



# Enter & View Report

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

Local voices  
improving local  
health and social care



## Provider Details

**Name:** Samuel Unit - Parklands Court Residential and Nursing Care Home  
**Address:** 56 Park Road, Bloxwich Walsall, WS3 3ST

**Service Type:** Elderly Mentally Infirm (EMI)

Registered Manager: Yvonne Russon

Unit Manager: Mike Cox.

Home Capacity: Licensed up to 28 residents. 27 single occupancy rooms 20 are En-suite

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: Karen Kiteley - Community engagement Lead (training)

Name: Richard Jolly - Volunteer

## 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 via a gated entrance to the frontage of the property. There are a small number of car parking spaces to the front along with the central site road.

The building exterior appeared to be in good repair with no obvious maintenance issues. It is a one-story building. The garden at the home is situated at the back of the property and appeared to be maintained. We observed no exterior CCTV.

## 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, available CQC report, food hygiene rating of 3 out of 5.

A hand sanitiser was available to us and was full to use and working. We were led into the lounge/dining room area to meet with residents/relatives. This appeared well laid out, and it had three connecting areas, but separate enough to allow space for quiet time.

We noted a slight odour in one part of the dining room, this was fed back to the Nurse, which they were aware of and we were given an explanation (sensitive in nature).

Toilets and bathrooms located along the corridors appeared in good repair.

## Resident Numbers

At the time of our visit there were 27 residents.

## Staff Numbers

- Manager
- 2 Nurses
- 5 seniors
- Dedicated Activity Co-ordinator
- Maintenance on site daily.
- 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 spoke with 3 residents. We observed that residents appeared well dressed/cared for. We were informed that if anyone requires a dentist, they visit a local one.

We observed the hairdresser at the home during our visit.

Residents comments:

- “I have choices”
- “staff are very good they give me what I want”
- “The staff treat me respectfully”
- “everyone tries really hard”
- “I attend church now and then”
- “I’ve always found that staff treat me with respect”

- “I go to bed when I want to” “I can go to my room for privacy”
- “I don’t see a dentist”
- “My son takes me to my appointments if not the staff take me”
- “I have a choice with my food and drink”
- “People here are really nice”
- “The dentist very occasionally visits”
- “The opticians visit”
- “I usually see my own GP.”
- “I am supported by some staff, others ignore me”
- “It’s alright here”
- “I have no choice when I go to bed, the staff take me”
- “I feel I am treated with respect”

## Family/ Relative and Carer Experiences and Observations

During the visit we spoke with two relatives.

We were informed by the Manager that they hold monthly staff meetings, quarterly relative meetings and that they promote choice daily, including the times people go to bed, and get up.

Relative comments:

- “I am made to feel welcome here”.
- “I feel the people that live here could have a better choice of drinks”.
- “The staff are really good here as my loved one is challenging”
- “My loved one has regular manicures, regular hairdressing”.
- “My loved one has just received new spectacles from the opticians they saw here”.
- “The home will pay for a taxi if my loved one needs this on their appointment”.
- “I am happy with care my relative has”.
- “Residents have the choice of a full cooked breakfast every day. The menus are good”
- “We have relative meetings which is advertised on the notice board for us”.
- “The homes Manager is also brilliant”.
- “My relative had a fall, and within 30 minutes I had been informed by the home”.
- “A really good clean nice home”
- “If you are not happy with something speak to the manager and it is sorted”

## Activities

We were informed that the home had a dedicated Activity Co-ordinator. We observed the residents having music stimulation with the Activity Co-ordinator.

Relative comments:

- “The activities lady is brilliant”.
- “Residents have lots of activities including skittles, war time museum old films activities board”.
- “When someone has a birthday, they have a cake made for them”.

## Catering Services

The home has a food hygiene rating of 3 out of 5.

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

We were informed that they are waiting for food standards to re-inspect as remedial actions have been completed.

A new chef has been employed. They confirmed new menus were being trialled with different levels of seasoning to offset the flavour loss as a result of pureed food. Some menu items had not been fully appreciated, so substitutes were being made to ensure that everyone could appreciate the varied menu.

