

New Victoria Nursing & Residential Care Home



Enter & View

14th March 2022

10am-12pm

DISCLAIMER This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and residents who met members of the Enter & View team on that date.

Contact Details

137/139 Hornby Road
Blackpool
01253 621043

Person In Charge

Jan Moutrey

Healthwatch Blackpool Authorised Representatives:

Beth Martin
Amy Butler

Acknowledgements

Healthwatch Blackpool would like to thank the residents at New Victoria, staff and Jan for making us feel welcome.

General Information

- Privately owned by 'Regency Healthcare'
- 30 bedrooms, catering for 29 residents due to one bedroom being used as an additional office space/storage space.
- 26 residents occupied New Victoria at the time of our visit.
- The latest CQC inspection and review rated this home as **requires improvement**

Announced visit

What is Enter & View?

We have the statutory right to carry out 'Enter and View' visits, which involves trained authorised representatives of Healthwatch Blackpool to enter those premises where health and care is provided, to observe the nature and quality of the services. These visits are an opportunity to collect views directly from service users, their family and carers and to observe the quality of the service provided.

The visit was part of our programme of Enter and View visits to care home facilities in Blackpool. The aim of the visit was:

1. To find out about service users' experience of the home in relation to:
• **Daily Life** • **Quality of Care** • **Activities** • **Involvement of service users and carers**
2. To identify examples of good practice
3. To highlight any issues or concerns from service users and relatives and any ideas for improvements

Resident Feedback

Healthwatch Blackpool engaged with ten residents at the time of our visit.

Daily Life

"Its brilliant in here to be honest"

"I have the biggest room, with my equipment. Its lovely"

"I get a daily newspaper"

"My room is really nice"

"I wouldn't want to live anywhere else now"

"I'm happy in my room watching films on my iPad"

"I have a great laugh with good friends"

"Its well organised"

"I have visitors, which is really nice"

"My daughter comes to take me out which is lovely"



Food

"The food is very good"

"I have to watch my weight but they get me sugar free snacks. You can't grumble at the portions"

"You always get a pudding"

"There's always a choice, you can also request what you want"

"The food is OK, I would like more fresh meat"

"The food is excellent. I am now overweight"

"The food is alright, I don't mind it"

"The food is not too bad, you get some choice. There's usually two options"

"The meals are a bit spicy for me sometimes, they always give me a choice so I eat a lot of sausages"

"I didn't want anything from the menu, the chef is making a cheese omelette"

"There's plenty of soft drinks"

Quality of Care

"The staff are really nice, we have buzzers and they really make the effort to get you as soon as possible"

"If you push the buzzer, you are never waiting for more than 10 mins"

"We always have plenty of brews, the staff are fabulous"

"If I want to get up and go downstairs, the staff will always help"

"I like that I can still be independent, the staff are always there if I need help"

"The staff are very kind, I cant fault the staff"

"The staff are nice people and you can have a laugh with them"

Resident Feedback Continued



Activities

"I like my own company"

"I have my phone and my daughter comes to take me out and about"

"I tend to go downstairs and take part in activities after lunch"

"The activities are very good, I enjoy the quiz"

"I like playing dominoes"

"I like to watch football and cricket"

"I have the occasional visitor"

"My daughter brings me magazines and I enjoy watching TV"

"All the rooms have freeview TV and you can watch DVD's in the lounge"

"I sometimes get involved in the activities"

"Carol (activity coordinator) comes three days. She makes it fun, we play games and do creative stuff"

"We play lots of bingo and beetle juice"

"At 3pm we have special cakes"

"For burns night we had haggis, square sausage and potato scones"

"We are doing something for Mothers Day for Mums that have passed away"

"We have things on for Easter"

"We sell things too"

"Karaoke and singing"

"The chiropodist comes on Wednesday"

Involvement of service users and carers

"There is always choice"

"I can speak to staff if I need anything"

"I like everything, get on really well with everyone"

"My family visited over Christmas and can tell I'm well looked after, they really liked the home and the staff"

Visit summary and observations

Pre visit

The visit to New Victoria Nursing and Residential Care Home was prearranged as per the Healthwatch Blackpool work plan. The home was notified via letter ten working days before the site visit. The visit was conducted in line with infection prevention control measures and appropriate PPE was worn by visiting staff. Testing and vaccination status information was shared with the care provider on the date of the site visit.

The home was asked to display posters and make residents families aware of the planned visit.

First impressions

New Victoria Nursing and Residential Home is situated on Hornby Road, Blackpool. The home is close to local amenities and is well signposted from the roadside. The home has on site car parking at the front of the building and the external environment was clean and welcoming.

We were invited into the home by Jan, the home manager, who gave us a service overview.

She explained that the home caters for twenty-nine residents currently. The home is registered for thirty residents, though one room is being used as additional office space. On the date of our visit, twenty six residents occupied New Victoria and empty bedrooms were under renovation. The home has three floors and each floor has two bathrooms. There is no top up fee at New Victoria due to bathrooms not being en-suite. All rooms have a small washbasin and Freeview TV as standard.

