



Enter and View Visit Report

The Rylands Nursing and Residential Home



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The Rylands Nursing and Residential Home, 74 Forton Road, Newport, TF10 8BT

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About Healthwatch Telford & Wrekin (HWT&W)

Healthwatch Telford & Wrekin is the independent health and social care champion for local people. We work to ensure your voice counts when it comes to shaping, delivering/receiving and improving services. We address inequalities in health and social care to help make sure everyone in Telford and Wrekin (T&W) gets the services they need.

There are local Healthwatch across the country as well as a national body - Healthwatch England (HWE).

What is Enter & View?

Healthwatch Telford & Wrekin gathers people’s experiences of health and social care services and there are times when it is appropriate for Healthwatch to see and hear for ourselves how services are being provided. These visits are called ‘Enter and View’, and can be ‘announced’, ‘partially announced’ or ‘unannounced’. ‘Partially announced’ visits mean the service provider is told we will visit but not the date or time of the visit.



The responsibility to carry out Enter and View visits was given to local Healthwatch in the **Health and Care Social Act 2012**.

Enter & View visits are carried out by a team of specially trained and DBS-checked staff and/or volunteers called Authorised Representatives. These volunteers are not experts in health or social care and report only on what they see and hear during the visit. They make observations and collect people’s views and opinions anonymously and produce and publish a report.

Enter & View visits are not an inspection, and always have a ‘purpose’.



Details of the Visit

Visit Details:	
Service	The Rylands Nursing and Residential Home
Provider	Rylands Care Ltd
Date and Time of visit	2pm on Friday 24 th May 2019
Visit Team	2 HWT&W Enter & View Authorised Representatives (ARs) and 1 E&V Representative "In-Training" (T-ARs)
Service contact details	Name: The Rylands Nursing and Residential Home Address: 74 Forton Road, Newport, Shropshire, TF10 8BT Phone: 01952 825563

Purpose of Visit

How dignity, respect, quality of life and independence is being respected and supported in the person's care, and how 'activity-based' care supports people to continue to be as active and independent as possible.

We want to hear about resident experiences and those of any relatives and visitors present, and we will observe the residents engaging with the staff and their surroundings. We want to identify examples of good practices and hear about any ideas the residents or staff may have for change.

Disclaimer

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



Context of the Visit

In August 2017 Healthwatch England published a report: ‘**What’s it like to live in a care home?**’ Between January 2016 and April 2017, local Healthwatch staff and volunteers across England visited 197 care homes across 63 different local authority areas to find out what day to day life is really like for many of those living in care homes. These homes collectively provide care for almost 3,500 residents ranging from elderly people with dementia to those with severe learning disabilities.

During these visits local Healthwatch spoke with residents, their families and staff, compiling people’s experiences with their own observations to produce visit reports. These were shared with the providers, the public, CQC and Healthwatch England. Healthwatch England reviewed what people told local Healthwatch and identified the common issues that need to improve as well as eight quality indicators for a good care home. Healthwatch England identified that a good care home should:

1. Have strong, visible management
2. Have staff with time and skills to do their jobs
3. Have good knowledge of each resident and how their needs may be changing
4. Offer a varied programme of activities
5. Offer quality, choice and flexibility around food and mealtimes
6. Ensure residents can see health professionals such as GPs and dentists regularly
7. Accommodate residents’ personal, cultural and lifestyle needs
8. Be an open environment where feedback is actively sought and used

As part of the engagement programme Healthwatch Telford & Wrekin will visit Care Homes in the borough, and those elsewhere in the county where funding support is provided by Telford & Wrekin Council Adult Social Care. Individual visit reports will be published on each home visited. Over-arching theme reports will be published focusing on person-centred care and the quality of life experienced by residents, relating to their dignity and respect and exploring topics such as activity-based care, access to health professionals, and living with dementia.

The Rylands Nursing and Residential Home in Telford & Wrekin is currently rated ‘**Good**’ by the Care Quality Commission (CQC), last inspection May 2019.

The visit was ‘**partially announced**’; we told the manager of the visit but not the date and time.



What we were looking at

The focus of this visit is to find out if the residents of The Rylands Nursing and Residential Home are happy living in the home and they were cared for with dignity and respect. We want to learn about:

- supporting people to continue to be as active and independent as possible
- choices available to people
- staffing levels and staff training

What we did

When we arrived at the home, after signing-in, we spoke to the manager. Our questions about the home were answered and we took advice on whether any residents should not be approached due to safety or medical reasons, or any issues regarding ability to give informed consent. The manager then showed us around and introduced us to the residents and staff.



We went to speak with any residents present in the home who were willing to talk to us and any visitors and relatives. We spoke to residents in the lounge, and we knocked on open resident's bedroom door and asked if they would be happy to speak to us.

We spoke to 9 residents in total, 7 relatives and visitors, and 5 staff.

What we found out

About the Home



The Rylands Nursing and Residential Home provides personal and nursing care in a homely environment. The services include respite and palliative care. The home does not have a dementia unit. The home has 40 single bedrooms, of which 34 were occupied at the time of our visit. There is currently a split between 12 residential and 22 residents receiving nursing care.

