



Enter & View Report

Care Home: Marine View Lodge

Service address: 3 Alexandra Rd,
Wallasey, CH45 0JZ

Tel 0151 909 1111

Service Provider: Athena Healthcare Group

Date : 19/02/2020

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Adrienne Berkson
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Acknowledgements

Healthwatch Wirral would like to thank the management, residents, carers and staff at Marine View Lodge who spent time talking to us about the home.

Please note that this report relates to findings observed on the specific date and time of the visit. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

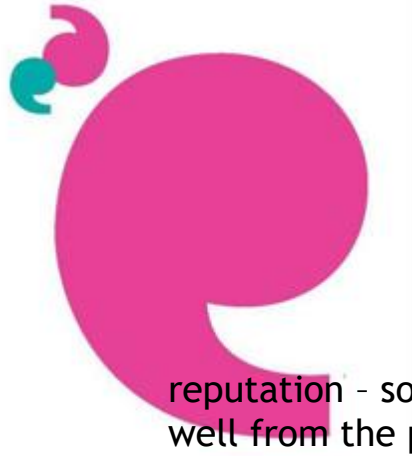
The visit also takes into consideration the fact that some of the residents spoken to may have an illness and/or disability, including dementia, which may have an impact on the information that is provided.

What is Enter and View?

Part of the Healthwatch Wirral's work programme is to carry out Enter & View visits. Local Healthwatch Representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act 2012 allows local Healthwatch Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.

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 use the service first hand.

If there are any issues/concerns which arise during this visit then this could result in a follow up visit by Healthwatch Wirral's Authorised Representatives.

Purpose of visit

Familiarisation

Type of E&V visit undertaken

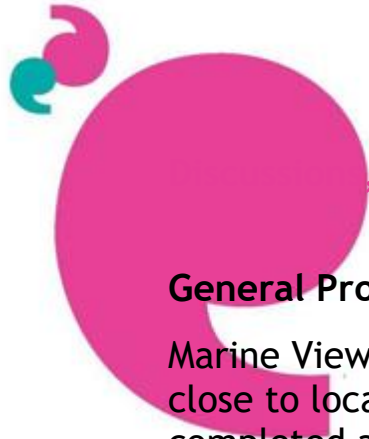
Announced Visit

Methodology

The visit is not designed to be an inspection, audit or an investigation, rather it is an opportunity for Healthwatch Wirral and Elected members to get a better understanding of the service by seeing it in action and talking to staff, service users and carers/relatives. If during a visit, Healthwatch Wirral identifies any aspects of a service that it has serious concerns about, then these concerns are to be referred to the appropriate regulator or commissioners of the service for investigation or rectification. Any safeguarding issues identified will be referred to the Local Authority or Commissioner for investigation.

The rectification of less serious issues may be directly with the service provider on the day.

Enter and View visits are conducted in a way that works in accordance with Merseyside Safeguarding Adults Board's principles and procedures. Information will be shared accordingly in order to safeguard adults at risk on Wirral and promote quality of local services.



findings and observations

General Profile of Service

Marine View Lodge is a large new purpose built care home situated close to local amenities in New Brighton. This new build was completed and opened in May 2019.

The home has 4 floors serviced by a lift. Outside is a car parking area and the building is set in landscaped gardens.

Marine View Lodge provides nursing care for up to 80 people. At the time of our visit there were 25 people living at the home.

Discussion with Manager

The Manager reported that they had been in post since October 2019.

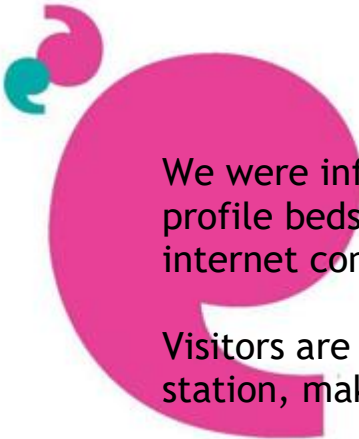
We were welcomed by a member of staff who asked us to sign in and escorted us to the Manager's office for a discussion about the home.

We were informed that Marine View Lodge works alongside health and social care commissioners and agencies to help provide the most appropriate care and support for people's health and wellbeing. The care given is person centred and individual needs are assessed according to cultural background, language, gender, disability, age, sexuality, religion and beliefs.

The Manager reported that the facilities at Marine View Lodge are arranged over four floors to meet the varying needs of residents and each floor has a nurse station. As the home does not have full occupancy yet only the ground floor and second floor are currently being used.

The ground floor is occupied by people who require general nursing care, and who have Dementia or Alzheimers. The second floor is occupied by residents who require general nursing care.

As well as providing short and long-term care Marine View Lodge provides respite care.

A large, stylized pink graphic on the left side of the page, consisting of a large circle with a smaller circle inside it, and a curved line extending from the top left.

Visitors are made welcome and the home is near New Brighton's train station, making it easy for residents' relatives to visit.

Care Plans

We were informed that the Manager is currently reviewing care plans to ensure that they are person centered and reflect people's needs and wishes.

