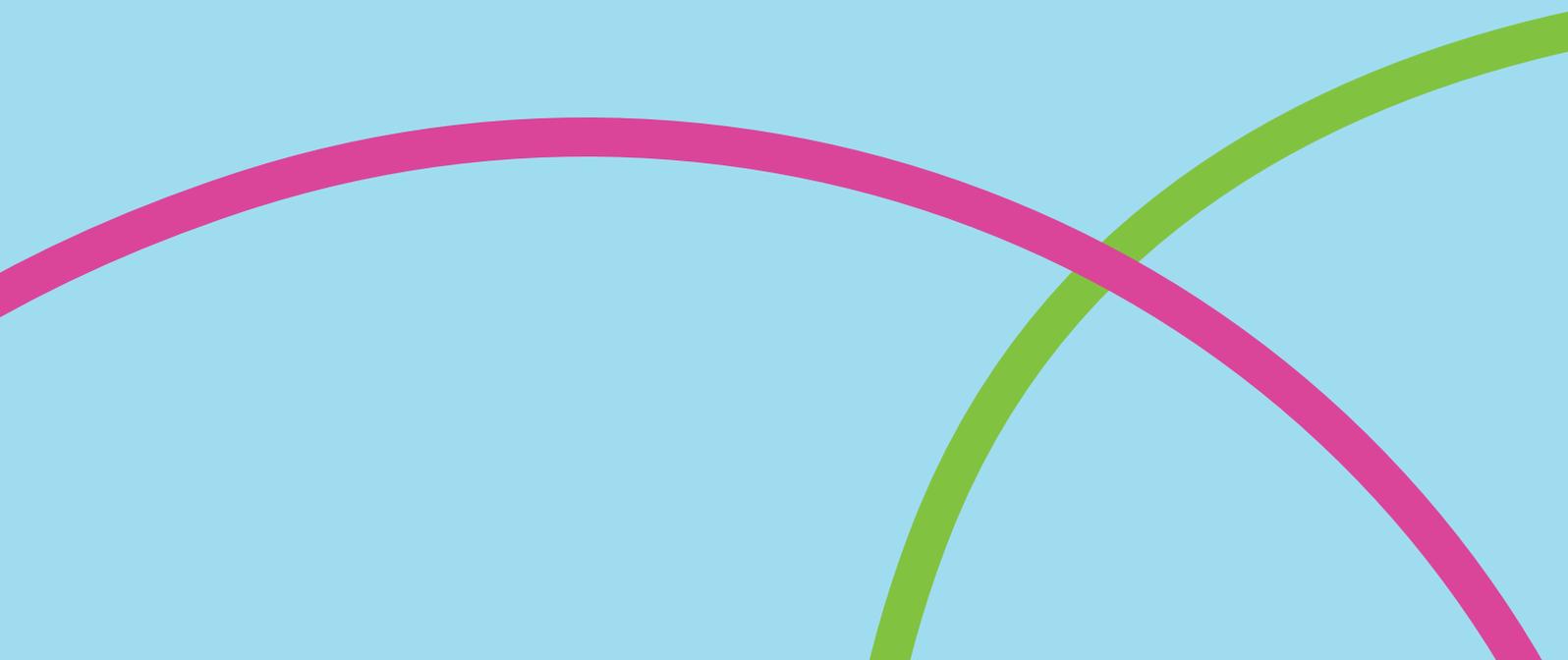


Enter and View report

The Rosary Nursing Home Bridgwater

30 August 2022



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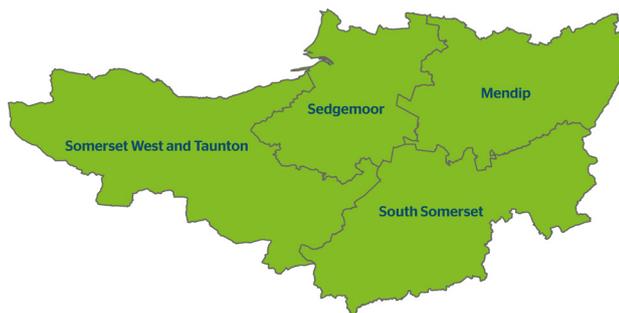
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About Healthwatch Somerset

Healthwatch Somerset is the county's health and social care champion. As an independent statutory body, we have the power to make sure that NHS leaders and other decision makers listen to your feedback and use it to improve standards of care

We're here to listen to your experiences of using local health and care services and to hear about the issues that really matter to you. We are entirely independent and impartial, and anything you share with us is confidential. We can also help you find reliable and trustworthy information and advice to help you to get the care and support you need.

