



## Enter & View Report

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### Care Home: The Manor House

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**Service address:** Moreton Rd, Upton, Birkenhead,  
Wirral CH49 4NZ

**Tel** 0151 677 0099

**Service Provider:** Bupa Care Homes Ltd

**Date :** 26/06/2019

**Authorised** Elaine Evans

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## **Table of Contents**

**Acknowledgements.**

**What is Enter & View?**

**General profile of service and purpose of visit.**

**Type of E&V visit undertaken and Methodology.**

**Findings and observations.**

**Feedback from residents, relatives and staff**

**Safeguarding**

**Conclusions and recommendations**

**Supplementary feedback from the provider post visit**

**Healthwatch follow up action distribution of report**

**Distribution of Report**

**Glossary**



## Acknowledgements

Healthwatch Wirral would like to thank the management, residents, carers and staff at The Manor House who spent time talking to us about the home.

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

The visit also takes into consideration the fact that some of the residents spoken to may have an illness and/or disability, including dementia, which may have an impact on the information that is provided.

## What is Enter and View?

Part of the Healthwatch Wirral work programme is to carry out Enter and View visits. Local Healthwatch Representatives carry out these 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 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 we can learn about and share examples of what they do well from the perspective of people who use the service first hand.

### **1.0 General profile of the service that was entered and viewed.**

This Grade 2 listed stone house is set in its own grounds and is situated at the northern end of the Wirral peninsula, just off the M53.

The building was originally a private residence, then a school, but was converted into a Care Home 30 years ago. The Manor House currently provides nursing and residential care for up to 59 people.

Accommodation is provided over 3 floors with stair and lift access to all. The home provides respite, specialist dementia care and also day care.

At the time of our visit there were 39 residents living at the home.

### **2.0 Purpose of visit**

Service User feedback

### **2.0 Type of E&V visit undertaken**

**Announced**

### **4.0 Methodology**

The visit is not designed to be an inspection, audit or an investigation, rather it is an opportunity for Healthwatch Wirral to get a better understanding of the service by seeing it in action and talking to staff, service users and carers/relatives. Healthwatch Wirral seeks to identify and disseminate good practice wherever possible. However, if during a visit Healthwatch Wirral identifies any aspects of a service



that it has serious concerns about, then these concerns are to be referred to the appropriate regulator or commissioners of the service for investigation or rectification. Any safeguarding issues identified will be referred to the Local Authority or Commissioner for investigation.

The rectification of less serious issues may be directly with the service provider.

The Enter & View visits are a snapshot view of the service and findings are reported based at the time of the visit.

Enter and View visits are conducted in a way that works in accordance with Merseyside Safeguarding Adults Combined Board's principles and procedures. Information will be shared accordingly in order to safeguard adults at risk on Wirral and promote quality of local services.

## **5.0 Discussions, findings and observations**

We were welcomed by the receptionist who asked us to sign in and take a seat in the reception area.

The Manager introduced himself and escorted us to his office to have a discussion about the home.

He had been in post since July 2018 and had previously managed another care home owned by Bupa.

We were informed that, although accommodation is provided over 3 floors, the home was currently only using 2 floors as they no longer provided 'Transfer to Assess beds'

The Manager reported that he is keen to increase capacity in the home and intends to open the unused floor in the future.

We were informed that residential care is provided on the ground floor along with dementia care in the Leyland unit. Nursing care is provided in the Stern unit on the second floor. Respite and day care is also available in the home.



All residents are provided with a Welcome Pack when on admission to the home.

Healthwatch Authorised representatives discussed the previous CQC report with the Manager who reported that they are working on the highlighted areas of concern. We were informed that the home is due to be reassessed by CQC shortly. He said that they have good regional support teams who work with several homes in each region and that this support has been very helpful.

## **Health and Safety.**

### Evacuation Procedure

We were informed that the home uses the Personal Emergency Evacuation Plan (PEEP) for each resident. The evacuation procedure is practiced using a mannequin.

The Maintenance Procedure for equipment and the building, certificates of servicing and monthly compliance checks are managed by the maintenance man and external contractors.

