

Ryecourt Nursing Home



Enter and View

4th August 2023

10.30am - 12.30pm

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

264-266 Queen's Promenade,
Blackpool,
FY2 9HD.
01253 592905.

Person In Charge

Paula Bell

Healthwatch Blackpool Authorised Representatives:

Abigail Lee
Alex Lever
David Strickland

Acknowledgements

Healthwatch Blackpool would like to thank the residents at Ryecourt Nursing Home, staff and Paula for making us feel welcome.

General Information

- Group Owner 'Belsfield Care'.
- 31 single en-suite bedrooms, 4 single bedrooms. One of these rooms was currently occupied by two residents at the time of Healthwatch Blackpool's visit due to ongoing renovations.
- 35 residents occupied Ryecourt Nursing Home at the time of our visit. 25 residents were receiving 1 to 1 care.
- The latest CQC inspection and review rated this home as **outstanding**.

Announced visit

What is Enter and View?

We have the statutory right to carry out 'Enter and View' visits which allows 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 four residents at the time of our visit.

Daily Life

Some residents mentioned their opinions on daily life at Ryecourt, including their feelings towards their bedrooms and some of the things they like to do during the day.

"I have a big room. I like it. I play dominos."

"Sometimes I look out of the window. It's nice to see people walking past."

"My bedroom is alright. I sleep well in it. I've got a TV in there."

"I get some exercise in my room. It's a good room."

"I'm happy here."

"I like to sit down and have a fag and a cup of tea."

Food

Staff informed Healthwatch that there is a four weekly rotating menu. Additional individual menu's can be provided, whereby residents can select their own preferences. Staff stated that the chef often asks residents for feedback regarding the meals provided.

"The food is excellent. I can't fault it. The chef is amazing."

"The food is very good."

"I don't get a menu."

"I eat what I like, if I don't like it I don't eat it."

"I like rice pudding."

"Sometimes I get apple crumble – I like that."

"I like the food here sometimes."

Quality of Care

There is a folder of needs on each floor, containing preferences, behaviours, body-mapping, input/output of fluids and dietary requirements for each resident. This information is also displayed on whiteboards in each residents bedroom, with the purpose of personalising the approach to care.

"I can honestly say everyone is well looked after. They're all very dedicated."

"The staff are alright. I just keep myself to myself really."

"Staff are not so bad."

"I like the staff, you can have a laugh with them."

Activities

Ryecourt staff recalled various activities offered to residents, including light exercise, painting, colouring, massage, movie nights and foot spa. Staff reported residents enjoying karaoke and dancing. Staff had decorated the communal areas in preparation for a summer party.

"I do colouring. I enjoy it. I just loose myself in it."

"I don't get involved with activities."

"I play dominoes."

"I like to go out."

Involvement of service users and carers

"I have a friend who comes to see me."

Visit summary and observations

Pre visit

The visit to Ryecourt Nursing Home was prearranged as per the Healthwatch Blackpool work plan. The home was notified via letter ten working days before site visit. The visit was conducted in line with infection prevention control measures.

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

First impressions

Ryecourt nursing home is situated on Queen's Promenade, Blackpool. The home is located close to local amenities. The external name signage is very clear. Parking for the home is outside of the premises. The external environment of the home was tidy and welcoming. The home is accessed via the side of the property, which is well kept and ensures disabled access.

We were invited into the home by Paula the acting general manager, as Adrian was on annual leave.

The home is registered for thirty five residents and was at full capacity at the time of our visit. Twenty five residents were cared for on a one-to-one basis. The home specialises in multi-diagnoses and all residents are on fully funded care. The home is over three floors with bedrooms on all floors. There is lift access to all floors and the lift was in full working order.

There are three communal lounges in total, and a yard at the front with a smoking area clearly signposted, which residents can access. Representatives observed the home to be clean and modern. Residents are permitted to go out with family members, or with support from staff.

The staff stated that during the Covid-19 pandemic, they did not lose any residents or staff members. Paula stated that all staff were 100% vaccinated and they ensured relatives and friends had continued regular contact with the residents by utilising visors, material masks and completing swabs for all staff, visitors and resident.