Healthwatch Somerset is part of a network of over 150 local Healthwatch across the country. We cover the geographical area of Somerset County Council, which includes the districts of Mendip, Sedgemoor, South Somerset, and Somerset West and Taunton.



What is Enter and view?

One of the ways we can meet our statutory responsibilities is by using our legal powers to Enter and View health and social care services to see them in action.

During these visits we collect evidence of what works well and what could be improved to make people's experiences better. We do this by observing the quality of service, and by talking to people using the service, including patients, residents, carers and relatives.

Enter and View visits are carried out by our authorised representatives who have received training and been DBS (Disclosure and Barring Service) checked. These visits are not part of a formal inspection process or audit.

This report is an example of how we share people's views, and how we evaluate the evidence we gather and make recommendations to inform positive change, for individual services as well as across the health and care system. We share our reports with those providing the service, regulators, the local authority, NHS commissioners, the public, Healthwatch England and any other relevant partners based on what we find during the visit.

Details of the visit

Service visited

The Rosary Nursing Home, Bridgwater.

Visit date: 30 August 2022.

About the service

The Rosary Nursing Home is a large care home in Bridgwater owned and managed by Sanctuary Care. It offers nursing and dementia care for residents as well as respite care. The home can accommodate 102 residents. On the date of the visit 72 residents were living there. Accommodation is provided in two wings, the nursing and the dementia wing, each with its own dining room and lounge. All residents have their own room, and the majority of rooms are ensuite.

How the visit was conducted

The visit was carried out by seven authorised representatives. Information was collected from observations of residents in their day-to-day situations, including lunch, interviews with staff, residents, relatives and the care home deputy manager, against a series of agreed questions. The team spoke to the deputy manager, two activity co-ordinators plus eight further staff members, nine residents and two relatives. The team referenced the latest CQC report (March 2022) and a final team discussion took place to review and collate findings.

Authorised Representatives

- Sarah Davies (Lead Authorised Representative)
- Sheila Burridge (Healthwatch Somerset staff member and Authorised Representative)
- Keith Paine
- Wendy Darch
- James McMurray
- Richard Corp
- Jennie Flory

Disclaimer

This report relates to this specific visit to the service, at a particular point in time, and is not representative of all service users, only those who contributed. This report is written by the staff member (Enter and View Authorised Representative) who carried out the visit on behalf of Healthwatch Somerset.

Visit overview

This visit was part of our ongoing partnership working with Somerset County Council regarding quality monitoring. The Rosary Nursing Home was told about the visit in advance, so they were expecting us.

When we arrived, the front door was locked, and the bell was answered promptly. We were welcomed by the deputy manager and given a brief overview of the home. We discussed our plans for the visit and were then given a tour of the home. No restrictions were placed on access or who we could speak to.

The visiting team split into two pairs and one trio. One pair spent time talking with the deputy manager and visited the nursing unit, one pair talked to staff and residents in the dementia unit, and the trio spoke to staff, residents and relatives in the nursing unit. The teams observed morning activities and lunch being served. At the end of the visit the whole team met to share findings and observations. These were also shared, together with the recommendations, with the deputy manager.

Key findings

- The home and staff are very welcoming. Our overall impression is that care is personal and individual, and always focused on the needs of the resident. We commend the staff for this approach to residents and their relatives.
- There was clearly a good rapport between staff and residents. The staff were proud of what they were doing with residents.
- We found the home to be clean, light and airy and well furnished. The environment is calm and orderly, and residents appear relaxed.
- We found the deputy manager very approachable and amenable. Staff told us they have a good and supportive relationship with managers, and we observed this. There are daily staff meetings.
- Staff appear happy and committed to their work. They were willing to stop and chat. Staff appear skilled and to work as a team.
- Residents and their relatives spoke very highly about how the home is managed and the care and support they receive. There is open access to families and relatives. Residents and relatives' meetings are held regularly.

Recommendations

We would like the home to consider the following recommendations for improvement based on our observations and findings from the visit.

1. Add the names of staff to the staff picture board.
2. Further personalise residents' doors in the dementia unit, with a larger photo, colour, or related item. Currently, the pictures on the doors (although related to the resident) are quite small.
3. Consider increasing the range of items used to stimulate residents in the dementia wing lounge, for example, more tactile objects, and individual memory boxes.
4. There was a strong smell of urine in the corridor by rooms 39-42. The deputy manager said this was due to a resident who chooses to neglect his personal hygiene and does not accept personal care from the staff. The deputy manager told us she would look into what could be done.
5. We accept that having carpets on the floors is challenging when caring for residents with dementia or other nursing needs, but we suggest some need deep cleaning.

Observations and findings

Staff

All the staff we spoke to were permanent and had worked at the home for some time, so they had many years of experience. For example, we spoke to staff with 3, 17, and 20 plus years' experience. It was clear that staff enjoy their work and are invested in caring for the residents.