### **Care Plans**

We were informed that residents have their own detailed care plan which are person centred. All clinical staff, care staff and professionals such as GPs have access to the plans. Residents are assessed prior to admission to enable the home to meet their needs. Residents are asked about their preferences and their families are also able to provide information with regard to previous lifestyle and history. Residents' end of life wishes are also documented in their care plan. The home uses the My Day, My Life, My Future advanced care planning tool

This care plan separates the advance decisions made by residents with capacity from those made on their behalf by family members or others when they lack capacity.

All new residents have this plan commenced within 72hrs of admission.



## Staff

There are 62 staff employed at The Manor House.

### Staffing levels are;

**During the day** - Stern Unit - 1 Nurse, 1 SHCA, 4HCA's am, 3HCA's pm

Leyland Unit - 1 SHCA, 2 HCA's

**At night** - Stern Unit - 1 Nurse, 2 HCA's

Leyland Unit - 1 SHCA, 1 HCA

The Manager informed us that he felt that staffing levels were adequate to cover the needs of residents.

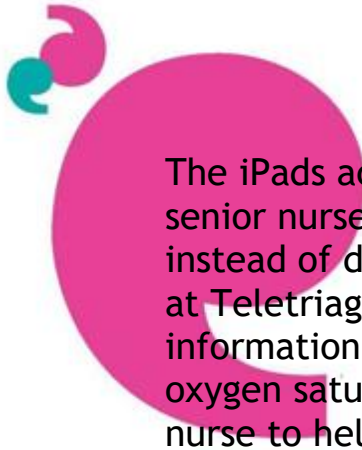
The home manages staff shortages by asking staff to do overtime or by using agency workers. However, the manager is keen to reduce the need for using agency staff and hopes to recruit a bank of care staff to call on who would be familiar with the home.

### Training /Induction/ Appraisal

We were informed that all staff have induction, regular supervision and annual appraisals. We were informed that not every member of staff had a personal development plan.

Staff are offered the 'Skills for Care Certificate' qualification. Mandatory training is undertaken and compliance is monitored. The home has not completed the '6 Steps' End of Life training but intends to do so in the future.

This home also participates in the Tele-triage System Scheme. The scheme, created through a partnership between the NHS, University of Cumbria and Wirral Council provides the home with iPads.



The iPads act as a single point of contact between care home staff and senior nurses at the Telerriage unit. Whenever a resident falls ill, instead of dialing 111, trained staff are able to contact a senior nurse at Telerriage at any time of day or night. iPad's camera together with information provided by staff (who are trained to take blood pressure, oxygen saturation levels and temperature) will enable the Telerriage nurse to help diagnose and recommend treatment.

### **Medication**

It was reported that medication is stored and managed in line with BUPA policies and medication is administered by qualified nurses and trained care staff.

### **Complaints**

We were informed that the home has a Complaints Policy and Procedure which is displayed around the home and is in the residents welcome pack. Complaints are managed in line with Bupa Complaints Policy. It was reported that the home has a low incidence of complaints and the Manager has an open door policy to deal with issues, concerns and complaints which are discussed and investigated.

### **Committees**

It was reported that the home runs residents and relatives meetings to **ensure** relatives and residents feel involved in the service that is being provided.

### **Nutrition and Hydration**

The Manor House uses the MUST Tool (Malnutrition Universal Screening Tool) When applicable, parenteral nutrition and dietary supplements are provided. All staff are aware of the need for adequate hydration and nutrition for residents.

Residents are weighed when they come to live at the home and their weight is monitored monthly or weekly if there are any concerns. This is all recorded in their care plan. Residents are given a choice of suitable food to meet their cultural, religious or dietary requirements



and alternatives to what is on offer are also available. Meals are served at set times but food is available on request. Staff are available to offer assistance to those who need help. Residents may also take meals in their own rooms.

### **Pressure Ulcers**

The home manages the prevention of pressure ulcers by providing individual care plans, nutritional reviews, using repositioning and specialist pressure relieving equipment

### **Falls**

The home conducts risk assessments, residents have individual care plans and specialist equipment is used such as falls alarms.

All falls are recorded on the accident forms, falls diary, and datix system.

