



# Enter and View Visit Report

## Myford House Nursing Home

Visit date: 19<sup>th</sup> July 2019

Published date: 14<sup>th</sup> October 2019



Myford House, Woodlands Lane, Horsehay, Telford TF4 3QF

*Address of service - one line*

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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	Myford House Nursing Home
Provider	<a href="#">Clarendon Care Group Limited</a>
Date and Time of visit	19 <sup>th</sup> July 2019 - 2pm to 3.30pm
Visit Team	2 x HWT&W Enter & View Authorised Representatives (ARs) and 1 x Authorised Representative “In-Training” (T-AR)
Service contact details	Name: Deborah Pugh                      Phone: 01952 503286 Address: Myford House, Woodlands Lane, Horsehay, Telford TF4 3QF

## 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.

**Myford House Nursing Home** in Telford & Wrekin is currently rated ‘good’ by the Care Quality Commission (CQC).

The visit to Myford House would understand the residents experience of care and find out specifically about care of people living with dementia and the



environment within the home. 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 Myford House are happy living in the home. We want to learn about:

- the environment - supporting dementia, accessibility, activity
- the experiences of people living with dementia
- supporting people to continue to be as active and independent as possible
- choices available to people
- staffing levels and staff training



## What we did

We conducted a manager meeting on a different day to our visit. On the day of this visit, 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.

On the day of the actual visit, we arrived at the home and after signing-in, we spoke to a member of staff on duty. The manager and deputy were not on site, so we spoke to the Nurse in Charge who welcomed us.

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 were invited to speak to other residents in their rooms. The senior person on duty and a staff member knocked on the resident’s bedroom door and asked if they would be happy to speak to us.

We spoke to 6 residents in total, 4 relatives/visitors, and 3 staff.

## What we found out

### About the Home

Myford House comprises of a purpose-built wing adjacent to an older building, located on the edge of the new Lightmoor Village with views of housing developments in progress. The home is registered with Care Quality Commission (CQC) and can accommodate up to 57 residents. However, the home manager confirmed they are registered for 52 but operate to a capacity of 43. There are 43 single rooms in total, 33 rooms have en-suite facilities. The home provides nursing

and personal care and accommodation, and many of the residents are living with dementia.

The home has a CQC rating of “Good” overall following a visit in December 2018 and has been awarded 5-stars for food hygiene.



The home has a car park at the front and side of the buildings. We identified on a previous visit, there was a lack of organised parking at the home, mainly owing to limited space, and the car park surface was in poor condition. On this visit we observed that the car park surface was still in a poor condition and car park was busy at the time of our arrival. We also noticed several yellow clinical bins and general rubbish bins on show in the car park and access road. These could be seen by residents and visitors to the home and appeared unsightly. From the outside we could also note that some window frames were showing signs of rot and in need of repair. The outside garden reasonably tidy though some weeds in car park noted.

Upon arriving in the main entrance, we noticed a table with several leaflets and information for visitors. The notice board had what appeared to be old information pinned to it.

The Home is divided into 2 units, with a 12 bedded EMI unit, Madeley Court Unit, on the first floor.



Following our last visit to the home in April 2017, we made a few recommendations. During the managers meeting for this visit we asked for an update:

- ***Consider adding further items within the home to support resident reminiscing.*** We were told that work on the environment is not ideally where they want it to be.
- ***Progress refurbishment of other rooms to the same standard as the two resident rooms already completed. Retain and extend the excellent signage used.*** This has nearly been completed.
- ***Consider improvements to the car parking area be included with the refurbishment plans.*** This remains an issue on this visit.

## Views of the residents

### Topic 1 (dignity and quality of life respected in person-centred care)

Residents received a welcome pack on admission to the home which listed key things for people to know. We found that people overall had their dignity respected. However, we did observe some residents with faint stains on their tops and bedding, A relative also raised concerns over fingernails for their relative. A few residents had unclean fingernails. Whilst walking around the home



representatives witnessed a resident using their toilet, this could be seen from communal areas due to both their bedroom door and toilet door being open.

Also, another resident (who was unable to reach his furniture at the time) had some clean continence pads resting on their table. This could also clearly be seen by those passing through the corridor - making their continence needs known to others.

Residents and relatives told us that staff treated them with respect and dignity. One resident told us that "Staff are really nice and speak nicely to me" while another resident said, "I feel safe here".

A relative did confirm the food looked tasty and we heard how their partner said, "it tasted nice - they had a really tasty Sunday lunch".