First impressions continued

Paula explained that the food provided to residents is home cooked by the Ryecourt chef's, of which there is one main chef and four floating chef's to cover holidays. There is a four weekly rotating menu with a separate menu available, whereby residents can choose their preferences.

At the time of the visit, there were thirty-seven staff members on duty, including two cleaners, one chef, one nurse, one nurse assistant, one floor manager and carers. When discussing the staff team, Paula informed us of the multi-cultural workforce within the home, and feels this has a positive impact on the service they provide. Paula reported no issues with staff, stating that they do not use agencies and often recruit through sponsorship. Staff are provided with regular training, including online training through the skills academy and face-to-face training for topics such as manual handling. Paula stated that if anyone is struggling with training, they are offered support and a report was presented evidencing staff members completed training.

The home was busy with activity on the day of our visit, with many staff stimulating residents through art. The home was decorated with balloons, bunting and streamers in preparation for their upcoming summer party. Paula stated that the activities co-ordinator has a daily activity plan with a calendar, planned a month in advance. Activities include bingo, parties in the garden if the weather is nice, gardening, trips to Farmer Parrs, trips on the tram, trips to the pier and visits to the charity shops and café's on red bank road.

Paula stated that cards are available to residents to give feedback. She also stated that a questionnaire is sent every 6 months to carers for feedback. Carers are regularly sent photos via email of what residents are busy doing, which she feels provides a lot of reassurance for the family. Staff explained that the home does not hold resident meetings.



Observations of residents and staff interaction

Healthwatch representatives observed care staff engaging in painting in both lounges while relaxing music was playing. The staff were observed treating residents with kindness and respect.

Staff engaged with Healthwatch representatives and were accommodating of the planned visit. Ryecourt staff accompanied Healthwatch Blackpool around the care home for safety reasons, therefore staff selected those they felt would be able to engage. Feedback gained on the visit was limited as a result, and all the conversations that took place were overseen by care home staff.

Relative feedback

Three relatives were present at the time of our visit and had a conversation with Healthwatch Blackpool representatives.

The feedback overall was extremely positive, with a particular emphasis on the quality of care provided and the reassurance this gives to the individual. Some comments indicated that improvements in communication with relatives could be made, to keep them informed of residents care and create greater opportunities for feedback.

"Very, very kind staff, not just to the residents but to their families."

"From what I have seen they will always talk to you and make the effort."

"My partner eats the food, it's a good sign because it was very bad before, for a while."

"They phone me and talk to me, it makes a huge difference."

"The staff are excellent at dealing with my partner when agitated."

"Staff have always been very pleasant."

"He never left his room in other places so that is a step forward."

"His room is small, just a single bed."

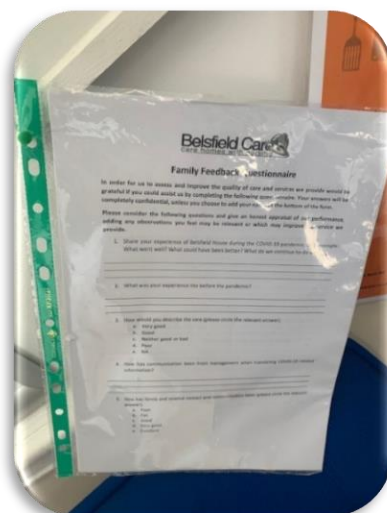
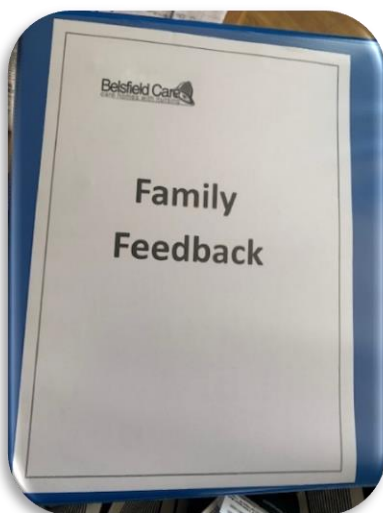
"They only give us updates when we come in and ask."

"They don't get in touch with us on updates."

"I couldn't have found a better home than Ryecourt. I wanted her to have the best. The people here will do anything for you. It's always spotless. I can't say enough about the place really. I can take her out for the day too. I'm not worried and I'm still part of her life. They have dancing and karaoke. They even had an ice cream van here the other day. The food is brilliant and she is always fed at the same time. They have sunny days in the garden. I get tea and biscuits when I visit. Whatever she wants they go overboard to give it her and help you. The nursing staff are on the ball."