The home is set well back from the road, in a quiet area of Newport. There are gardens to the side which are maintained by a gardener. Parking is provided to the front and side of the home building, though no spaces were allocated for disabled parking.

The home is privately owned; recently the management of the home was outsourced to Careport, but is now managed by Premier Care Solutions on behalf of Rylands Care Ltd.

Views of the residents and staff

Person-centred care with dignity and respect

We spoke with residents and relatives. We were told by one resident that they were very happy and had wanted to stay from day one at the home, that the staff were brilliant, and nothing was too much trouble for the staff. Food was good with plenty of choice, but staff will always find an alternative if you ask. Tea and coffee are available when required. This resident tends to watch TV in their room but commented they can go to the lounge or garden when required.



Another resident told us the home is 'fine' and 'lovely', I consider everyone here my friends, I have 'no complaints, the food is good. This resident also chooses to stay in their room and told us drinks are always available.

We were told that management were approachable and listened to what was being said. A relative told us they were very happy with the service in the home, and their relative receives superb care.

A resident told us they get 24-hour care, the care level is good, the home is clean, and the staff are welcoming and caring. They have all the equipment they need. They provide us with ice lollies when it's hot.

A relative told us that the staff were very supportive and deserved a 'gold star' when their relative was on the 'end of life' pathway, fortunately the relative responded to treatment and is no longer on that pathway. A resident told us they were happy in the home on respite care but didn't wish to comment further.

Another resident said 'nice area, all the carers are nice to me. I have enjoyed it here but sometimes lonely, but that's just nursing homes.'

We were also told by another resident 'to be honest there a no real issues, I do like it here, but I obviously want to get back home. My room is nice. The only issue I would say is they have been having staffing problems, quite a few agency workers have been in. Sometimes I find it depressing as it quiet and is lonely.



Residents and visitors told us-

“Wanted to stay from day one.”

“Staff welcoming and caring.”

“Nothing is too much.”

“All the carers are nice to me.”

“They look after me well.”

“You’re wonderful” (*referring to a staff member*)



Staff told us -

We work well as a team; I like working here.

The home has a complaints tracker to which residents or relative can log complaints. At present there is one complaint under investigation where a resident complained that it took too long to respond to the call bell - this was on a day when the home was very busy, and staff were stretched. One resident told us they were on the floor for a long time following a fall.

Staff told us that management have daily staff meetings and conduct a walk-about at 11am. There are regular meetings with individual staff. Staff we talked to told us the home was well managed and they all worked well as a team. Several staff members commented - “I love/like it here”. Staff told us ‘the managers are easy to talk to, fair, approachable, they always listen, and they will sort-out any issues. This is a good place to work.

Meals and Activities

One resident we spoke to told us the activities co-ordinator is very good. They held a cheese and wine night recently.

Residents we spoke to commented that the food was ‘good, always 2 choices’, ‘good food’, ‘some meals are better than others, ‘they will always find alternatives if you ask’. Others commented ‘food was OK’. One resident compared the meals to ‘prison food’ (*not that they had experienced prison food*) and said, ‘food could be dry at times’. We met with management at the end of the visit to share key highlights and issues and raised some of the resident concerns on the



food. While not agreeing to ‘prison type food’ the manager did advise that a new cook has just been employed and a new catering manager was starting on Monday, so hoped the residents’ would see an improvement, though most did seem to enjoy the food.

At present birthday cakes are bought in for resident celebrations, but the home hopes to start making their own when the kitchen staff are at full strength.

Residents told us-
 Good food
 Always a choice
 Could be dry at times

Friday’s Menu

Week 1

Breakfast

Own choice of cooked breakfast, cereals and toast

Lunch

Smoked Haddock, Chips and Peas
 OR
 Spanish Omelette, Chips and Peas

Sweet
 Fruit Pie and Custard

Tea

Home Made Soup - Leek and Potato With Roll
 Hot Sausage Sandwich
 Or
 Sandwich

Sweet
 Fruit Cocktail and Cream

Week 2

Breakfast

Own choice of cooked breakfast, cereals and toast

Lunch

Battered Fish, Chips and Mushy Peas
 OR
 Cheese Omelette, Chips and Peas

Sweet
 Bakewell Tart and Cream

Tea

Home Made Soup - Broccoli and Stilton with Roll
 Hot Bacon Sandwich
 Or
 Sandwich

Sweet
 Bananas and Custard



We spoke to the activities co-ordinator who told us that they do a lot of activities for the residents; they have had a farm-animals visit, and plenty of ‘activity’ sessions. Residents have visits from singers, and church activities, and local school children come and visit and interact with the residents. There are monthly themes to keep activities interesting. A Resident and Relatives meeting had taken place the previous week.

A resident told us they enjoyed sewing and reading.