Staff and Training

It was reported that the home currently employs 45 care staff. The Manager reported that staffing levels are adequate to provide safe care to the 25 people currently residing in the home. The home uses their own staff or Agency to cover any absences.

Staffing Levels

Day - Manager, 2 x RGNs, 6x HCA's and an Activities Assistant

Night - 1 or 2 RGNs, 1xSCA and 3 x HCA's

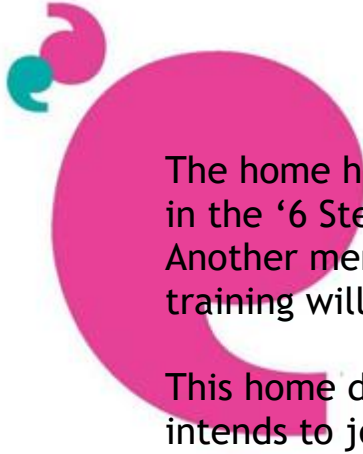
All staff receive an induction, regular supervisions and an annual appraisal.

Staff Qualifications

RMN, RGN, NVQ level 2,3 and 5

Training

All staff have received mandatory training in core subjects. We were informed that the home uses on-site training facilities to provide staff with qualifications which include Care Planning, MCA, COSSH, Fire Safety, Food Safety, GDPR, H&S, Infection Control, Challenging Behaviour, Medicines Management, Nutrition and Hydration, SOVA and Moving & Handling.



The home has recruited an End of Life nurse and currently participates in the '6 Steps' End of Life training.

Another member of staff who has had Dementia and Alzheimer's training will roll this out to other staff.

This home does not currently use the Tele-triage System Scheme but intends to join soon.

Health and Safety

Marine View Lodge uses the PEEPs evacuation procedure and practices the procedure along with conducting regular fire drills.

The home employs a maintenance person who manages and looks after the equipment and building maintenance requirements.

The local fire service also provides the home with advice and support.

Medication Management

Healthwatch were provided with a copy of the comprehensive Medication Administration Policy.

Nutrition and Hydration

We were informed that Marine View Lodge has chefs who produce home-cooked meals. Meals are balanced and nutritious in accordance with the needs and any special dietary requirements of the residents. The Manager intends to conduct a Nutrition Project to specifically look at dietary requirements for people with Dementia.

Snacks and drinks are available throughout the day and family and friends are welcome to join residents for meals by prior arrangement.

Dietary intake is monitored, and the home intends to use the **MUST** tool (Malnutrition Universal Scoring Tool) when staff are trained. Residents are weighed when they arrive at the home and their weight is regularly monitored and recorded. When applicable, dietary supplements are provided. All staff are aware of the need for adequate hydration and nutrition for residents and drinks are offered on a regular basis. Care staff are on hand to assist residents with their

dietary needs. We were informed that residents are given a good choice of food and staff know individual preferences.

Safeguarding

The Manager informed Healthwatch Representatives that all alerts are reported and investigated.

Complaints

The home has a complaints policy and all staff and residents are aware of how to proceed if they wish to make a complaint. Complaints are dealt with in house and the Manager has an open door policy.

The Manager reported that all complaints are investigated, and the outcomes are fed back to the person or family making the complaint.

Healthwatch were provided with a copy of the Complaints Procedure.

DoLS and DNAR's

The home follows legal requirements and best practice guidelines.

Falls Management

Falls are recorded in the on line care plan system. Risk assessments are carried out and the home uses specialist equipment such as alarmed mats to prevent falls. Residents may also be referred to the Community Falls Team.

Pressure Ulcer Care

The homes uses body maps on admission, wound care assessments and referrals to Tissue Viability Nurses.

Visiting Services

We were informed that Marine View Lodge has a good relationship with visiting professionals who provide a range of services for the benefit of the residents.

Management and staff work closely with local health and social care providers who visit the home on a regular basis or who make visits by prior arrangement.

These include the local GP practice and ANP, who provide an enhanced service and an optician and chiropodist.

Residents, who come to live at the home, have a choice of remaining on the list of their previous GP (subject to the practice agreeing to this) or they can choose the GP Practice who provide the enhanced service.

Activities

We were informed that Marine View Lodge employs 2 full time Activities Co-ordinators over 7 days.

The home provides a full programme of activities for residents to enjoy. These include trips out to local cafes and visits to the cinema, local parks, markets and shops in and around New Brighton as well as organised excursions to local places of interest. There are regular celebrations for landmark days, birthdays and events.

Other services available

Marine View Lodge is equipped with its own hairdressing salon and a dedicated hairdresser is available for appointments.

Quality Monitoring

It was reported that Marine View Lodge monitors the quality of the service it provides by conducting regular audits, monitoring complaints and having meetings.

Environment -

Reception

The entrance to the home was via a secure door controlled from within the building. On entry, Healthwatch Authorised Representatives were asked to sign in the visitors' book and there were facilities to clean our hands with sanitizer.