New Victoria has a small passenger lift and there is a communal lounge and dining area on the ground floor. Jan told representatives that she is new in post and the home has undergone lots of changes, including more nursing care and an in house activity coordinator. Jan explained that the upstairs lounge is unused currently due to renovation works, this space will become a quiet lounge and training space.

Jan explained that communication with family members and regular visitors has been supported during the Covid-19 pandemic. She informed representatives that the home has invested in more technology and iPads to promote family interaction. Visitation is promoted at the home. On the date of our visit, Healthwatch Blackpool observed visitors visit their loved ones.

Jan described the food as a combination of 'apetito' and home cooked meals. Residents tend to have a choice of two meal options at lunch. If both options are something that residents do not want, they can ask for an alternative. Residents have a choice of hot or cold breakfasts and Jan explained that she has had communication with a dietician to consider a wider supper option for residents.

On site at the time of our visit was twelve staff. The home most typically has a cleaner, two cooks, two nurses, five carers, activity coordinator (three days per week) and management. The home does not currently have a residents meeting. However, feedback is regularly gathered from visitors and staff via surveys, alongside the introduction of 'resident of the day' which is an individual view of the experience and care at the home. The home was quiet and homely with staff accommodating the visit.

Jan explained that all residents have individual call systems to alert staff if support is required.

Environment and communal spaces

The environment at New Victoria Nursing and Residential Home was observed to be welcoming and clean. Representatives saw the Healthwatch poster on display upon entering the home.

Representatives observed one lounge area, the communal corridors and shared spaces throughout the home. The lounge was equipped with TV and radio. Residents were observed spending time with the activities coordinator completing an activity for mothering Sunday and also playing bingo.

Representatives spoke to numerous residents who were spending time in their own space and bedrooms. Representatives saw a dementia friendly clock, copy of complaints policy and feedback surveys within the home. There was evidence of fundraising and the menu was clearly recorded on a menu board situated by the main lounge.

Jan explained that the activities coordinator often sits with residents who do not wish to participate in group activities. Carol, the activity coordinator, spoke about reading to residents and 1:1 time being allocated within her working days.

Observations of resident and staff interaction

Healthwatch representatives observed care staff asking residents if they would like refreshments, teas and coffees. We observed staff encouraging residents to stay hydrated and ensuring that residents had snacks. Representatives observed two visitors being greeted by care staff into a visitors room and also witnessed staff asking residents if they would like support to the bathroom.

Staff engaged with Healthwatch representatives and were accommodating of the planned visit.



Visit Images



Overall visit summary

Healthwatch Blackpool had a positive experience at New Victoria Nursing and Residential Home. Feedback on the visit suggested that residents and staff were happy and settled, with comments relating to activities and friendships being particularly pleasing. We saw staff treating residents with kindness, offering biscuits and drinks.

Residents at New Victoria have the freedom to make choices in their daily routine, and feedback on food was generally positive.

It was great to observe a clean environment that was being well looked after.

Thank you to all of the staff and residents for being so accommodating. Healthwatch Blackpool noted no areas of improvement on this visit.

Managers feedback

I was very happy with the arrangements prior to Healthwatch visiting. Knowing that they were coming did give me an opportunity to put a positive light on it for staff. Normally staff are uncomfortable with external partners but I wanted to reiterate that it was a good opportunity to show how much good work we have been doing, in challenging circumstances. and to be proud of all their efforts ,even if we did get negative feedback.

Feedback/Observation	Care Home Management Response	Action to be undertaken by when/whom?
Food "I would like more fresh meat" "Would be good to have more home cooking"	We are undergoing a full assessment of all meals provided by Apetito. We are in the process of recruitment for a part time cook.	Jan
Upstairs lounge area out of use at time of visit.	The upstairs lounge is being reconfigured to a Staff Room now.(so we can facilitate training, larger changing room for all staff as I have a lot more now). The two upper floors will have seating area with appropriate furniture, for residents and visitors (and a small bookcase).	Jan

This page is intentionally left blank

Enter and View Feedback Form

Organisation Address	New Victoria
Contact Name	Jan Moutrey
Names of Healthwatch Representatives	Beth Martin Amy Butler
Date of Enter and View Visit	15 th March 2022
Time of Enter and View visit	10:00am-12:00pm
Were you happy with the Enter and View arrangements prior to the visit?	
<p>I was very happy with the arrangements prior to Healthwatch visiting. Knowing that they were coming did give me an opportunity to put a positive light on it for staff. Normally staff are uncomfortable with external partners but I wanted to reiterate that it was a good opportunity to show how much good work we have been doing, in challenging circumstances and to be proud of all their efforts. Even if we did get negative feedback.</p>	
Please use this space to outline any positives aspects of the visit?	
<p>As above and the two ladies were respectful to both staff and residents/visitors. and they continually checked in with myself. They were not pushy or interfering in any way. They stuck to the time frame they had planned, and fitted in with what was happening at the time.</p>	
Do you have any comments on staff conduct?	
<p>as above. they allowed the residents to speak for themselves, and were not intrusive at all.</p>	
Please use this space to outline any negative aspects of the visit?	
<p>I have no comments for the negative aspects at all. It was a really good experience for all.</p>	
Is there any way in which Healthwatch Blackpool can improve? Any feedback is greatly appreciated	
<p>Cannot think of one!</p>	