



Warrington LINK Visit Report

Venue: Summerville Nursing Centre, Stockton Heath,

Visitors: Gwen Lightfoot, Eileen Fitzgerald

Date: Friday 18th February 2011

Background: Summerville is a BUPA owned nursing care home catering for up to 43 residents. It is situated in a residential area close to Stockton Heath village centre. The current manager has been in post just over twelve months and was brought in to initiate and oversee changes to the Home.

Premises: The home was originally a large detached private residence, which has been sympathetically extended to provide additional accommodation. There is a key code security system on the front door with a signing in book at the entrance. The administrator's office is situated at the front entrance. The entrance hall is in keeping with the original use of the Home and is warm and inviting.

The Home was refurbished in 2007 and is still in a good state of repair. Work is currently being undertaken on the heating system.

The rooms are bright, airy and of a good size. Residents have the option to personalise their room; many have done so. Seventeen of the rooms are en-suite.

There is a main lounge with the dining room off to the side. There are also two quiet rooms/lounges. Workmen are currently using one as their base and the other is used at times to show films.

There are several toilets and bathrooms in the building. The manager expressed her desire to make the bathrooms less impersonal, but the need to manage hygiene control was also a consideration. She also acknowledged that some of the bathrooms appeared cluttered because, due to a lack of storage space, they stored portable hoists and linen bins.

There are pleasant gardens surrounding the building and a central patio area that is well used on the summer months.

The Home has a permanent handyman who manages day-to-day repair needs.

Comment: The premises are well maintained and cared for and there is evidence of on-going maintenance work. The Home has a feeling of 'homeliness' about it.

Overall, the Home was clean but there appeared to be a lack of cleansing hand gel dispensers throughout the building, although there was one at the front entrance. On inspection one toilet appeared to be soiled and the floor in need of cleaning. It is possible that the toilet had only recently been used and the care staff had not managed to clean it.

Residents: Currently there are 38 permanent residents living at Summerville, mixed male and female. The home can also cater for respite needs and takes in a wide age range. Currently ages range from 57 to 105 with the majority being in the older age range. The needs of the residents vary from frail but mobile to bedridden needing additional care. The Home offers palliative and end of life care, practising Gold Standards Framework and Liverpool Care Pathway.

Care plans are in place for all residents.

There are several portable hoists in the Home for use by less mobile residents either in bed or in the bath.

There was evidence of a pressure mat at the side of a resident's bed to alert staff if he had moved out of bed.

Comment: From observation and informal conversation with several residents, it would appear that the residents are contented and well cared for. There is a relaxed and caring atmosphere within the home. Several residents are permanently bedridden; they looked comfortable, clean and well cared for.

Staffing: There is currently 60 staff employed at the home. Staffing includes the Manager, Administrator, care and nursing staff, a handyman, catering manager and catering assistant, housekeeper. Care and nursing staff work a three-rota shift basis. There is a designated Hostess whose role it is to ensure all residents receive food and hydration during the day. She is a Carer but is there specifically to provide the Hostess role and not be drawn into other carer's duties.

The Home also has a bank staff of nursing and care assistance and is currently looking for a 'bank' chef.

The Home also has a number of volunteers, particularly young people who come in and assist.

Comment: All care and nursing staff wear a distinct uniform, they were well presented, clean and tidy. The Administrator met us on arrival; she too wore a smart uniform and was welcoming and informative. All the staff were pleasant and appeared attentive to the residents needs.

I would have liked more information on the recruitment and support of volunteers, unfortunately this was not followed up.

Training: All staff have an induction and have access to a variety of training opportunities. Several courses are provided in house by the manager. All staff have received training on the Gold Standards Framework.

Activities: Residents are offered a range of activities. There is a notice board outlining what is available. There is a selection of board games and access to DVDs. There are plans to buy a Wii for use by the residents and families. The Home follows BUPA's twelve activities programme – a series of themed activities during the year.

There is also a Friends of Summerville, which is made up of residents' family and friends. They organise events and activities e.g. a recent Open Day was held for the local community. This was so popular the Home is considering having to hold it outside to accommodate the numbers attending.

The Home also has hairdressing facilities.

Comment: From observation, it would appear there are a variety of different and interesting activities on offer for residents, with the option of family and friends to join in as well.

Safeguarding: Safeguarding of residents was discussed with the Manager. Several areas of concern are considered to be safeguarding issues and would

be reported to Warrington Safeguarding Adults Team e.g. returning from hospital with bedsore, maladministration of drugs.

Any incident is logged and investigated by the manager, discussed with the family and reported to Warrington Safeguarding Team if considered necessary. The Home works closely with the Adult Safeguarding Team. All staff receive safeguarding training.

Comment: The Assistant Manager was viewed preparing for the drug round. The drugs are kept in a secure room and transported in a secure trolley. When asked we were reassured that the nurse stays with the patient until they have taken their tablets.

On arrival at the Home the Manager was interviewing for a new member of staff, she was observed providing a CRB form for completion.

Nutrition: The Home employs a catering manager to prepare the food. All meals are prepared in house and made from scratch. There is a varied menu providing for different needs and tastes. A glass of sherry is served with the evening meal.

A sample menu was seen: this looked appetising and nutritious. Residents could ask for something different if they did not like the options. Water is available throughout the day and tea and coffee is served with meals, morning coffee and afternoon. There is also a small kitchen if visitors would like to make a drink for themselves and their relative.

Comment: From observation and discussion with the Manager and Administrator it appears that the residents nutritional and hydration needs are more than adequately met.

Conclusion: Overall, I found the home warm, welcoming and inviting. The care and well-being of the residents appeared to be the primary concern of both the staff and the owners BUPA, with systems and practices in place to ensure this is maintained.

Recommendations:

1. The incoming Manager to consider implementing the outgoing manager's recommendations i.e. personalising bathrooms
2. Review the adequacy of hand gel dispensers
3. Review cleaning of toilets
4. More storage areas as some bathrooms were being used to store hoists and linen bins

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