

Enter and View Report:



Rosevilla Residential Home

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Background

What is Healthwatch Warrington?

Healthwatch Warrington helps the residents and communities of Warrington to get the best out of local health and social care services. We gather the views of local people and make sure that they are heard and listened to by the organisations that provide, fund and monitor services.

What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View (E&V) visits. Local Healthwatch representatives, who are trained volunteers, carry out E&V visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act (2012) allows local Healthwatch representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care homes, GP practices, dental surgeries, opticians and pharmacies. E&V visits can happen if people identify a problem. Equally, they can occur when services have a good reputation; enabling lessons to be learned and good practice shared.

Healthwatch E&V visits are not intended to specifically identify safeguarding issues. If safeguarding issues are raised during a visit, Healthwatch Warrington safeguarding policies identify the correct procedures to be followed.

Disclaimer

Please note that this report relates to the findings observed on the specific date of the visit. This report is not a representative portrayal of the experiences of all service users / residents and staff, only an account of what was observed and contributed at the time. Wherever possible, the report below is in the words of the E&V team members present at the time of the visit. The report has been collated by Adrienne Roberts as the visit lead and some of the text has been formatted to allow for easy reading. The essential facts of the team's reports have not been altered.

Acknowledgements

Healthwatch Warrington would like to thank everyone at Rosevilla Residential Home for their welcome, and in particular, Jessica Bruton (Registered Manager) and Peter Nesarajah (Registered Manager) - who made time to share information with the team and answer questions.

Purpose of the visit

In December 2017, Healthwatch Warrington visited Rosevilla Residential Home to conduct an announced Enter and View. The team was welcomed to the home and offered an escorted visit of the property; however, there were areas that it was not possible to view, due to a large extension to the property being under construction. There was also some disruption to the day to day running of the home as some areas had been reassigned for temporary use until the structural changes were complete; therefore, it was difficult to obtain an accurate picture of the environment.

It was decided that the team would return at a later date following the completion of the extension and redecoration of the home.

The most recent visit took place on 20th December 2018 and the Healthwatch Warrington Team returned to review the finished structural changes and overall environment. This was an announced visit.

Details of the Visit

Details of the Service

Rosevilla Residential Home is owned and operated by an independent provider; Victoria and Joseph Nesarajah. The home provides personal care and accommodation for 42 residents and this is an increase of seven from the 35 residents in 2017.

The Care Quality Commission (CQC) conducted an inspection on 4th September 2017 and the report was published on 10th October 2017. The home was subsequently rated as 'Good'. The full inspection report can be found online: <http://www.cqc.org.uk/location/1-122681170/reports>

Location, Date and Time

Rosevilla Residential Home, Penkford Lane, Collins Green, Warrington WA5 4EE, on Thursday 20th December at 1.00pm.

Panel Members

Lydia Thompson - Healthwatch Warrington, Enter and View Authorised Representative

Adrienne Roberts - Healthwatch Warrington, Enter and View Visit Lead

Deborah Faulks - Healthwatch Observer

Lauren Roberts - Healthwatch Warrington Observer

Provider Service Staff

Jessica Bruton - Registered Manager

Peter Nesarajah - Registered Manager

Results of the Visit

Spotlight - A Person-Centred Approach

According to the website of Rosevilla Residential Home (www.rosevillaresidentialtd.com/) the home prides itself on fostering a friendly atmosphere and has adopted a holistic person centred approach to the planning and delivery of care.

'Rosevilla has a reputation for having a dedicated professional team who are local to the residential home, keeping links with the community high and who also deliver high-quality personalised care in a safe, welcoming and secure environment. We are proud of our reputation as a good home that will always go the extra mile and that has been running for 30 years. Our last inspection rated us as Good which we are also very proud of.'

In addition to general residential care, Rosevilla provides specialist dementia care along with shorter-term respite for elderly people from 65 years and upwards. For people living with dementia, we have trained staff who support them in a warm, reassuring and engaging environment. Our residential and dementia residents live together and we support an inclusive and understanding culture that ensures the best for all our residents, whether they are residential or dementia clients.'

