



Details of visit
Service address:

Service Provider:
Date and Time:
Authorised
Representatives:
Contact details:

Review of Care Home provision in Trafford
Beverley Park Nursing Home, 22 Sandy Lane,
Stretford, Manchester M32 9DA
[Beverley Park Nursing Home Limited](#)
Thursday 24 September 2015 - 10.00am- 12noon
Sandra Griesbach and Brian Wilkins

Healthwatch Trafford, Sale Point, Sale, Trafford
M33 6AG

Acknowledgements

Healthwatch Trafford would like to thank the Management, staff, residents and family visitors to Beverley Park Nursing Home for their contribution to the Enter & View programme.

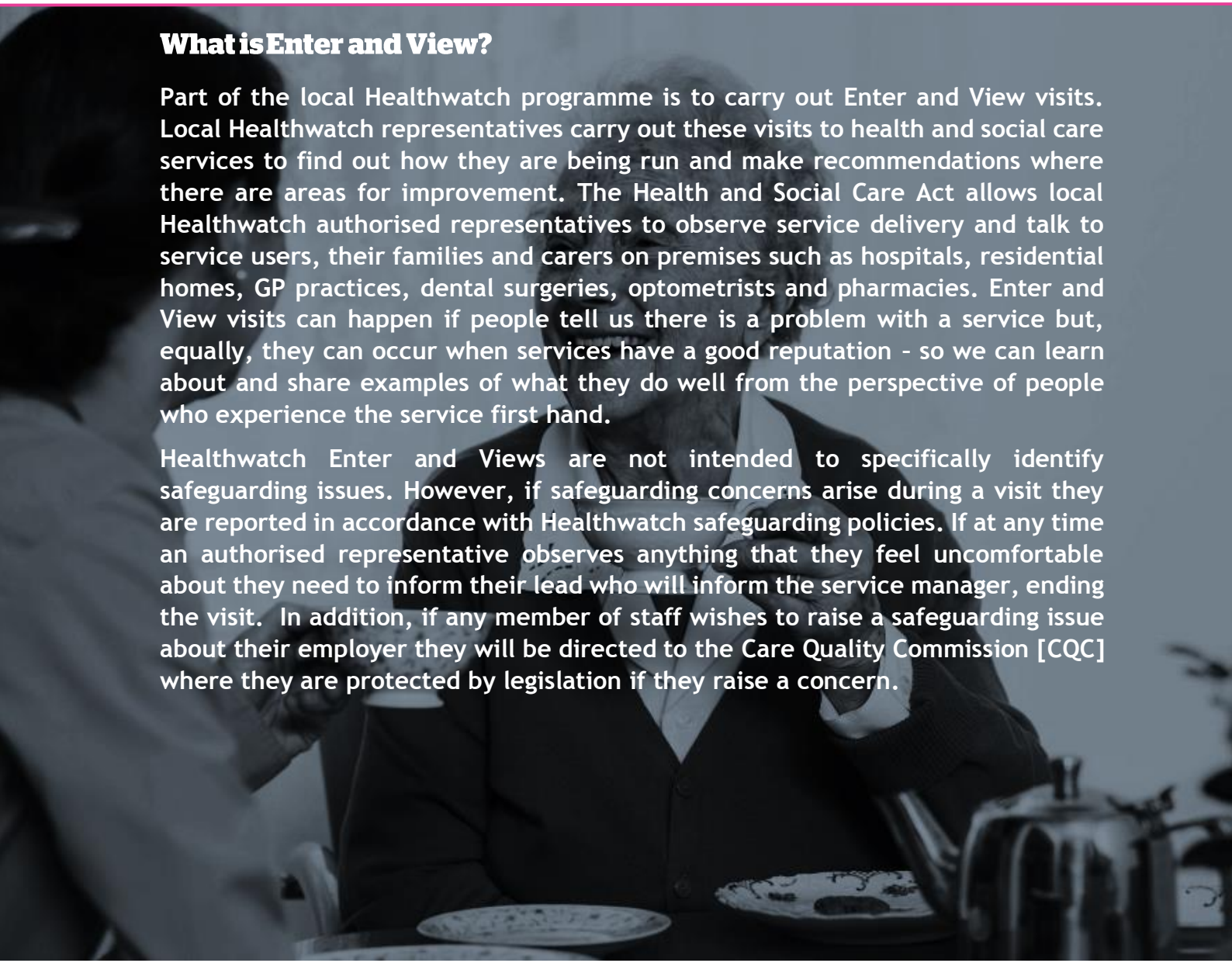
Disclaimer

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

What is Enter and View?

Part of the local Healthwatch 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 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 experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the Care Quality Commission [CQC] where they are protected by legislation if they raise a concern.





Purpose of the Visit

The visit is part of an ongoing planned series of visits to care homes to discover what residents and their families think about the health and social services that are provided and examples of good working practice by:

- Observing & identifying best practice in the provision of Care homes ‘for vulnerable older people requiring nursing support’
- Observing residents and relatives engaging with the staff and their surroundings
- Capturing the experience of residents and relatives

Strategic Drivers

- Ageing population in Trafford requiring care homes
- ‘Good practice’ policy Healthwatch Trafford
- Care Quality Commission & partners ‘dignity and wellbeing’ strategy [<http://www.cqc.org.uk/content/regulation-10-dignity-and-respect>]

Methodology

This was an announced Enter and View visit.

Contact was made with the owner/manager of Beverley Nursing Home Limited explaining our reasons for visit and posters were supplied to alert our visit to staff, residents and family members.

Some predetermined questions were available to the Enter and View team carrying out the visit and these can be found on Appendix 1. It was agreed with the Service Provider that the visit would last approximately two hours.

We were guided by staff on the residents we could approach to answer our questions. We had the following discussions:

- Talked to 8 residents and 3 family members

We observed the interaction between staff and residents and the communal areas of the home. Permission to speak to residents was received from residents prior to any conversations taking place.



Care, Dignity and Respect

The CQC 'dignity and wellbeing' strategy states that:

'People using services are treated with respect and dignity at all times while they are receiving care and treatment. To meet this regulation, providers must make sure that they provide care and treatment in a way that ensures people's dignity and treats them with respect at all times. This includes making sure that people have privacy when they need and want it, treating them as equals and providing any support they might need to be autonomous, independent and involved in their local community'. (<http://www.cqc.org.uk/content/regulation-10-dignity-and-respect>)

Summary of Findings

Beverley Park Nursing Home Limited is based in Stretford, in the North of Trafford Borough. The home can accommodate up to 18 older people supporting resident's needs. The residents are senior (mostly over 65 years) and have some form of physical care need. We were informed by management that a local GP visits 10 residents at the home on a weekly basis. The home had qualified staff on-site twenty-four hours a day to provide care and support for residents, this was reflected in the responses from residents that they felt safe, happy and well looked after at the home.

Overall, the outcome of this Enter and View is positive. The authorised representatives leading this visit felt that standard of care at Beverley Park Nursing Home is good.

The Enter and View representatives observations concluded that:

- That residents are willing to share their views.
- Residents appeared relaxed and comfortable in their surroundings.
- Staff were observed responding to residents needs quickly and in a considerate and caring manner.
- Inclusion through the provision of communal areas such as lounge and garden area where residents can garden or sit were observed.
- That there is a secure environment with qualified staff on-site twenty-four hours a day, seven days per week.
- There are weekly routine visits to the home by a local GP to check on 10 residents in her charge.