Funding

Most of the residents are local authority funded; about 20% are privately funded.

Access to health care services

The home deals with a local pharmacy; prescriptions are ordered via the GP. The home is visited by an NHS dentist, a domiciliary eye care team from Bristol, and an NHS podiatry service visits twice per month.

Links with the local community

The home has links with the local community. For example, the local carnival club made the stage for the home's talent show, and the local Sea Cadets band visited the home for the Queen's Jubilee celebration.

Activities for residents

There is a schedule of daily activities. Over the bank holiday there had been a seaside theme – we saw the decorations in the communal rooms, residents had written postcards, and residents who hadn't joined in with activities were given a piece of rock.

Physical environment

- The home is situated in a quiet residential area and there is no outside traffic noise.
- There is easy access for visitors and good parking.
- The home is attractive from the outside with established trees and gardens.
- The dementia wing garden, with seating and plants, is accessible and secure.
- The front door was obvious and the hallway inside was welcoming. The home was celebrating the bank holiday weekend with a seaside theme so was decorated with buckets, sand, fishes and nets.
- In the reception area there is an electronic screen showing photos and montages of the residents, their families, the staff and activities that have taken place.
- The home is clean, pleasantly decorated and furnished. There was a notice in reception to say that they were in the process of refurbishing.
- There is plenty of natural light and good ventilation.
- The lounges and dining rooms were bright and comfortable, with chairs arranged so residents could interact. We did notice the lack of books, magazines, puzzles etc out on display. The deputy manager told us because books had been taken and misplaced there was now a book cupboard, accessible to all residents.
- We did not observe a calendar or a large face clock in the communal areas.
- There is some carpet staining in places.
- One area of corridor in the main building smelt strongly of urine. We raised this issue with the deputy manager who told us she would investigate what could be done.

- The external doors to each unit were kept locked and accessed with a key code.
- The corridors were wide enough for walking frames etc and the lifts and ramps appeared to be in good order.
- Signage in the home for bathrooms, laundry, kitchen etc was clear.
- In the dementia unit we felt that individual room signs could be more personalised.
- There is a fully equipped on-site hair salon and a new hairdresser was due to start in September.

Interactions

- All staff were very friendly and welcoming to our team.
- It was obvious there was good rapport and genuine affection between staff and residents.
- Staff have good interaction with residents – we witnessed lots of laughter.
- We observed call bells being answered quickly.
- In the main building there is a staff notice board currently being updated with staff photos. We noticed the board did not have the names of the staff, just their job titles and felt that names would be helpful for residents and relatives.
- We noticed the radio was on when no one was around – it was also playing up-to-date modern music which was not of the era of the residents.
- During our visit one gentleman we spoke to wanted to do his crossword puzzle but had left his glasses in his room. We told the activities staff member and she immediately went to get them.
- One staff member gave us several examples of problem solving and improvements they had made with residents in the dementia wing.
- In the dementia wing we observed staff interacting with residents in multiple activities; entertaining, feeding, caring.
- We wondered if the staff used pictures of food for meal choice but then observed the staff brought the actual meals and showed them to the residents so they could choose.
- We observed staff looking after the residents who needed help with eating their food. They were attentive and supportive.
- There is a range of daily activities and the schedule is distributed to residents. There was going to be a picnic on the afternoon we visited.
- In the dementia wing staff had made a folder to record what residents had achieved to show to their relatives.

What people told us

Care home residents

How they feel about their home

Residents told us they were very happy living in the home: "It's great living here", "I love it here", "It's lovely here."

Residents in the dementia wing appear to be settled and happy living there.

The outlook from the home is pleasant and residents can go into the well-maintained garden. One resident said: "I love to watch the birds. I have a bird feeder outside my window so I can see them."

Being listened to

Residents' meetings are held monthly but concerns or issues can be raised in between. The home organises a 'Resident of the day' each month – focusing on a particular resident, ringing their family and discussing any issues.

There is also the opportunity for residents to video call their family.

We observed lots of staff interaction and staff appear very respectful of residents.

We were told: "I can have a shower and wash and dress myself", "I can be private when I want to be", "I can get up when I like."

One resident told us her GP comes into the home to visit when needed: "I ring my GP and he'll come in to see me, no problem."

Staff

We were told: "Staff are very nice and they get to know you. We can have a laugh with them", "they get to know you so you can ask them questions".

Staff told us every resident has a birthday cake, card and present on their birthday and staff sing happy birthday to them.

Activities

There are daily activities for residents. The activities co-ordinator does daily rounds to speak to residents who remain in their rooms.

