

# Enter and View Report

Wrottesley Park House Care Home  
Unannounced Visit  
4<sup>th</sup> August 2018



**healthwatch**  
Wolverhampton

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## What is Enter and View

Part of Healthwatch Wolverhampton's remit is to carry out Enter and View visits. Healthwatch Wolverhampton Authorised Representatives will carry out these visits to Health and Social Care premises to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as Hospitals, Residential / Nursing Homes, GP Practices, Dental Surgeries, Optometrist and Pharmacies. Enter and View visits can occur if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation so that we can learn about and share examples of good practice from the perspective of people who experience the service first hand.

Healthwatch Wolverhampton's Enter and View visits are not intended to specifically identify Safeguarding issues. However, if Safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Wolverhampton's Safeguarding Policy, the service Manager will be informed, and the visit will end. The local Authority Safeguarding Team will also be informed.

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## Provider details

**Address:** Wrottesley Park Home Care House, Wregs Road, Wolverhampton, WV6 9BN.

**Deputy Manager:** Sharon Keane, Abbey Healthcare.

**Client type:** The home has 63 rooms, and caters for people living with Dementia, Physical Disabilities, Mental Health conditions, Learning Disabilities, Sensory Impairments and persons over 18 years of age.

## Acknowledgments

Healthwatch Wolverhampton would like to thank the Deputy Manager, staff and all the residents for their co-operation during our visit.

## Disclaimer

This report is related to findings and observations made during our visit that took place on Saturday 4th August 2018. The report does not claim to represent the views of all service users, only those who contributed during the visit.

## Authorised Representatives

Sheila Gill, Lead Authorised Representative

Mary Brannac, Authorised Representative

Roger Thompson, Authorised Representative

## Who we share the report with

This report and its findings will be shared with Wrottesley Park House Care Home, Wolverhampton City Council, Councillors, Wolverhampton Clinical Commissioning Group (CCG) and the Care Quality Commission (CQC). The report will also be published on the Healthwatch Wolverhampton website.

## Healthwatch Wolverhampton details

Address:

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## Healthwatch principles

Healthwatch Wolverhampton's Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

1. **A healthy environment:** Right to live in an environment that promotes positive health and wellbeing
2. **Essential Services:** Right to a set of preventative, treatment and care services provided to a high standard to prevent patients reaching crisis
3. **Access:** Right to access services on an equal basis with others without fear of discrimination or harassment, when I need them in a way that works for me and my family
4. **A safe, dignified and quality services:** Right to high quality, safe, confidential services that treat me with dignity, compassion and respect
5. **Information and education:** Right to clear and accurate information that I can use to make decisions about Health and Social Care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the Health and Social Care system
6. **Choice:** Right to choose from a range of high-quality services, products and providers within Health and Social Care
7. **Being listened to:** Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received
8. **Being involved:** To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community

## Purpose of the visit

Following a Care Quality Commission (CQC) inspection the site was rated as requiring improvement on a number of areas including safe environment, caring and responsive service. Previous Enter and View visit also highlighted concerns about the delivery of services and the impact a refurbishment was having on residents.



Wrottesley Park House Care Home

## What we did

Upon arrival at the Home, Authorised Representatives introduced themselves and presented a Nurse with the introductory letter. Authorised Representatives were asked to sign in and were treated in a courteous, friendly and professional manner. Authorised Representatives then spoke to a number of residents, staff and the Deputy Manager.

# Findings:

## Environment

### External

- Generally, grounds clean and tidy and well presented
- Entrance panel possibly needs to be replaced
- Although CCTV signage displayed, no cameras seen externally
- Signage of Home name on main road entrance only; no signage on main building entrance. As the Home is situated next to another bigger care home, the signage for the home could be improved
- Food Hygiene rating 4 sticker was displayed on the entrance door
- Dates of Resident/Relatives meetings displayed on entrance door
- There were ample parking spaces for staff and visitors

### Internal

- The main entrance to the Home was open and unlocked and the door to the main reception was locked with a code for staff and a bell for visitors
- Entry into the home was via ringing a doorbell. The door was answered by a Nurse and we were asked to sign the Visitors Book, we were asked to wait until a call was made to Deputy Manager and our ID was checked

### Reception/Foyer area

- Main reception area clean, tidy and well organised, signing in book for visitors present
- Waiting area clean and fresh; pleasant decoration and feel to Home
- Certificate confirming participation in Red Bag Project was displayed together with Mission Statement and Thank you cards.
- There was a water dispenser but no cups available
- Signs to Ebony, Redwood, Willow and Cedar Houses clearly visible above relevant entrance doors

### Dining Room:

- Newly refurbished and styled as an 'American Diner'

### First Floor

- The First Floor of the Home was not currently occupied; it was being refurbished and not accessed during the visit