The reception staff were welcoming and friendly. There was information in the entrance area and a folder on the coffee table with details of activities and future events in the home.

The reception area was large, bright and clean. This area was decorated to a high standard and comfortably furnished. Items were displayed in the glass display cabinet and there was also a 'Bistro Cafe' area for residents to use.

At the time of our visit several residents were sitting together at the table and were enjoying tea and cakes. Staff were observed treating people with dignity and respect.

The corridors were clean, fresh and free from obstruction. They were well lit, had handrails and were wide enough to enable residents to move around safely.

Glass display cabinets were inset along the corridors displaying items of interest such as local football clubs memorabilia. Signage was dementia friendly in the appropriate areas.

Communal Lounges/ Dining Area

The communal lounges viewed were spacious, bright, tidy and clean. The rooms were decorated to a high standard and the seating looked comfortable. The chairs were placed in groups to aid conversations and any group activities. These areas felt homely and were laid out to give a social space and privacy if needed.

Each of these rooms had a kitchenette and dining area which were spacious and appeared to be clean and tidy. Dining areas were well presented and tables were set with fresh linen, cutlery, glassware and condiments.

Toilets and Bathrooms

The toilets and bathrooms viewed on the day were clean, tidy, fresh and were equipped with appropriate specialist bathing facilities and safety equipment. Call bells were placed within reach for residents using these facilities.

Bedrooms

The bedrooms viewed were decorated and furnished to a high standard and were clean and tidy.

All the residents' rooms viewed were spacious and had an ensuite wet room. Call bells were appropriately positioned within reach and all rooms had specialist profile beds. Residents have input into how their rooms are decorated and it was evident that they can personalize their own rooms.

Kitchen

The kitchen had an environment rating of 5. It was clean and organized and appeared to be well equipped. Staff informed us that they were aware of residents' nutritional needs and preferences. Staff also reported that they enjoyed working at the home.

Laundry

Laundry is done on site and the laundry room was tidy and organized. Staff, residents and relatives all understand laundry arrangements at the home.

Lifts

The lift viewed was bright and clean and had a call bell to use in an emergency. It was large enough to accommodate a stretcher.

Balcony / Terrace

The balcony area on the top floor was furnished to a high standard and provided panoramic views across the river.

External Areas

The external areas included paved areas, gardens and a carpark. They appeared to be well maintained

Staff Observations:

During our visit staff throughout the home were observed treating residents with dignity and respect.

A tea party was being held in the bistro area on the ground floor and on the second floor activities were being held. Staff were observed interacting well with residents.

We spoke to several members of staff who reported that they were happy working at Marine View Lodge and that they felt supported by management.

Residents –

The residents looked clean and tidy and appeared to be happy.

We did not speak to many residents on the day due to their lack of capacity. However, one resident, who was residing at the home for respite care, spoke to Healthwatch Authorised Representatives and said that they were enjoying their stay at Marine View Lodge and that staff treated them well. They also suggested that some adjustments could be made to the grab rails in their en-suite bathroom and also the height of the mirror should be altered. We passed this request on to the Manager who said that they would deal with this request.

Conclusions

- Within the limits of a short visit, Healthwatch representatives found that residents appeared to be well cared for, happy and contented.
- The atmosphere was welcoming and friendly.
- The impression gained during our visit was that the staff were appropriately trained and motivated.
- Overall the impression was of a new high-quality facility with a caring and motivated Manager.



commendations/considerations

- Liaise with other organisations to access further ideas to enhance the Dementia Friendly Environment within the home.
- Contact Liverpool Museum to enquire about their House of Memories Dementia Awareness Training.
- Participate in the Telerriage Scheme.

Supplementary feedback from the provider post visit

The service manager was provided with a draft copy of this report to check over and respond to our findings and check for factual inaccuracies. To date, no response has been received

Healthwatch follow up action

- Provide the home with the contact details for the Dementia Lead Matron at the local Hospital Trust -
- Provide the home with the contact details for the House of Memories Dementia Training Programme -
- Provide Manager with Healthwatch Checklist 'How to create a dementia friendly environment in a care home' -
- Revisit in 12 months to see how the home evolves as occupancy increases and review implementation of planned Nutrition Project



Glossary

COSHH	Control of Substances Hazardous to Health
DNAR	Do Not Attempt Resuscitation
DOLs	Deprivation of Liberty Safeguards
EMI	Elderly Mentally Infirm
GDPR	General Data Protection Regulation
H&S	Health and Safety
HCA	Healthcare Assistant
MCA	Mental Capacity Act
MUST	Malnutrition Universal Screening Tool
NVQ	National Vocational Qualification
PEEPS	Personal Emergency Evacuation Plan
RGN	Registered General Nurse
SCA	Senior Care Assistant
SOVA	Safeguarding of Vulnerable Adults

Distribution of report

Healthwatch Wirral will submit the report to the Provider, Commissioner and CQC.



Healthwatch Wirral will publish the report on its website and submit to Healthwatch England in the public interest.

Healthwatch Wirral

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