Residents told us: "There are lots of organised events", "I enjoy chatting with others, my favourite activity is bingo", "I like to read, I have the Daily Mail newspaper."

Residents' families get involved in activities and events at the home. One resident told us: "My daughter visits every day and she often takes me out."

Residents in the dementia wing participated in activities as best they could. Music was being played and residents were tapping and clapping along.

Food and dining experience

All residents we spoke to told us how good the food was. Food is served quickly and is hot – plates have a cover on top to keep the food warm. "Good choice of food served at the right temperature", "nice food and served on time."

Snacks (eg crisps, biscuits) are readily available in both the nursing and dementia wings. Water jugs and beakers are at bedsides and residents said: "We can have drinks whenever we like."

Staff were very supportive in the dining room and they encourage residents to be independent: "Shall I cut up your food, which food shall I cut up – just your chicken?"

Staff were attentive to the needs of residents in the dining room: "Are you happy with your food, do you want the other option?"

In the dementia unit meals were displayed on trays to show choice. Staff were attentive and tested the temperature of food before offering it to residents.

Supporting residents to be up and about

Hoists were being serviced and safety checked on the day we visited. One resident was in her bed due to this and she would have preferred to be up and sat in her chair. Before we left, we observed that hoists were being returned into action.

Family and relatives

Good, respectful care

Most residents have family involvement. Relatives spoke very positively about the home, in particular the care provided. They told us that staff are very respectful of the residents.

Staff relationships and responsiveness

Relatives reported a good relationship with the manager and staff. They can ring anytime Monday to Friday and speak with the manager, and there is a staff and relative suggestion box in the main hallway.

Relatives told us they had a named contact within the home and they were kept up-to-date with their relative's situation: "We can feedback, we have relatives' meetings, but we know we can speak to the manager before then if we need to."

Equipment out of action

On the day of our visit a relative told us: "I'm a bit concerned that the hoists are out of action – it seems to happen more often." We raised this concern with the deputy manager who told us that hoists were serviced on rotation and not all hoists were out of action at the same time.

Volunteer viewpoint

One relative whose husband is resident in the home is now a volunteer and comes in to help daily. She has a good relationship with staff and they are very welcoming. She was involved in the care plan and feels she can talk to staff and management about any issues. This relative chooses the meal choice for her husband and told us that if he does not like the food offered, they can request other options.

Care home staff

All residents are treated equally

Staff told us all residents are treated the same whether local authority or privately funded. Comments from staff included: "Residents come first", "The resident is the boss", "I love the interaction with residents."

Good staff relationships

We observed a good rapport between staff members. Staff spoke very positively about their relationship with management, and said they knew who to go to with any issues and felt able to do this: "We have a very good manager here. We have weekly admin meetings and daily heads of department meetings. I feel very supported."

Management told us they have a very good, reliable team who they are proud of.

Positive workplace

Staff spoke positively about working at the care home: "I could not speak more highly of the home", "As a member of staff I feel looked after here", "It is a very friendly place to work."

Staff felt Sanctuary Care was a good employer. A staff member told us: "The benefit of being part of this larger group is we can access training and support."

Staff displayed a real pride in showing our Healthwatch team around.

Quality end of life care

The home has a gold standard award for end-of-life care and most residents choose to stay in the home at the end of their life. Staff told us: "They're like family and we're all affected when a resident dies. All the staff line the corridor when the coffin is carried out", "A resident comes in through the open doors and is carried out with open doors, this has been their home", "The downside to our work is when a resident dies. We all feel the loss."

Recruiting and training new staff

Advertising for new staff is done online. The recruitment process is handled by the HR team at headquarters but the home interviews all new starters. The main consideration for staff is that they have a caring attitude.

We spoke to two new members of staff who were here on their first day. They had completed a two-week induction training and were now shadowing existing staff.

NVQ qualifications for staff are encouraged. E-learning is also undertaken by staff. A staff member told us they would welcome more e-learning training.

Residents returning from hospital

We asked about hospital discharge for residents coming back to the home. The home has a protocol – the deputy manager will assess over the phone and request two weeks of medication for the resident. Protocol is that no resident is accepted after 6pm, to avoid disruption to other residents.

Volunteers

The home is fortunate to have two regular volunteers.

Acknowledgements

We would like to thank Sanctuary Care and all the staff, residents and their relatives for a friendly welcome and unlimited access to the premises and activities. Our thanks in particular go to the deputy manager who, on the day of our visit, dealt with our Enter and View team of seven, as well as three new employees starting work, a staff interview, plus the servicing of all residents' hoists.

Provider response

Sanctuary Care said: "We thank you for your visit and your valuable insight into our service. We have read the report and are happy with the accuracy of your report."

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