The main kitchen appeared clean and well organised. Food was kept in pantries and walk in fridge. We observed a good amount of fresh vegetables and fresh fruit, plus snacks to be distributed to all the units. We observed meals being prepared including the piping of pureed food to improve appearance. We observed recordings for dietary requirements.

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 were informed by a staff member they felt very supported by the management and they had regular staff meetings and that the Manager had an open-door policy for everyone.

In house formal training is provided electronically by “Your Hippo” and hands on training by staff from Advinia Health Care (Owner/provider).

We spoke to the Manager who said they had NVQ level 3 working towards level 5. They informed us that they had worked in the care sector for 14 years.

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

- The home was very welcoming to us and people engaged who wanted to or could.
- Décor and furnishings all appeared well maintained.
- Relatives were happy with the care their relatives received.
- Food and food ratings were being addressed positively at the home.

## **Recommendations and Follow Up Action**

- To continue to hold regular Resident Relative meetings to enable people to have their views heard and receive information
- To consider making a very small area in the garden resident friendly/stimulating. Looking at possible raised flower bed for residents to visually see at an easier angle.

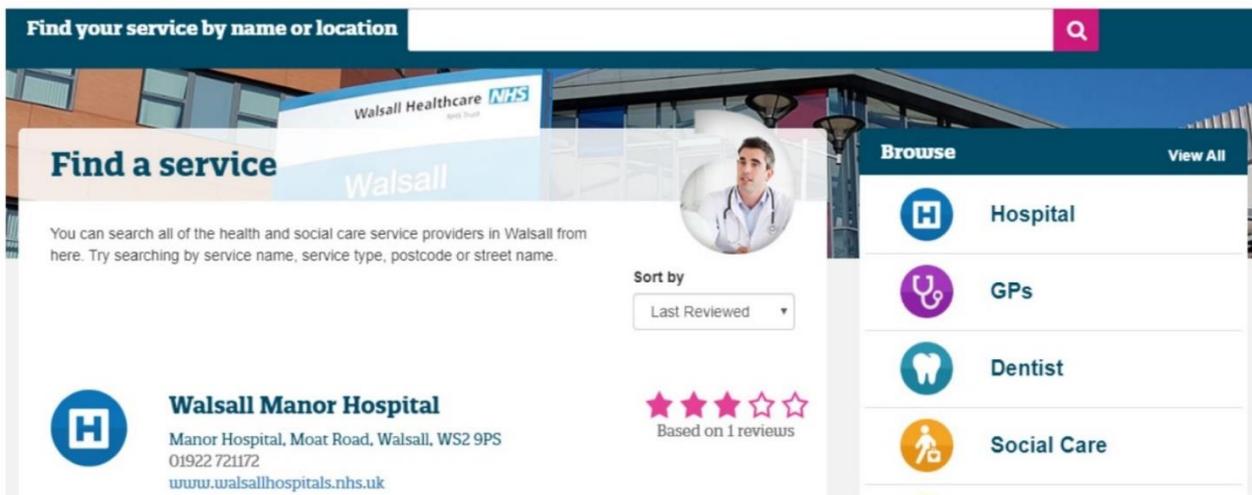
- To ensure that people can access the dentist routinely, and not just when there is an emergency. Healthwatch is looking at this as there is an issue across the borough with people not being able to have a dentist on site for them.
- To consider providing a menu pictorially for people to view enabling choice for meals.

## **Provider Feedback**

- Staff numbers day = 1 x unit Manager, 1 Seniors, 3-4 Carers day
- Staff numbers night = 1 Senior Carer and 2 Carers 1 x twilight 5-12am

**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/>



## 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

Office: The Blakenall Village Centre  
79 Thames Road  
Blakenall  
Walsall  
WS3 1LZ  
Tel: 0800 470 1660

Email: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)  
Visit our website: [www.healthwatchwalsall.co.uk](http://www.healthwatchwalsall.co.uk)  
Part of (ECS) Engaging Communities Staffordshire

**Engaging  
Communities**  
Inspiring Change, Improving Outcomes

