals or snack food. We observed that there were no condiments on the tables for people to use.

We were informed they had flash cards for people who needed this pictorial support to aid their choices.

We entered the kitchen area which appeared to be clean and well organised. Food was kept in a pantry and in the fridges. We observed that fresh vegetables and fresh fruit were available.

We asked to see the food hygiene certificate for the cooks, but we were informed the training is all held electronically, so we were unable to determine this.

We were informed by the cook that cultural food will be introduced to the menus to enable everyone to have a further choice if they wish this. Previously it was selected only by people who requested this from their cultural background/ethnicity perspective.

We were informed by staff that every Saturday teatime all residents can have a takeaway of their choice if they want this.

Speech and Language Therapy (SALT) changes are notified by staff and put on the board in the kitchen for the cooks to adhere to.

Staff Experiences and Observations

We met with the deputy manager. We were informed the manager was out of the home on other business.

A staff member informed us they feel very supported by the manager. She informed us she has level NVQ 3 and now working towards level NVQ 5.

We were informed by a staff member that the manager completes a daily walk around and that she makes herself available for residents, staff and relatives when needed.

Summary, Comments and Further Observations

- The home was very welcoming, and we observed carers to be attentive and friendly towards residents and ourselves during our visit.
- All the residents informed us they can access opticians, chiropody and the hairdresser who visits two weekly.
- Some décor is dated and showing signs of tiredness.
- We observed cleaners in the home.
- We were informed that there are issues with GPs who are declining home visits, they are recommending calling 111, they then recommend they speak to their GP/fast response service. Residents at times can go to hospital with all the upset and trauma to them when a GP could have made a home visit and potentially avoided this.
- We were informed that the home cannot find a local dentist who will deliver services to the home.

Recommendations and Follow Up Action

- We recommend that residents are supervised inconspicuously at mealtimes in the least restrictive manner by staff, with the availability of condiments that can be placed on their table.
- Healthwatch Walsall will contact NHS England regarding the lack of dental care services available to the residents of this home.
- Healthwatch Walsall will contact Walsall Clinical Commissioning Group (CCG) regarding the GP not attending home visits to see residents at the home.
- To hold regular resident/relative meetings to enable people to have their views heard, and to be updated from the team with any home news.

- To continue updating the home in terms of new decoration, especially residents' bedrooms.
- Continue the good working practices we observed.
- To obtain a visitor book compliant with GDPR (General Data Protection Regulation)

Provider Feedback

The provider was asked to provide feedback, but we did not receive a response.

If you have any NHS or Social Care service experiences that you wish to share, you can visit our online 24/7 Feedback Centre. Whether it's a: compliment, concern or complaint.

Link: <https://healthwatchwalsall.co.uk/services/>

The screenshot displays the 'Find a service' section of the Walsall Healthcare NHS website. At the top, there is a search bar with the text 'Find your service by name or location' and a magnifying glass icon. Below the search bar, the page is titled 'Find a service' with 'Walsall' as a sub-header. A search instruction reads: 'You can search all of the health and social care service providers in Walsall from here. Try searching by service name, service type, postcode or street name.' A 'Sort by' dropdown menu is set to 'Last Reviewed'. The search results for 'Walsall Manor Hospital' are shown, including the NHS logo, the hospital name, address (Manor Hospital, Moat Road, Walsall, WS2 9PS), phone number (01922 721172), and website (www.walsallhospitals.nhs.uk). A star rating of 5 stars is displayed, with the text 'Based on 1 reviews'. On the right side, there is a 'Browse' menu with icons and labels for 'Hospital', 'GPs', 'Dentist', and 'Social Care', with a 'View All' link.

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.



healthwatch
Walsall

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