Whilst talking to residents, representatives were also told "I'm content here", "I have choices about what I want to do", "I'm happy here and I get on with most of the staff and others here".

## **Topic 2** (choices and preferences, including meals, personal care, activities, & meals)

We heard from residents how their choices and preferences had been respected by staff. "I can ask for most things and staff will provide it". Another resident said "food is very nice, and I have plenty. I can always ask for more if I feel hungry. I can have drinks" and "we can have snacks as well". Whilst talking to residents in the lounge it was noted that residents had drinks and snacks near to them to reach.

During our manager's meeting, the deputy-manager stated the home had external entertainment that come in on a regular basis. There was an up-to-date activities board, which had a variety of activities planned throughout the week. One relative told us that the activities were a 'filling' and they had never observed some of the activities which were listed regularly such as; cards and/or dominos.

Staff told us that exercises were available for residents once a week, and Bingo had also been provided upon the request of a few residents. We observed several residents and staff playing skittles. In one of the lounges some residents were watching a film. However, we heard from several residents who stated they would benefit from staff spending more time to chat with them.

People religious beliefs are catered for at the home - a vicar will often call in to visit residents.



### Topic 3 (experience of care meeting the needs of those living with dementia)



There were several adjustments made around Myford House to help meet the needs of those living with dementia. We observed dining tables with contrasting colours - blue tablecloth and white cutlery. We did find some menus on small black chalk boards. We felt this was not clear enough for everybody and that using menus with pictures would be a beneficial visual aid for residents, including those living with dementia.



Signage was available throughout the home, for different rooms, although signs for communal areas drew mixed response. Some may not have been clear to residents. We felt that the company's logo drew our attention away from the intentions of the sign. This created a busy image which wasn't clear. A lot of organisations are moving away from signs and symbols to picture based prompts, which is more realistic. It was



also noticed that there were several areas where visual reminiscence was available such as wall art and photographs within lounge areas. The onsite hairdresser salon had been designed to be dementia-friendly and looked very welcoming.

Memory boxes were fitted next to residents' rooms to give insight to individuals likes, interests and what is important to them. This could provide staff with the knowledge to get to know the resident and what the individual would like to share with others. However, representatives could only find one memory box completed.

### Staffing levels and training for staff

We spoke to several staff about their experiences of the home. All staff we spoke to stated that colleagues are very friendly and supportive.

We asked how many staff were on duty on the day of our visit. We were told that 8 care staff were on duty during the day (7am to 1pm), 8 care staff on duty in the afternoon/evening (1pm to 7pm) and two nurses on duty between 7am to 7pm. At night 4 care staff and one nurse 7pm to 7am were on duty. We did not see all the staff and unable to confirm.



We heard how staff spent some time shadowing experienced staff. They also completed online training which included mandatory training (Fire safety etc). One member of staff said that online training was available and gave them knowledge. Staff could utilise their skills from previous training.



We heard how all senior staff were very good and supportive. You could always approach them for advice and guidance. The manager was approachable, and we heard how staff could always ask for help and advice. The manager was quite a hands-on person.

We asked staff if they had residents and relatives' meetings. The staff we spoke to had not been aware of these meetings but were aware of meetings between residents, relatives and professionals.

We asked people what they would like to see improved. Residents and staff said that more staff would be good, so care staff could stop and have a chat to residents or bring people up to the lounge where activities take place. One person said, "no issues and feels enough staff on duty". However, "an extra person upstairs when needed would be nice in the afternoon". They did feel the Dementia Unit needed more evening staff as residents tend to need more support.

## Observations

During the visit the authorised representatives observed interactions between staff and residents and looked at the physical environment. During the E&V visit call bell alarms could be heard, most were answered in a short period of time, but on one occasion the alarm was continuous for several minutes. During this time the noise of the alarm was found to be loud and distracting for residents and representatives talking.

We noticed a suggestion box in the front entrance had no forms for people to fill in. However, we did find some on the table outside the main door, alongside other information.



Relatives we spoke to had not been made aware of the complaints procedure but did say what they would do if they had to complain.

## Staff interactions with the residents



At the time of our visit, several residents were in the lounge playing skittles. We observed a member of staff encouraging residents to throw the ball and knock skittles over. We also noted some good interactions between staff and residents, with appropriate communication and laughter. One resident did say they would like staff to stop and talk to them more, instead of rushing around.

Relatives and residents told us that all staff were very nice and approachable. Several residents said they just wished staff could spend more time talking to them.

## **The environment of the home**

We found some areas of the home to be in good order and which looked homely. Most room/areas appeared clean and tidy and the flooring looked well maintained. However, we did note some rooms and corridors that had areas of dust and flaky paint around skirting boards and ledges.

