



**Enter and View Report**

**The Priory**

Springhill  
Wellington  
Telford  
TF1 3NA

**20 August 2014**

Name of Service Provider	Purity Nursing
Name of Premises Visited	The Priory
Location / Address of Premises	Springhill, Wellington, Telford TF1 3NA
Service Provided	Care home with Nursing
Date of Enter & View Visit	20/08/14
Time and Duration of Visit	13:30, 2 hours
Type of Visit	Announced

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## 1 Executive Summary

- The Priory is a residential care home with nursing and provides for up to 37 residents.
- Residents in the home are generally content with the care and facilities provided.
- Extensive refurbishment work is underway in the home and recently completed residential rooms are of a good standard.
- All residents' rooms visited had a good standard of cleanliness and personal effects such as ornaments and photographs were on display.
- Every resident had water or juice nearby at the time of our visit
- All residents spoken to thought that food provided was of a good quality, although one resident spoken to had not been able to have her preferred menu choice.
- Residents were not aware of activities or entertainment organised by the home.
- One short-term resident was shortly to be discharged, but would consider coming back to the home for Christmas if there was space!

## 2 Introduction

### 2.1 Healthwatch Telford and Wrekin

Healthwatch Telford and Wrekin Mission: “Make health and social care services as good as they can be by being an independent, volunteer led community organisation”. As an independent consumer champion for health and social care services, Healthwatch Telford and Wrekin has been established to represent the views - the voice and influence of the public, to help make sure that local people who use the services get the best out of local health and social care delivery, help to improve those services, and their future development. ‘Enter and View’ is a statutory power that Healthwatch Telford and Wrekin have at its’ disposal. This allows our authorised representatives to enter health or social care provider premises and see for themselves how NHS or Telford and Wrekin Council-funded services are being delivered to those who receive the services.

### 2.2 Service Information

Type of Service	Care Home with Nursing
CQC Details	Last inspection 26/07/2014 <i>Standards met in 3 of 5 areas inspected</i> <a href="http://www.cqc.org.uk/location/1-906382638/inspection-report/1-9063826382014-07-26">http://www.cqc.org.uk/location/1-906382638/inspection-report/1-9063826382014-07-26</a>
NHS Choices Service Webpage	<a href="http://www.nhs.uk/Services/careproviders/Overview/DefaultView.aspx?id=97687">http://www.nhs.uk/Services/careproviders/Overview/DefaultView.aspx?id=97687</a>

### 2.3 The Priory

The Priory Nursing and Residential home is registered to provide accommodation for persons who require nursing or personal care to a maximum of thirty-seven service users.

### 2.4 Purpose of Visit

To explore dignity and respect within the care setting

### 2.5 Approach

Two Healthwatch Telford and Wrekin trained and briefed Authorised Enter & View Representatives were assigned to the visit.

It should be remembered that ‘Enter and View’ is an engagement tool performed by Healthwatch-trained lay-volunteers, and is not an inspection. The aim of ‘Enter and View’ is to put together a picture of what people think of the service people are receiving provided by The Priory. This was to be achieved by collecting as evidence the views of the residents and any relatives/visitors present about their experiences of the services. We would also talk to the staff, management and any other professionals present to hear about their contributions to service provided, and during the visit we would also observe the delivery of the service. We focused on topics related to the visit purpose from the perspective of the people using services and those who provide them. The report relates only to one specific visit (a point in time) and is not representative of all service users, only those who contributed within the restricted time available.

## 3 Findings

### 3.1 Feedback from Residents and Relatives Experiences

We spoke to 9 residents and the son of one resident.

Generally, all residents were satisfied with the care provided at the home, and in particular, the care provided by the staff.

Residents spoke of liking the food provided and particularly the choice of menu available, although on this occasion one resident had not been able to have the fish they requested so had been provided with egg and chips.

We asked about activities but the majority of residents spoken to were not aware of communal activities. One resident spoke of being taken to the new hairdressers at Morrisons and how much she had enjoyed being taken there. Two other residents said that they would like to go outside in their wheelchairs, either to the garden or shopping, but there was no-one available to take them.

Residents and carers felt that there had been a substantial improvement in the home since the change in management.

### 3.2 Staff Feedback

We asked the manager and staff about home management and staff relationships at The Priory.

- We were told by the, then, acting manager that she had a “good, strong working relationship” with the home’s owners and that they were working well as a management team.
- Staff members felt able to raise concerns with the acting manager
- Staff we spoke to during our visit said that they felt “part of a team” and enjoyed working at the home.
- The home’s owners regularly spend time at the home and this was confirmed by their observed relationship with residents.
- The acting manager told us that there were some issues with the use of agency staff to fill vacancies, but that recruitment of permanent staff was almost complete for the core team. She reported that the team spirit among the staff was “good and building”.
- The acting manager advised that the initial owner/management focus was to “maintain care and safety of residents” while make the necessary structural alterations to the home including new build rooms, heating, and redecoration. Other aspects of resident care will be addressed later including activities, access to the garden and the car park.