## Staff Numbers

### We were told:

- “There are 2 nurses that work 8am-8pm including weekends and 1 nurse covers 8pm/overnight”
- “9 care staff work 8am-8pm Monday-Friday and 3 care staff cover 8pm/overnight and weekends”
- “There is a Head Housekeeper, 2 Laundry Assistants and 5 Domestics; all work shifts and alternate weekends”
- “A full-time Activity Assistant is in post and works alternate weekends and the Home has just appointed an Activity Co-ordinator”
- “The Home Manager has been in post since May 2018, there is an Office Manager in post and Deputy Manager started in Nov 2017”
- “2 Chefs and 3 Kitchen Assistants work on a rota”
- “Maintenance staff (including on-call) and a Gardener work during the week”
- “Agency nurses cover some overnights and are provided from one Agency. There are also 2 Bank Nurses and a Bank Care Staff used”

## Resident Experience and Observations

### Resident 1

- GP Access: ‘Nurse calls Doctor if I need one’
- Access to Dental Care/Opticians: ‘Went to the dentist with staff in car; only one dental visit since being here’ Resident A had only been at the home for a year
- Active Healthy Lives Encouraged: ‘Staff and my father encourage me to go on a diet’ Resident A is happy with this when asked
- Access and treated fairly: ‘Staff treat you well’
- Safe, Dignified and Quality Service: Feel safe at home? ‘One other resident does not talk to me, but I am ok with that’
- Dignity and Privacy are maintained: ‘Privacy is fine I just shut my door’
- Staff address you by name? ‘Full name happy with this’
- Meals: ‘Breakfast, Dinner, Tea, Supper good meals’
- Calling for assistance if required: ‘if I have problem I press the button in my room and staff come quickly’
- Information and Education- When new staff start, are you told? ‘yes information is shared in the dining room and the wings’
- Choice- Do you have choice of clothes you wear? ‘yes I get up in morning I point to staff what I want to wear’
- Do you have choice of food and drink each day? ‘yes staff ask you what you want for meals you have choice’

- Do you have choice when go bed and wake up? ‘I get up any time and go bed at any time’
- Are you able to personalise your bedroom? ‘I chose bed colours’
- Being Listened - Do you feel able to raise concerns with staff? ‘If I have problem I can go tell someone staff listen’
- Being Involved - Are birthdays celebrated? ‘Yes birthdays celebrated’

### Resident 2

The resident was very chatty but difficult to understand. Had been in the Home for some time and likes it here. They go on outings quite a lot such as shopping and the resident had been out playing bowls. A member of staff came approached us and helped our conversation by explaining what the resident was saying. ‘The staff are helpful, and they know me well and understand me and know what I want’.

### Resident 3

On Safe Dignified and Quality Service; resident said the staff are mainly helpful but would not say more. The resident did know about information/notice boards in the Home.

### Resident 4

Resident was content; had not seen a notice board and did not know about residents meeting. Resident said, ‘The food is good’ and staff read out the menu choices. Resident said, ‘I know the staff and the staff know me’. Resident goes out a couple of times a week to go shopping or to go to the pub. ‘A barber comes to the care home.’ Resident does not have any issues with the staff; ‘they are very helpful and do not keep me waiting’.

### Resident 5

Was not generally happy; had been there for 30 months, does not get any visitors. Resident stated ‘I have not been treated right’ but could not give any examples or give more details. Enjoys the food.

### Resident 6

Resident only been here for a month; moved from another home. Resident made it very clear that they had no complaints with anything ‘Everything is fine as far as I know.’ Resident was not aware of resident’s meetings and thinks it will take a while to become familiar with everything. Resident is waiting for a Sky dish and internet connection and is hoping to get an electric wheelchair to give more independence.

Resident does not get any visitors but easily makes friends with the other residents. Resident happy with the food.

## Family and Carer Experiences and Observations

No family members were seen or interviewed during the visit.

## Catering Services

Deputy Manager told us “New menus were produced but were not user friendly, there is always a choice of hot and cold food and Chef goes around and asks what residents want; there is a resident preference list and allergen list. Food is cooked fresh and staff also purchase meals. Celebratory days are scheduled in e.g. Caribbean Day, Macmillan Coffee Morning etc.”

## Staff Experience and Observations

Deputy Manager participated in a telephone interview with the Lead Authorised Representative and gave the following answers to questions asked:

- There are currently 35 residents in the Home and the capacity for the home is 61 residents
- There are 17 bedrooms in use in 3 units (currently excluding Ebony House); all single occupancy with en-suites
- Care Plans are retained in a secure place in the home and are completed upon admission then are reviewed on a monthly basis with input from resident, family and care staff. Communication needs are included in care plans, most residents can communicate verbally others use pictorial aides, written and 1 resident uses a special machine, no interpreters have been needed
- Residents have all their own GP who is contacted if required and Dr Ahmed from Pennfields visits the Home weekly on Tuesdays. Preventative care/services e.g. Diabetic checks are usually accessed via GP. Rapid Intervention Team has also been used
- The Home is part of ‘Red Bag’ project and it has been useful when a resident has had to go into hospital
- Residents religious and cultural needs are accommodated if they have been expressed e.g. staff accompany a resident to a temple on Sundays and a nun comes into the home weekly to chat to residents
- The Home does not have residents with dementia, mainly younger residents with an acquired head injury or learning disabilities. The building has been changed dramatically but not in line with dementia friendly principles (e.g. the black and white chequered floor in The Diner)
- All staff are aware of Whistleblowing and Safeguarding policies to protect residents from abuse. Staff can ring on-call, speak to a nurse can report

anonymously and information will be referred appropriately and taken forward; there is an open culture