Activities for April 2019

2 nd	Residents meeting 11am Laughter Yoga 2pm Visit from Nursery 2pm	17 th	Workout Wednesday
3 rd	Spring-time crafts	19 th	Easter Egg Hunt 1.30pm Afternoon Tea 2.30pm - 4pm
4 th	Pamper Day	22 nd	Easter Bonnet Competition
5 th	Fruity Friday	23 rd	Happy St Georges Day
8 th	Kiddley Divey 11am	24 th	Exercises 3pm
9 th	Tom Wenlock - Singer 11am	26 th	Bread Making
10 th	Exercises 3pm	27 th	Weekend Workshop 2pm - 4pm Sunday Spa Day
15 th	Churches together 11am	29 th	Movie Monday
16 th	Tasty Tuesday	30 th	Laughter Yoga 2pm

Staffing levels and training for staff

We were told that typical staffing levels are: -

	<i>Morning</i>	<i>Afternoon</i>	<i>Evening</i>
Health Care Assistants	8	6	4
Nurses	2	2	1

In addition, there are meal assistants, catering manager, cook, porters, assistants, admin, gardening and maintenance staff.

At the time of the visit the home was understaffed in the following areas, carers, nurse and administration. Night-time is fully staffed.

All staff receive relevant training. We were advised that all training was up to date, and consists of:

- Communications
- Consent
- Fluids and Nutrition
- Duty of Care
- Dementia Awareness
- Health Safety and Welfare
- Infection Control
- Safeguarding



- Person Centred Care
 - Privacy and Dignity
 - Resuscitation
 - Moving and Handling
 - First Aid
 - Mental Capacities Act (MCA)
 - Deprivation of Liberties (DoLS)
 - Fire
- Some staff also receive training in:
- COSHH
 - Food Hygiene
 - Allergies

Training is provided from several sources, including:

- Online E-Learning
- In-house
- Shropshire Partners in Care (SPIC)
- Training Works 4 U

Observations

During the visit the representatives observed interactions between staff and residents and looked at the physical environment.

Staff interactions with the residents

We observed staff interacting with residents, and they staff would always address the resident by name, get down to their level when talking, and chatting with the residents in a friendly manner. Staff were asking permission when moving or interacting with residents.

The environment of the home

The home is set well back from the road, in a quiet area of Newport, there are gardens to the side which are maintained by a gardener. There is parking to the front and side. We did not observe any dedicated disabled parking.



In reception is the signing in book for visitors and a photo display of staff. A notice board shows the activities and visits scheduled.

We found the home bright and airy, looking clean and tidy. There were no unpleasant odours, and in fact areas smelt pleasant.

Resident rooms were bright and cheerful with pictures and photos displayed.



There is a large lounge on the ground floor with an open fire and nice décor; a conservatory leads from the lounge.



We did notice that in one area of the home the floors and carpets were showing signs of wear and tear. We were advised by the management that that part of the home is undergoing refurbishment in the near future and that work has already started on the hairdressing salon.

In one corridor there was a notice on the wall saying that all wheelchairs and hoists were to be placed on this side only. We noticed there was a hoist parked against the opposite wall causing an obstruction. A storage cupboard had been left open.

Summary of Findings

- All residents seem happy and comfortable.
- All residents appear clean, tidy and well dressed.
- Most residents found the food to be good.
- Residents said the lollies in hot weather were appreciated.
- We received a lot of praise for the staff who work there.
- Resident said there were staffing issues - this was acknowledged by management who are trying to recruit more staff.

Recommendations

- The home layout was confusing - some signage around the home would help, while still retaining the homely feel for the residents.
- Ensure unused equipment is kept in the correct place and not left blocking corridors.
- Provide a notice (with pictures?) to indicate the staff on duty for that day so relatives and visitors (and residents) could see who to go to talk to, if needed.
- Regularly monitor resident feedback with regards to food, once the new catering manager is in place.

Service Provider Response

Healthwatch Telford & Wrekin received the following response to this Enter & View visit, and report from the new manager of The Rylands Nursing and Residential Home:

I agree with the factual accuracy. What I would like to add in response to the recommendations is that we are now in the process of putting signage around the home to make it easier for relatives and visitors to find their way around.

Regular walkabouts by nursing staff and management to ensure equipment is kept in the right storage places and not blocking any corridors or doorways, this is evidenced in a daily diary.

We are purchasing a whiteboard to go on the wall so we can insert names of the staff on duty and updating the staff photo board.

We are having monthly resident meetings and general meetings with staff to discuss menu plans and the new kitchen manager is always open to feedback whether that be positive and/or constructive. A residents meeting took place yesterday actually.



Acknowledgements

Healthwatch Telford & Wrekin would like to thank the residents and staff of The Rylands Nursing and Residential Home for their contribution to the visit and our Enter & View programme. Photographs used are mainly from the Home's website.

Get in Touch

Please contact Healthwatch Telford & Wrekin to share your views and experiences of this service or any other health and social care service in Telford & Wrekin or received elsewhere by people living in Telford & Wrekin.

We gather comments anonymously and share them with the public, service commissioners and providers to highlight areas of good practice and identify areas for improvement.



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Healthwatch Telford & Wrekin

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