First Impressions

Rosevilla is situated in a semi-rural location and the home is easily accessible from the main road, with a bus stop situated almost directly outside. The home is set back from the road and is accessed by a driveway leading up to the home's car park and front entrance.

There is an on-site car park and at the time of the visit there was ample parking for the visiting team. The fire assembly point is situated on the car park and was clearly marked.

At the far end of the car park one of the fence panels is missing and a skip adjacent to this area. On the other side of the fence is undeveloped, uncultivated land with visible building related rubbish and other litter. It was confirmed by staff that the land belongs to the owners of Rosevilla and there are plans to extend the home further on to that land in the future.

There was a lovely Christmas wreath on the front door of the building and hanging baskets at the front of the building which made it look pretty and inviting. There is a no smoking sign on the front door as well as a food hygiene sticker shows their 5-star rating awarded by Warrington Borough Council 27/11/2018.

There is a bin store at the side of the building that looks tidy. The smoking area is next to the bin store and is used by both residents and staff. The bucket for cigarette ends was full past the brim.

There is also a grassy area at the side of the building extending to the rear which appeared to be well maintained.

Entrance and Reception Area

When the visiting team rang the doorbell, they were greeted by a member of staff who asked them to sign in. This member of staff was not wearing a name badge and did not introduce herself.

The sign in book is situated right by the front door with a large clock placed above it, however, this clock was not working. There were posters displayed in the entrance by the front door regarding the Healthwatch visit. There was hand sanitiser by the entrance along with a suggestions and comments box.

The reception area is very small and gives the initial impression that space is limited; however once inside the main building, it is apparent that rooms and corridors are quite spacious.

Upon entering the building, it was apparent that it was clean and tidy. There was a mild smell of disinfectant/other cleaning products, but it was not overpowering and generally not an unpleasant odour. There was hard flooring throughout the building and the visiting team was told that this was because some of the carpets became stained over time.

The team were led to the management office which is situated on the ground floor. They were greeted by Jessica Bruton, one of Rosevilla's two Registered Managers who showed us around the building.

It was noted that there was a photo board in the corridor showing members of staff, although Jessica advised that this need updating (last done in October and some staff have since finished employment at the home). There is also a photo board of residents and a board displaying Christmas cards.

There are first aid boxes mounted on corridor walls but there are no names of first aiders listed.

There is a large lift in the extension which is easily accessible and easy to use, and a stairlift opposite which is gated off to prevent residents from using the stairs without supervision. There is also a stairlift which is gated off to prevent residents accessing it unsupervised.

Activities and Leisure

Upon entering the building, there is an activity room to the left of the reception area. In the activity room there are various paintings and crafts displayed on the walls which were all created by the residents which was nice to see and demonstrated that the residents do participate in the activities.

It was apparent that the residents participate in painting activities from the displays on the wall, and we were also advised that they take residents swimming on Mondays each week. We spoke with a relative of one of the residents who plays the piano accordion at the home for the residents. They also recently had 2 people come in to put on a show for the residents which was well received.

There is a lounge which is accessible via the activity room and has large televisions mounted on the walls, which is referred to as the cinema room. There are plenty of comfortable chairs in the lounge which are high backed with arm rests.

There are old photographs of the local area displayed on the walls in communal areas and in the lounge, which were lovely to see and are a talking point for residents who have lived in the area. We were told that residents are much more responsive to the photographs than paintings of unknown landscapes, as the residents spent their lives there.

One of the residents was happy to speak to a member of the review team. She was very complimentary of the staff. She stated that sometimes she does painting which she enjoys. She enjoys rugby league and occasionally gets to watch it on the television. There was a rugby league photograph in the corridor, and it was nice to see that the home is displaying things that are of local interest to the residents and for many has been a part of their life for many years.

Next to the management office was a hair salon which we were advised was due to be decluttered before the hairdresser returned next week. There was a price list displayed in the window.

Food and Refreshments

Some residents were still eating lunch in the dining room when the visiting team arrived however some residents chose to eat in one of the lounges. We also saw members of staff pushing a trolley through the corridors after collecting empty plates and dishes from residents' bedrooms. It was encouraging to see that residents had the option to eat where they felt most comfortable.