### **DoLS and DNAR**

The Manager told Healthwatch Authorised Representatives that all residents are assessed before admission and the home follows legal requirements and best practice guidelines. Residents are reviewed depending on needs but normally on an annual basis or when there is a significant change. Best Interest meetings would be held if required.

### **Quality**


We were informed that the home uses several systems to monitor quality. These include the BUPA Operations Essential Governance System, internal inspections and monthly reviews.

### **Activities**

The home employs a dedicated full time activity co-ordinator to ensure that there is always something enjoyable and stimulating to do. There is a 'Never too late' campaign which allows residents to choose an activity which they might otherwise not have considered.

The home has links with the local community and schools.

The Manor House does not have its own transport but hires transport

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when required. Birthdays and special occasions are celebrated with parties and outings and relatives are encouraged to participate.

### **Additional Services -**

Hairdressers, chiropody, physiotherapy.

## **Environment**

### **Reception**

On arrival, Healthwatch Authorised representatives were met in the reception area by a member of staff who asked us to sign in the visitor's book. We noticed that hand sanitizer gel was not available to use on entering the care home.

The area was clean and tidy and furnished to high standard. Information about the home and the services provided along with an extensive range of information leaflets were displayed for the benefit of residents and visitors.

There was open access from the reception area through to the oak panelled hallway which could make it insecure if there was no receptionist monitoring this area. On leaving the building we witnessed that the reception area was busy with visitors and the receptionist was called away into another room briefly. Healthwatch Authorized Representative felt that it would have been easy for someone to enter or leave the home unmonitored.

### **Corridors/stairs/ Lift**

After meeting with the Manager, we were invited to tour the premises and were escorted through to the oak panelled hallway which featured a large oak staircase and decorative ceilings. There were many original architectural features and the area was tidy and fresh. The area was free of clutter and decorated and furnished to a good standard. The Manager's office, Dining Room and Lounge all lead off this area. A number of stairways had stair lifts and a large wheelchair accessible lift was available to access all floors.

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## Leyland Unit

This unit was on the ground floor and provided dementia care for 14 residents. The entry door was secured with a keypad system. We noticed that the entry to this area did not smell as fresh as the rest of the home. The unit was pleasantly laid out with a large lounge/ dining area with large windows. The layout of tables and chairs gave good safe access and the lounge felt homely. There was also an “old time” lounge which gave an additional quiet area. A further room was furnished and decorated to look like a sweet shop and there was an activities room where residents were observed finishing a flower arranging session.

Next to each residents’ door was a memory box attached to the wall. These help with room identification and provide opportunity for discussion between staff and residents. These boxes showed photographs of the resident and other memorabilia. Dementia friendly signage was displayed throughout the unit. Hand rails were positioned along the walls to aid residents to manoeuvre safely around.

There was a pleasant atmosphere within the unit with staff and residents interacting well.

## Stern Unit

This unit had a quieter atmosphere and staff appeared efficient and friendly. We were informed that the residents tend to stay in their rooms although there are small lounge and quiet areas for their use. Several hoists and other specialised equipment to assist with nursing were in evidence and all rooms had hospital beds.

2 short stair lifts were available to give access to rooms on different levels.

## Ground floor lounge

The lounge was large, decorated and furnished to a good standard. It was well set out, with assorted seating set around small tables. We were informed that some residents tend to stay in their rooms but at

the time of our visit there were residents sitting there with their visitors after lunch.

The large windows provided residents with a pleasant view of the grounds and gardens.

We noticed games and books available for residents' use and call buttons were readily available in communal areas.

### **Dining room**

The dining room was very spacious and elegant and the tables were set with quality linen and fresh flowers. On each table a menu was displayed. The furnishing and décor was of a good standard and this room had extensive views over the gardens.

Chairs had a “sled” style adaptation to enable them to be moved easily with the resident still sitting in it to prevent tipping. There was plenty of room between the tables allowing safe mobilising.

Meals are served at set times and residents are encouraged to use the dining room for socialisation. Nursing residents can have a tray and waitress service in their own room if they wish to do so.

