



Enter and View Revisit Report

**St George's Nursing home
Announced**

3 December 2024

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What is Enter and View

Part of Healthwatch Telford and Wrekin's remit is to carry out Enter and View visits. Healthwatch Telford and Wrekin's 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. Revisits will also take place.

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 homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen 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 what they do well from the perspective of people who experience the service first hand.

Healthwatch Telford and Wrekin'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 Telford and Wrekin's Safeguarding Policy, the Service Manager will be informed, and the visit will end. The local authority Safeguarding Team will also be informed.

1. Provider details

Name and Address of Service: *St George's Park, School Street, Telford TF2 9LL*

Manager: *Chelsie Walne*

Service type: *Nursing and Specialist Dementia Home*

Date and Time: *3 December 2024 at 2pm*

Provider name: *Rotherwood Healthcare*

2. Acknowledgments

Healthwatch Telford and Wrekin would like to thank all the staff/residents for their co-operation during our visit.

3. Disclaimer

Please note that this report is related to findings and observations made during our visit made on *22nd November 2023*. The report does not claim to represent the views of all service users, only those who contributed during the visit.

4. Authorised Representatives

Jan Suckling - currently Lead Officer of a Healthwatch service. Previous experience as a Registered care home manager for over 30 years working with residents living with Dementia.

Tracy Cresswell - previous CEO of a Healthwatch service. Currently a Corporate Manager for Enter and View and trainer.

5. Who we share the report with

This report and its findings will be shared with the service provider, Local Authority Quality Team (depending on the visit), Shropshire Telford and Wrekin ICB, Care Quality Commission (CQC) and Healthwatch England. The report will also be published on the Healthwatch Telford and Wrekin website.

6. Healthwatch Telford and Wrekin details

Meeting Point House, Southwater Square, Telford TF4 3HS

Tel: 01952 739540

Email: info@healthwatchtelfordandwrekin.co.uk

Twitter: @HealthwatchT_W

Facebook: HealthwatchTW

Instagram: healthwatchTandW

Web: www.healthwatchtelfordandwrekin.co.uk

LinkedIn: HealthwatchTelfordandWrekin

7. Healthwatch principles

Healthwatch Telford and Wrekin 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 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.

8. Purpose of the visit

The visit was an announced follow up visit on the recommendations that were made on our initial visit on 22 November 2023

9. What we did

On arrival the Authorised Representatives (ARs) were greeted by the receptionist and asked to sign in electronically.

The ARs were made very welcome throughout the visit by the manager and all staff members. Refreshments were offered throughout the visit.

The ARs spent time talking with the Manager about the changes that have been made since Healthwatch's last visit. The ARs also spoke to residents, relatives and members of staff.

The ARs were shown around the home to observe the changes that had been made since our previous visit.

The ARs noticed that the home had a more friendly feel, residents were more relaxed and happier.

The ARs observed the Managers relationship with some relatives that were visiting at the time her door was open all the time we were there, and relatives were popping in and out.

The home has now gone paperless, and all staff now have hand held devices, this also gives all staff access to residents latest care plans.

The ARs asked about language barriers, the Manager said this had improved and they do sessions with overseas staff.

A lot of the homes overseas staff 3-year contracts are soon up, 24 staff have decided to stay, and the home will be re-sponsoring these staff.

10. Outcome of Recommendations made at previous visit

Recommendations made from findings

1 Consider getting an external organisation to come and support with the overall feel of the home, including the colours of the walls, doors, pictures etc to make it feel more homely.

A dementia strategy has now been implemented by Rothwell's new COO (Chief Operations Officer). We noticed all the changes that have taken place in the last 9 Months. The downstairs unit now has dedicated areas with different themes. One room is now a games room. The ARs noted that all staff and residents were engaging with each other.

2 Ensure that all visitors, relatives, and residents know who the staff are by the staff always wearing a name badge and having photos of

each staff member and their roles on a notice board. Name badges to be in the format of “My name is” yellow badges.

The home now has a folder in the reception with pictures and names of all the staff on duty. Admin update this daily during the week and Nursing staff do it at the weekends.

Staff have magnetic name badges as sometimes these can be pulled off by the residents.

3 Consider for staff to receive basic restraint training.

Staff have received Level 1 and 2 training in Demetia. 45% of staff have now completed Level 3

Staff have had conflict resolution training.

4 Consider for staff to have face to face conflict resolution training.

We did voice some concerns on our last visit around safeguarding training. Staff have meetings and are told about the importance of safeguarding and around whistleblowing, these are not always held by the Manager other Senior staff also take these. The home also has quarterly conversations around safeguarding and whistleblowing.

5 Ensure all residents are stimulated in various activities throughout the day.

The home now has a wellness programme: this includes a fitness couch to ensure that residents get up and keep mobile. Assessments are completed at the start of the programme again at 4 months and again at 6 months, so the home can record the progress residents are making doing the programme.

The home has entertainment 2/3 times a week.

They have also now got a happiness projector: we did see some residents enjoying this activity.

Bingo is also enjoyed by some residents, they also do a quiz which is well received and memory boxes.

The residents have a picture of themselves on their doors: this picture is one that the residents recognise as themselves, so this could be an older picture not always a recent one.

6 Consider playing music in the background.

There is now music playing in areas of the home. The ARs noticed on this visit in the lounge there was now ornaments on the shelves, books and games around the home. The noise levels have dropped within the home, on the last visit it was very echoey.

The overall feel is more homely since our last visit.

7 Ensure all residents are wearing appropriate footwear.

Footwear is still an issue at times. Manager is working with the residents and family members to improve the footwear. This is

ongoing, however the ARs observed residents wearing appropriate footwear during the visit.

8 Ensure all staff receive Oliver McGowan training.

The home does Learning Disability training as part of their training package. They are waiting on a response from CQC on whether this covers this regulation.

9 Consider signposting to external organisations to support relatives, use Healthwatch for this as it is part of their statutory duty.

The home holds coffee mornings for relatives. The receptionist at the home will signpost relatives to relevant professionals or groups.

10 Ensure that the toilet with no lock on is fixed ensuring residents' dignity is maintained, including they have sufficient washing facilities.

The home has now dealt with this. The lock has been fixed and we observed during our visit soap and paper towels in the toilet.

11 Consider having diffusers throughout the home, not just in reception.

The home is using Odelle to eliminate odours. The ARs on this visit did not notice any odours within the home.

12 Ensure all residents have access to fluids at all times.

The manager explained that there are no fluid stations around the home, this is because some residents are on thickened fluids. The home has Hostesses who ensure that all residents have access to appropriate fluids.

13 Consider making the environment more homely.

As mentioned above the Home now has a more homely look. Noise level has decreased due to the home now having soft furnishings. The TV unit now has ornaments displayed on the shelves and the corridors have areas of interest. The ARs felt this was a different home to the one they last visited.

11.Provider feedback