Cleanliness, Environment and Infection Control

All communal areas visited were clean, free from obstructions and had a pleasant odour. The visiting team were able to view toilets and bathrooms, which were also very clean and clutter free. There are assisted bathrooms/toilets with hoists/aids and all rooms are well stocked with soap, handtowels etc.

The visiting team was invited into a couple of bedrooms and the rooms were clean, well maintained and contained personal items, including pictures, ornaments and bedding.

During the extension and refurbishment at Rosevilla, advice had been sought in relation to providing a dementia friendly environment. Handrails, doors and door frames were painted in a contrasting, bright colours to aid those residents with visual problems and dementia.

The doors in Rosevilla are colour coded - bedroom doors are black and are numbered, red doors are staff only (such as treatment room) and green doors are for bathrooms and are also labelled as such with pictures of toilets to make it as easily identifiable as possible for the residents, particularly those with dementia. Staff only rooms are accessible with the use of a fob, and some rooms are restricted so that only staff of a certain level can gain access, such as the treatment room.

There has been an extension to the building with a further seven bedrooms. They are all single rooms although as they are large and spacious, they could look at using one of those rooms as double bedrooms in the future, to accommodate married couples. Most of the new rooms have en-suite facilities, which were essentially well-designed wet rooms of a good size.

It was noted that there were some final touches yet to be made to the new extension, including picture signs on bathroom doors and towel rails.

For those residents who did not have an en-suite there are several bathrooms/toilets, averaging 5/6 residents to one bathroom.

Administration

The home appeared well organised. Staff members, although busy, were helpful and friendly.

Admission

Jessica informed us that they currently have two vacancies at present and “referrals are coming in thick and fast”. They do also have a resident’s husband staying with her for a week. They currently have 40 residents and capacity is 42.

Staffing and Staff Training

Upon arrival the team was taken through to the office where they met with Jessica who was appointed as a registered manager two weeks prior to our visit. She is one of two registered managers at Rosevilla and had worked there for a period of 3 years previously. Peter, the other registered manager, came in to say hello. Unfortunately, the chef is ill, and Peter had to step into this role for the time being.

Jessica advised that since the extension was completed in January 2018, they found it difficult to recruit to the additional roles that they had created and had had to use agency staff to cover gaps in staffing. However, all the posts that were vacant have now been filled and they were only using one agency member of staff in order to provide 1 to 1 care for one resident.

Since the last Healthwatch visit, some staff have left, and they have appointed new staff. All vacancies have been filled since July 2018. Prior to that around half of the staff were agency.

Rosevilla currently has one resident on a 1 to 1 observation due to unsettled behaviour, as the resident can be violent and unpredictable; however, the resident was in hospital on the date of our visit. Long term that resident may not be able to stay at Rosevilla, and the family is understanding about the situation. The visiting team was informed that there are now staff in the lounges for the safety of the residents.

There are 5 staff on day shifts (8am-5pm), 5 in evening shifts (5pm-10pm) and 3 on night shifts (10pm-8am). Occasionally they do have staff in 8-8 shifts, but they try to avoid this because they find that staff get very tired. We advised that they are rather unique in that respect because many care homes do operate with staff working 12-hour shifts. There are 37 staff employed in total, including the cook and housekeeping. During our visit it was noted that some staff did not have name badges on.

Jessica confirmed that the home had received the Healthwatch information pack and displayed the posters, but no-one asked to speak to the visiting team ahead of the visit.

It was clear during our visit that Jessica is very personable, and she seems to have a very good relationship with the residents that she encountered. She knew each

resident that she came across and addressed them by their name and they responded positively to her.

Privacy, Dignity and Treating People as Individuals

The visiting team observed interactions between staff and residents, and it was apparent that residents were treated with respect. Most of the residents appeared to be happy and comfortable; however, there was an altercation between two residents that required staff intervention.

Rosevilla previously had memory boxes on the wall outside each bedroom; however, these have been taken down permanently because they were not being used by residents. We recommended that names be put outside bedroom doors to make it easier for residents to find their way to their rooms and help them to remain as independent as possible. They did previously have them at the home, but they were taken down during redecorating and have not been put back up yet.

