



## Enter & View Report

Harrison Unit.  
Parklands Court Residential and  
Nursing Care Home  
Carried out 21/1/2020



**Local voices**  
**improving local**  
**health and social care**



## Provider Details

**Name:** Harrison Unit, Parklands Court Residential and Nursing Care Home

**Address:** 56 Park Rd, Bloxwich, Walsall, WS3 3ST

**Service Type:** Nursing Care.

Registered Manager: Yvonne Russon

Unit Manager: Leanne Johnson - Registered General Nurse (RGN).

Home Capacity: Licensed up to 30 residents. 30 single occupancy rooms

Parklands Court Residential and Nursing Care Home is owned by Advinia Health Care.

The home was inspected by the Care Quality Commission (CQC) 26<sup>th</sup> March 2019. It was rated as overall "Requires improvement."

Link to report: <https://www.cqc.org.uk/location/1-4413482581?referer=widget3>

Food hygiene rated as 3 out of 5.

Link: <https://ratings.food.gov.uk/enhanced-search/en-GB/%5E/WS3%203ST/Relevance/0/%5E/%5E/0/1/10>

## Authorised Representatives

Name: Lynne Fenton - Healthwatch Insight Senior Lead Advocate

Name: Richard Jolly - Volunteer

Name: Karen Kiteley - Community Outreach Lead (Training)

## 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.

### 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 a main road through a gated entrance, with 6 units surrounding, and a dedicated training facility. We were informed the sixth unit is currently not in use.

The home has a small garden at the back of the property which appeared well maintained.

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

### Internal

Upon entering we were asked to sign into a visitor book. In the reception area are several certificates and information displayed such as Insurance Certificate and fire action information.

There was a hand sanitiser available for use.

We observed that fire extinguishers were due to be checked September 2020

Through the main secure doors that led off to the office, ground floor main lounge/dining area/bedrooms.

We were led into the lounge/dining room area which appeared homely and well planned with access to a fire exit. We observed an activity co-ordinator using sensory experience projector at the far end of the lounge area.

We observed toilets and bathrooms located along the corridors which appeared in good repair.

## Resident Numbers

At the time of our visit there were 26 residents.

## Staff Numbers

- Manager /Deputy Manager
- Mornings - Manager/Senior Carer (Daily)
- Afternoons - 5 Carers 1 Nurse
- Evenings 5 carers 1 nurse
- Nights - 2 Carers 1 nurse.
- 2 Maintenance overall site
- 1 Domestic

## Resident Experiences and Observations

Healthwatch visits are linked to the 8 principles of care:

1. Essential services.
2. Access.
3. A safe, dignified quality service.
4. Information and education.
5. Choice.
6. Being listened to.
7. Being involved.
8. A healthy environment.

We observed that residents appeared well presented, dressed and their hair and general presentation was clean and well kept.

We tried to engage with residents to gain their views around their care and facilities. However, due to associated medical conditions/cognitive impairments they were unable to share these at this time.

We were able resident to speak one resident. They felt that they had choices around their care and what and when they wished to do things, such as getting up and going to bed. They felt supported by some staff, but some staff ignored her. They felt that some staff were more respectful and friendly than others.

Whilst they felt cared for, they were not aware of their own Care Plan.

They informed us they can access opticians, GP, Chiropodist and a hairdresser, the dentist is one locally people go to and they had seen the chiropodist the day before our visit.

They also go out to a local church to practice their religious beliefs.

They felt that they needed to see a dentist and an optician.

#### **Resident comments:**

- “I have choices over everything in here”.
- “I am supported by staff”.
- “I don’t like everyone; some are not as nice as others”.
- “Everyone has tried hard to make me settle”
- “The food is good here”.
- ” I make my own coffee”
- “I go to bed early, but it’s my choice”.
- “I go out to church”.
- “I don’t like being here at night on my own”.

## **Family/ Relative and Carer Experiences and Observations**

During the visit we spoke to two relatives.

They felt welcomed when they visited their relative/resident and are able to visit at any time. The rooms were clean, and they were very happy with care. The food is excellent. They felt that their relative/resident was well cared for and looked after.

One relative commented the unit Manager was brilliant.

We were informed by two relatives that no relative/resident meetings took place to their knowledge. **See provider response below.**

Another relative commented the food was excellent because of the new Chef. When it is a resident birthday, they get a cake. Carers make you feel welcome.

#### **Comments by relatives:**

- “I am made to feel very welcome when I visit my loved one here.”
- “I am made to feel welcome in the home whenever I visit”
- “I am happy with everything”

- “Really good home, nice and clean”.
- “If you are not happy with an issue I speak to the manager and it gets sorted”.

## **Activities**

We were informed there is a full-time dedicated Activity Co-Ordinator for this unit.

We observed a sensory projector being used with residents during our visit. We were informed there are scheduled activities for every day of the week, and this information is posted on the main entrance wall.

We observed a book that had been part of “least we remember” that had the activities in around this time.

We were informed that singers, choirs, and petting animals all visit the home. We were informed that there are trips out and shopping trips for people who want this.

## **Catering Services**

On observing mealtime arrangements, we were informed that residents are asked the day before about their preference of meals for the following day.

We were informed that remedial actions have been taken due to the level 3 food hygiene and the kitchen is now waiting for a revisit from food standards.

We observed the standard of food and choices. We observed meals being prepared and food that was pureed was being piped to improve the appearance.

We were informed a new chef is now in place and are involving residents/staff in new menu ideas.

A Healthwatch Walsall colleague’s visit and comments to the main kitchen area where food is prepared, cooked and dispatched to the satellite units below:

“We entered the kitchen area which appeared to be clean and well organised. Food was kept in a pantry and walk-in fridges. We observed a good amount of fresh vegetables and fresh fruit available plus snacks to be distributed to the units.

We were informed that residents are offered a varied choice of menu. We observed meals being prepared including the piping of pureed food to improve appearance.

The chef confirmed that new menus were being tried along with different levels of seasoning to offset flavour loss as a result of pureed and similar food requirements. Some menu items had not been fully appreciated and were being substituted to ensure that everyone appreciated the varied menu”.

## **Staff Experiences and Observations**

We met with the Manager who said they had worked in the care sector for 18 years.

We were informed that that she has a good relationship with relatives, and regularly spoke with them.

We were informed there was an open-door policy.

In house trainers provide the formal training with a mix of electronic (Your Hippo.) and hands on training.

### **Summary, Comments and Further Observations**

- We were informed by the resident we spoke to that they chiropody/hairdresser/optician visits.
- There is an issue around lack of dentist(s) visiting the residents.
- Relatives are not aware of formal meetings around the care of their relative take place.

### **Recommendations and Follow Up Action**

- Recommend holding regular Resident/Relative meetings to enable people to have their views heard. If to be held or has been held then a record may be displayed for residents and relatives visiting to make them aware.
- To secure dentist visits to residents for checks and treatment when needed. This is something Healthwatch is looking into, as it appears to be an issue with some homes across the Borough being able to attract dentist(s) visits.
- To provide a menu pictorially for people to view, people with cognitive impairment.

### **Provider Feedback**

- Relatives meetings held and documented 08.11.19 & 07.01.2020.
- No resident is on their own at night as they are supported by 1 nurse and 2 carers between 20:00 and 8:00am plus within the Parkland's site staff cover is Across 5 units - Nurse night x 4; SCA night x 2; twilight x 3; HCA night x 10

## 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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