"I got a text to see if I would like to give feedback on the home and say what I thought. I told them exactly what I've told you. It's always spotless."

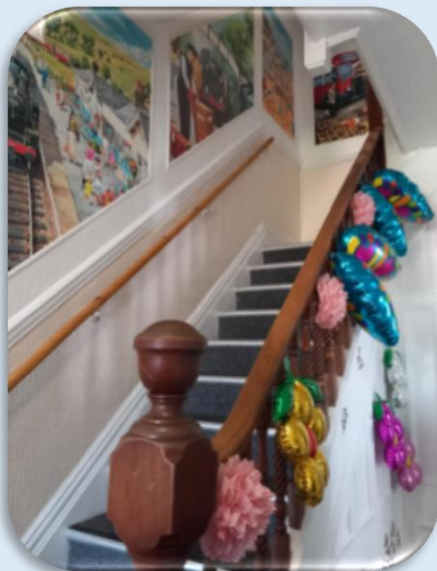
"The carer she has is fantastic. If I phone up and ask for a certain carer, they say yes no problem."



Visit Images



Visit Images



Overall visit summary

Healthwatch Blackpool had an enjoyable experience at Ryecourt care home, and we were welcomed by staff. Overall, the feedback gained was positive and suggests most residents are happy, although it needs to be acknowledged that the level of engagement with Healthwatch representatives was limited. Residents appeared well stimulated and there were a variety of facilities/activities available, including movie nights, three lounges and an outside garden.

We saw staff treating residents with kindness and were attentive to their needs. The home was clean and well kept, with no improvements required with the interior.

Thank you to all of the staff and residents for being so accommodating.

Managers Overall Feedback

"Staff were very professional towards residents and staff members. Ryecourt felt it was a very positive experience."

"Thankyou for visiting Ryecourt nursing Home and the lovely feedback. Resident care and individuality encompassing dignity remains our priority in these challenging times. Enhancing meaningful quality care will always be our daily ambition.

It was good to hear that your visit identified positive outcomes and acknowledged the hard work and dedication from the team, we have been communicating to our staff the positive findings and thanking them for their hard work.

Resident care remains our focus as we strive to improve through technology and modernization, without forgetting the basic care our individuals strive for daily. Staff manage the most challenging situations with a resident first approach at all times, the continued use of outside visits and individual plans of care allowing residents improved lifestyle.

We have reviewed the feedback with our staff and residents who are all proud of the positive response."

Recommendation	Care home/management response	Action to be undertaken By when/whom?
<p>Involvement Clearly promote regular opportunities for carers and loved ones to provide ongoing feedback regarding Ryecourt Nursing Home.</p>	<ul style="list-style-type: none"> • Family Quality Questionnaire to be sent out to all families quarterly. • News Bulletin – has contact details of Managers. • Staff hierarchy and photographs on a board (who's who). • Family pack given when a resident is admitted to Ryecourt – contains details about contacting the home with email address and contact numbers 	<p>Completed – 01/09/23 Adrian</p>
<p>Within the existing feedback folder from carers and loved ones, one family member suggested badges so family members know the names of carers and staff. Has this been implemented?</p>	<ul style="list-style-type: none"> • Because we are a 'Challenging Behaviour' unit, staff don't wear anything attached to their uniform as this could cause an injury to the staff member and the resident. Staff have been reminded to introduce themselves and to direct people to the staff board where photographs and names are available to see. 	<p>Completed – 01/0-9/23 Adrian</p>
<p>Involvement Provide monthly resident meetings to gather regular feedback from residents.</p>	<ul style="list-style-type: none"> • Because we are a 'challenging behaviour unit', our residents are unable to come together for meetings. Due to their mental capacity, they would find it difficult to understand the purpose of a big meeting and for safety reasons the residents share different lounges/areas throughout the home. • As an alternative, we have introduced a questionnaire for the residents who are able to provide some feedback about the food, the staff etc that is given to the Manager and shared with Senior Managers to check and act if necessary. 	<p>Completed 01/09/2023 Adrian</p>

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