The waitress informed us that there is a wide selection of food available outside of mealtimes.

There was a furnished patio area for residents to eat outside. This area could be accessed by steps from the dining room and an additional ramp was available for residents who could not use the steps.

At the time of our visit care staff were seen escorting residents into the dining room where the waitresses were waiting to start the meal service. Staff were friendly and efficient and clearly had good relations with the residents.

### **Bedrooms**

The spacious bedrooms were all attractively decorated to a high standard, with fitted furniture, wardrobes and matching soft furnishings. It was also evident that residents may personalize their rooms with their own furniture and belongings. The rooms were light and airy and looked out onto the gardens. All rooms had en-suite facilities and specialist profile beds are also available for residents who need them.

However, the location of the call bell in an empty room we were invited to view did not seem easily accessible from the bed. The layout of the rooms was such that it allowed the resident privacy even with the door open.

#### **Kitchen - Hygiene rating 5**

The kitchen appeared to be well equipped and organized. It was very tidy even though they were very busy with serving lunch. There appeared to be plenty of staff on duty and we were informed that waitresses get to know residents and will assure their preferences are taken into consideration

It was noted that care staff have access to tea and coffee making facilities and sandwiches etc. in the immediate area by the kitchen entrance door.

#### **Laundry**

The laundry was situated in Leyland Unit and was tidy and organized with labelled baskets on the shelves.

It was well equipped and of good size with efficient systems in place for collecting, washing and returning residents clothes.

#### **Staff Room**

The room was tidy and clean with a snack machine available. The notice boards were organized and the information displayed was up to date. The suggestions board, with action taken, appeared to have had appropriate and prompt action taken by relevant members of staff.

#### **External areas and gardens**

Outside the home were a number of car parks for staff and visitors and the home itself was situated in its own extensive parkland area affording attractive views for the residents

### **Staff Observations:**

#### **Feedback (from Staff, Service Users, Relatives, Visitors, Carers)**

##### **Staff.**

All staff spoken to said they enjoyed working there, and many had been in post for a long time.

There is apparently a low turnover of staff and a sense of good team working.

Comments included:

“lovely place” “nice environment” “very happy here” “dream job”

The Laundry manager said she felt the laundry was her domain, that she liked organising it and caring for the residents’ clothes and explained how she washed all items appropriately demonstrating a real consideration for each person’s belongings.

##### **Residents/visitors**

We spoke to a resident in the lounge who said he was happy living there. His son and partner were visiting and they said they were pleased with his care and thought that the environment was of a very high standard.

## **6.0 Conclusions**

The home gave the impression of a well-run caring establishment. Residents appeared very well looked after and were treated with dignity, respect and a friendly attitude.

Staff appeared to work well together and to be carrying out their duties efficiently and in an organised manner.

Relationships between the carers and senior staff appeared to be good

Evidence of good practice was the ‘Never too late’ campaign which allows residents to choose an activity which they might otherwise not have considered.



## 7.0 Recommendations/considerations

Consider securing access between reception area and hallway.

Provide hand sanitiser, particularly in reception - next to signing in book.

Ensure all pull cords and call buttons are in easy reach.

Encourage more socialisation and use of communal rooms.

Continue to provide a 'Dementia Friendly' environment.

Participate in 6 Steps End of Life training.

## 8.0 Supplementary feedback from the provider post visit

Management at The Manor House are reviewing security at the entrance of the home.

Hand sanitiser has been replaced.

3 bedroom carpets have been replaced since the visit to help remove areas of malodour.

## 9.0 Healthwatch follow up action

Next visit will be part of our regular review process.



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## 10.0 Distribution of report

Healthwatch Wirral will submit the report to the Provider, Commissioner and CQC.

Healthwatch Wirral will publish the report on its website and submit to Healthwatch England in the public interest.

## 11.0 Glossary

CADT- Central Advice and Duty Team

CQC - Care Quality Commission

DoLS - Deprivation of Liberty Safeguards

DNAR - Do not attempt resuscitation

EMI - Elderly Mentally Infirm

NVQ - National Vocational Qualification

MUST - Malnutrition Universal Screening Tool

### Healthwatch Wirral

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