### 3.3 Observations

*We would like to thank the management, staff and residents of the Priory for their assistance in gathering information for this report.*

The car park is small and in a poor state of repair. We understand that internal work has been prioritised and there is evidence of considerable building work being undertaken.

Access through the front door is controlled with visitors signing in at reception where there is a variety of leaflets, including Healthwatch leaflets, available.

Corridors on the ground floor were warm, clean and uncluttered although they will be improved by redecoration.

There is a large glass window providing a clear view of the kitchen area and staff observed appeared to be cheerful while cleaning up after lunch.

The dining room has been refurbished and re-decorated. The décor is clean and modern and there is a large wall mounted television and plans to install another in the other area of the room. The tables and chairs were sturdy and there was adequate space for wheelchair users to sit at the tables.

We were shown a new treatment room with colour coded care plans for all residents and a secure medicines room.

The new wet room looked well appointed, bright and clean and included shower, wet room seat and mobile bath.

The lounge, an L-shaped room, was also redecorated to a good standard in strong modern colours. Most of the chairs had been replaced with appropriately upholstered wing arm chairs - a few older lift & tilt chairs remained but were due to be re-covered with appropriate fabric or replaced. There are a number of large windows in the lounge including patio door onto a small terrace, but no window coverings.

At one end of the lounge there is a small kitchenette area which was being used by a staff member having lunch. The member of staff indicated that this was the designated area for staff to have a break and meal. We were advised that provision of a staff room is in the next stage of refurbishment.

Resident rooms were modest in size with some small, but light, clean and warm (stand-alone heaters) with wood-effect flooring. All rooms had some personal items, photos and pictures, storage for clothes, a chair for visitors, and most had en-suite toilet and basin. All seen had jug and water or squash available within reach, and a call/assistance button. Resident names were on the door and doors were mostly open.

Staff were observed during the visit, and some were clearly purposeful and busy with resident care, and some handling more urgent care or nursing issues; many appeared cheerful in their work. Staff observed showing residents appropriate

respect - when they talked with residents they addressed them by name and in a positive and caring manner, and when with us, introduced us and asked if the resident was happy to talk to us. The attitude and approach to speaking to residents in communal areas was also appropriate, cheery and caring.

We observed that when staff were providing care or nursing assistance to residents in their rooms, they ensured the door was closed, and even when briefly speak to 'called' or passing staff outside the room, they ensured the door was drawn closed to retain resident privacy.

We observed the use of 2-way radios for the staff. The acting manager stated these were "used to make sure resident or staff assistance requests or alarms were handled quickly and reliably", and "for staff to get assistance from nurses or other others from other areas of the home, as needed". She also stated this "helped to ensure residents were not left for longer periods after calling for assistance" This seemed to work on most occasions but we did also observe one resident in the lounge who was getting agitated and uncomfortable waiting unnecessarily long after requesting assistance. We looked for a staff member who said she would send someone. Later one of the care staff came to ask what help was wanted and went off and eventually returned with wheelchair to assist the resident to the toilet facilities. The radios did not seem to help on this occasion.

## 4 Recommendations for Improvement

The following recommendations have been made, followed by the comments received from the service provider:

	Healthwatch Recommendations	Service Provider Comments
1	When the improvements to the garden are being planned, include some raised beds that can be reached easily by people in wheelchairs, and encourage those residents who wish to go out and enjoy doing some gardening.	Myself and the owners of the priory have talked at length about a sensory garden once all the building work has been completed, including raised beds with plants with a variety of smells appealing to resident's psychological and emotional wellbeing. We plan to include some edible plants and herbs that can be used in salads in the summertime, as well as enhance the flavour in daily meals lessening the need to use salt. We will of course, include raised beds where residents can be encouraged to take part in planting, as well as touching various textured plants.
2	Increase the visibility of the activities co-ordinator within the home and build a programme of activities and entertainments to stimulate and interest residents, including trips out.	We are at the moment advertising for a Personal Activities Leader - PAL who can work with people on a one to one as well as in group activities as many of our residents are unable to participate in group activities. We would also like to offer a number of outings over the course of the year as well as arranging in house entertainment and other activities.
3	Organise periodic meetings for residents and their relatives/carers to gather ideas and gain feedback.	We have regular resident/Relative meetings every 2 months. All meetings are minuted and copies of the minutes are given out at reception to everyone who wants to take a copy. Further copies are kept in the manager's office for audit purposes.
4	Provide a dedicated space for staff where they are able to eat their meals privately.	There is a dedicated space available for staff to eat although we realise that this is not ideal due to the lack of space. The owners have plans to extend the building next year which will include a staff rest room as well as a shower and lockers. At the moment the staff do have some lockers available in a separate part of the building.
5	Provide window coverings in the lounge area to prevent residents sitting in direct sunlight.	I have requested soft furnishings for the lounge on my daily manager's update. The owners have placed an order some time ago, and have recently chased this up. The lounge has only recently been re decorated and furnished. Next year the plan is to extend the lounge and include a new conservatory for the residents to enjoy.

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