Unpleasant odours were noted in some areas of the home.

The car park outside needed repair and maintenance. The car park surface was still in a poor condition and appeared busy, there were no line markings. We did raise issues around the car park on a previous visit in 2017. We also noted some large industrial and clinical waste bins outside, on full view to residents and visitors to the home. These appeared unsightly upon arrival.

We also noticed that the window ledges and outside frames had started to rot.

Some areas inside the home was cluttered with equipment and could pose a health and safety risk to people using the area (wheelchairs in top lounge etc.)

We noted bedrooms visited were found to in good order and personalised. Residents had personal possessions, photos and other items important to them.

## **Relatives and visitors**

We spoke to some relatives who spoke highly of the home. One person did raise some issues about their relative's care and possible hygiene risks. A relative informed us they "visited the home on the off chance. It was just like home, no smells, no disinfectant or bad odours. Staff are friendly and welcoming. I would come here myself when the time arises".

When relatives visit, staff make them feel welcome and offered drinks. They could also help themselves to drinks if needed.

Relatives we spoke to said, "I am informed of things that happen and when I had any concerns they have been quickly addressed".

During the manager's meeting prior to our visit, the manager informed us that all residents had family support. People would email or phone the manager on any issues. The home has residents and relatives' meetings, but these are usually poorly attended. We did notice minutes of the last meeting which appeared to have been a few months ago. A relative confirmed there had been a residents and relatives' meeting but couldn't recall when the last one was held. The manager was nice, friendly and approachable.



Relatives had no recommendations or suggestions to make at the time- We heard from a person how “all is good”.

## **Additional Findings**

Notice board in front entrance had some old information - residents and relatives' minutes dated March 2019. We also found a newsletter dated January 2019.

We did notice in a bedroom, that one side of the netting on a bed was stained.

We noted that call bells made lots of noise and sounded for a long time in some cases. At one stage, we found it hard to hear some conversations with residents.

## **Summary of Findings**

- Residents and relatives were positive about staff and management.
- Management were quick to respond to any concerns.
- Staff and management were friendly and approachable.
- We were told that care and support provided at the home was “good”. Residents felt safe.
- Menus on table were not in picture format and had been written on black boards. These may be difficult to read for some residents.
- We found some residents with food down their tops. A relative reported that the nails of their family member resident were too long and that they had a brown substance under their nails most of the time. This had been reported to staff.
- Yellow clinical and general household rubbish bins found in the car park were in full view of visitors.
- We found a resident on the toilet with both access doors open.
- Some areas of the home appeared to be cluttered with equipment.
- Call bells constantly sounded during our visit and at times, it proved difficult to hear people we spoke to in some areas.
- Residents would benefit from additional staff in the afternoon to help out with activities.
- Residents and staff informed us they would like staff to spend more time talking to them.
- The car park and several areas of the home needed repair or maintenance. We found some wooden framed windows had started to rot.
- We found stale odours in some areas of the home.
- Some areas of the home were in need of painting and decorating.
- We found some areas of the home needed a clean (skirting boards in some areas). Side matting on one bed was also found stained.
- Staff we spoke to felt well trained and supported by management.



- Residents had plenty to eat and drink. The home had a 5-star food rating. We were told that food looked and tasted nice. Snacks were available.

## Recommendations

- To look at the options for improving menus on tables so that residents could make a suitable choice.
- To ensure personal hygiene and appearance of residents was maintained, especially; nail, hair care and clothing.
- Privacy and dignity of residents was to be maintained.
- To move bins or put in place some screening so they are out view of residents and visitors.
- To be mindful of any odours around the home and take action.
- To put in place and review a programme of repairs and maintenance around the home. This to include; resurfacing the car park, replacing windows and general painting.
- To encourage staff to spend more time talking with residents and allow for more one-to-one activity. Review staffing levels accordingly.
- To review call bells and carry out audit.
- Continue to engage with residents, relatives and staff through newsletters, meetings etc.
- Management to continue to support staff and relatives.

## Service Provider Response

Healthwatch Telford & Wrekin received the following response to this Enter & View visit and report from the manager of Myford House on 09/10/2019.

**“We will consider all recommendations made by Healthwatch following this visit and implement any changes where required. We will continue to actively promote the health and wellbeing of residents who use our service”.**



## Acknowledgements

Healthwatch Telford & Wrekin would like to thank the residents and staff of (*name of Home*) for their contribution to the visit and our Enter & View programme.

### 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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