- Residents' privacy and dignity is maintained at all times; personal care is done in bedrooms ensuring doors/curtains are shut appropriately and private conversations aren't done in communal lounges etc.
- The Home does not have many residents that have falls, if there was an issue then increase in support need would be put in place e.g. sensor mats
- Falls and other incidents are reported and recorded on Accident Form which is reviewed and analysed to reduce repetition
- Staff have mandatory training e.g. manual handling, safeguarding, GDPR, Food and Nutrition, Health and Safety, DOLS, COSHH etc. Staff training matrix is maintained, and annual refresher training e.g. manual handling takes place if something happens or a need is identified; there is also some training scheduled for 'contracted hands' - splints
- Residents/relatives meetings are held quarterly, and ad-hoc meetings are arranged if there are any issues raised by residents. Previously resident ideas were put on a flipchart and we have created a 'You said, we did' Board in reception and purchased more items for activities e.g. inflatable basketball hoops
- Care needs are discussed, and independence is encouraged, a number of residents use electric wheelchairs to move around the home, some residents go out on visits with families or co-ordinated activities e.g. to play Bowls, 1 resident has capacity and goes out independently
- Home has open visiting; there are no restrictions on visit times and visits
- Residents choose what they wish to wear, sometimes with support/guidance from staff. Clothes are labelled once they come into the Home and staff will label new items
- Once Activities Co-ordinator commences there will be weekly timetable of activities available. Although staff encourage residents to take part in activities, some prefer to read or watch t.v. in their room so staff provide opportunities to talk with resident on 1-1 if required

#### One member of staff told us:

“Over the years there has been quite a few changes in management, the previous Home Manger was here for around 9 months; current Manager has been here since April/May. The Management is approachable and if I have any concerns I would go into the office; I find them to be receptive to suggestions. I feel valued and well supported, there is good give and take e.g. to cover holidays/maternity.” “There is a good standard of care and we work in a transparent way and have a good empathetic staff team.” “We don't know what is planned for the 1st Floor, management haven't shared that with us; it would be good to know.”

### Second member of staff told us:

- Residents Religious and cultural preferences taken into account? ‘There have been no issues recently around religion with other residents however in the past we had one resident who was very bad but he no longer with us’
- This member of Staff works in all Wings if required and enjoys the experience of working in different wings helps with the development of self
- Staff Ratio: ‘Some issues on weekends staff calling in sick at times can be a problem on weekends, currently 3 staff on Willow Unit no residents require 1-1 support’
- Training: ‘Training is really good very strict on this, there is also e-learning, manual handling very good training,
- 1-1’s or Supervisions: 1-1’s irregular for weekend staff not sure for staff who work in the week.
- ‘Love working here really good staff and management, management changes a lot but good nurses and managers listen to you.’

### Summary, Comments and Further Observations

- Having introduced ourselves and presented a Nurse with the introductory letter, we were asked to sign in and treated in a courteous, friendly and professional manner
- A staff member commented “The new décor looks good and the Home feels modern and better. There are still a few things that need doing around the Home, Maintenance inspect the building during the week and we highlight anything we spot to them.”
- Overall the home was found to be clean, decorated to a high standard with good quality furniture and fittings. Staff appeared to be pleasant, well-informed, and attentive to the residents, displaying a high level of care and attention
- Relationships between staff and residents appeared genuine.
- Good rapport seen between staff and this produced a good team spirit and atmosphere for residents and visitors
- The common area in Willow House was clean, fresh and tidy and free from obstacles
- In Willow House, there was an unpleasant smell in the corridor outside one of the bedrooms
- Having entered Willow unit via an open back door, upon entering the Ward and going to walk away from staff station, staff correctly asked Authorised Representatives for their details; it was reassuring that staff were being vigilant and challenged and questioned unknown persons entering the home.
- Some residents had difficulty in communicating with Authorised Representatives, but they were happy to talk to us

## Follow Up Actions

None identified.

## Recommendations

- Home name and signage could be looked at and improved
- Possibly remind residents of Residents Meetings

## Provider feedback

Thank you for the visit and the positive comments and for the opportunity to respond.

The issue with the signage is being addressed, we have a very large sign already in place out on the Wergs road side of the border which faces towards the right so trafficking coming up from the crown pub way can see it, I have another sign on order which should be with us by the 22.10.18 which will face towards Tettenhall so motorist can see us. Inside the grounds we have a smaller sign with the name Wrottesley on it that I have a large vinyl arrow being delivered this week which will then point towards our home, so it is clearer for people to know where we are.

The issue with the water machine and no cups, we have a ready supply of plastic cups available but if they are left in the machine I have a resident who takes them all every time it is filled up, so guests can ask for cups and staff generally fill their bottles up as we fill residents jugs up for them.

Residents meetings are posted in and around the home, but we will ensure that residents are reminded about the meetings more frequently.

Since the visit the Manager Paul Smith as left and myself Sharon Keane is now the Manager on a 3month trial.

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