Bedroom doors can be locked, and 3 residents do have keys to their rooms, and they keep their doors locked. For those residents with dementia, the rooms are unlocked unless the family specifically request, they are locked.

A member of staff was observed knocking on a resident's door before entering and all residents were addressed by name. This demonstrated a respectful attitude towards privacy and dignity.

Two members of the visiting team spoke with one resident who said that she had been there for just two weeks but that she was happy there. She described the staff as being 'smashing' and said that the staff were lovely, friendly and that when they got her up, they always had a 'smile on their face'. This resident enjoyed

frequent visits from her family and had been out with her son that morning. She was going to her family for Christmas dinner which she was looking forward to. She was complimentary of the food and described it was 'lovely' and said that she is given a choice of meals. She referred to the hairdressers which she enjoys visiting on site on a weekly basis. This resident likes that she can have her own personal belonging in her room.

The visiting team met with a resident's wife and cousin who had come to visit. Their feedback was that the staff are brilliant and can't be faulted.

"They do all sorts of activities and try to get the residents involved. We wouldn't want him to be anywhere else". The resident's cousin used to entertain the troops and plays the piano accordion at Rosevilla and other care homes. She said that she has been to several care homes over the years and Rosevilla is the best one she has ever come across. Rosevilla had a pantomime on recently which the residents enjoyed.

The relative stated that the entrance to Rosevilla is cramped and can be a bit overwhelming when you go in but the fact that it is narrow is good for her cousin, because his mobility isn't great so the fact that he can hold onto two bannisters helps him.

The only criticisms they had is that their relative is often not in his own clothes, which are all labelled. Sometimes he hasn't had any socks. Their relative wears a hearing aid and glasses and his wife stated that "it has been a big problem because they sometimes get lost". He often takes his hearing aid out and puts it in his shirt pocket and it subsequently ends up in the laundry. He has only been there a few weeks and has had 3 hearing aids. His glasses were eventually found but then his spare pair went missing.

Safety and Security

All visitors are asked to sign in/out before entering and leaving the home. The door is locked from the outside and visitors are required to ring the bell to gain access.

During the visit one of the residents appeared restless and was attempting to leave the home. She managed to get through one of the fire doors and the alarm was sounded. Members of staff quickly followed the lady outside and she was returned safely inside the home. Each time the alarm was set off there was an immediate response from the staff. However, some concern was expressed by the visiting team that the lady, who appeared confused and vulnerable, had managed to get outside.

One member of the visiting team intervened when this resident was seen making for the doors again and took her to a member of staff who sat with her for a few minutes, but the resident was trying to leave again shortly afterwards.

There was a further incident involving the resident that was constantly trying to leave the home and another resident who was quite agitated.

Rosevilla has a call system in operation which seems to be in full working order and boxes mounted on the wall intermittently. Whenever a call was activated staff were prompt in responding to this.

Other Comments

Rosevilla appeared to be a very busy home and staff appeared to be busy at all times. However, they were always friendly and helpful with the visiting team.

No comments have been received from the Management Team at Rosevilla.

Recommendations

- 1. Names/photographs on bedroom doors:** It is recommended that these are mounted on, or by the side of bedroom doors to assist the residents with locating their bedrooms.
- 2. Finishing touches to the extension:** The extension has been completed to a high specification; however, it is recommended that picture signs are mounted on bathroom/toilet doors, towel rails are attached.
- 3. Shared room for Married residents:** This was a recommendation from the visit in December 2017, when a married couple was residing at Rosevilla. The review team was of the opinion that it would preferable to have this facility.
- 4. Fire escape:** During the Enter and View visit, one of the residents was trying to leave the building and she managed to get outside via opening a fire door. It is recommended that advice is sought on securing the fire door for the safety of residents who are at risk of leaving the building unescorted.
- 5. Personal possessions and clothing:** It is recommended that marked clothing is returned to residents following laundering and a system is introduced for the safe keeping of glasses and hearing aids.

Distribution List

This report has been distributed to the following:

- Warrington Council
- Warrington CCG
- Care Quality Commission
- Healthwatch England