Whilst we were talking to residents we observed staff supporting a resident who required helping to the toilet; staff responded quickly, quietly and calmly. On the day of the visit the Management of the home were extremely helpful in supplying information on the numbers of staff on duty during a 24 hours rota:

- AM - one registered nurse and four carers
- PM - one registered nurse and three carers
- Overnight - one registered nurse and one carer

Environment

There are eight shared rooms and two single rooms. Two of the rooms are on-suite and there are two communal bathrooms. There are several communal areas including a lounge and a conservatory area as well as an outside garden. The building and the communal spaces were welcoming. Aesthetically, the décor, carpets and curtains appeared old. The home smelt fresh, the garden is a pleasant out door area for residents to use. Residents congregated in the lounge. At the time and day of the visit the Enter and View representatives observed little interaction between residents and the atmosphere was one of quiet inactivity.

Residents and Families Views

Wellbeing and care

During our visit we spoke to a number of residents some who had been at Beverley Park nursing home for number of years and others a few weeks. We received a range of comments such as:

“Happy with the care and I’m looked after”, “Can’t fault staff, feel you would get some special attention if needed”, “always help available”, “treated with dignity”. When we asked about the meals two thirds of the residents told us that that menus are set and they were happy with the meals. We received one negative response from a resident who was not happy with the food, however, the family member who was visiting stated that her mother was:

“eating well and that some meals might need to be blended” but emphasised that she was “extremely happy with the care her mother was receiving”.

Safety

When asked how happy and safe residents felt at the home all the residents spoken to on the day of the visit were positive in their response stating that they felt safe and looked after at the home.

Fundamentals

The majority of residents told us that they were satisfied with the arrangements in place for bathing and showering. Some residents did express their preferences, for example, one resident stated that they “have a shower not a bath but would like a



bath twice a week”. Another stated that “they have one bath per week but would like to bathe more often”.

The comments we received regarding the laundering of clothes were mostly positive as residents informed us that their clothes are washed, ironed and returned to them fresh and clean. We received one negative comment from a lady who informed us that the clothes that come back to her washed and ironed are not always hers and this upsets her daughter.

There appeared to be no restrictions on times or number of visits one example given by a resident was that her daughter visits her on a weekly basis at a set time and this works okay, another resident expressed that:

“you can see someone if needed”. We were informed by one gentleman that the home provides a phone for residents to use.

Activities

The Enter and View team observed few activities taking place for residents at the time of the visit. Residents told us that television was the main past time some also stated that they listen to the radio, music, reading and one lady informed us that she plays scrabble. One visitor did state that some activities took place and that her mother had recently observed biscuits being made. Other comments made by residents on the day were:

“Quite happy with my own company, do not do anything during day, go to bed to sleep although TV in room”. Another by a gentleman who said that when his partner visits his partner can take him outside in a wheelchair. We received a number of comments from residents expressing the need for more activities and one resident stating that

“someone used to come to play the piano but no longer comes”.

Healthwatch Trafford Enter & View follow-up process

As the Enter and View visit to Beverley Park is a snap shot in time, we contacted the Manager of the home with a number of follow- up questions to enable us to complete the report on Beverley Park Nursing Home.

We asked the Management of the home to provide us with further information regarding resident’s choice on meals and bathing, on what activities took place and if residents are encourage to move away from the chairs at mealtimes. The Management of the home responded positively and promptly to our request.



Response from Management of Beverley Park on these questions:

Choices

The Management of the home informed us that residents have a choice on meals and offered Healthwatch Trafford the opportunity to view menus showing the choice of meals. We were informed that residents can have a shower and/or bath and that frequency is a personal choice and is discussed on admission and then reviewed regularly.

Activities

Healthwatch Trafford were informed there is an Activities Coordinator at Beverley Park who works 12noon - 6.00pm providing a variety of activities and that on admission all residents complete a Life Story book with the Activities Coordinator; this enables the Coordinator to design one-to-one sessions based around personal choices.

Group activities include:

- arts and crafts
- sing along
- Bingo
- arm chair Zumba
- reminiscing activities and
- movie afternoons

The home provides other activities such as themed days for Armed Forces Day, Children in need and Halloween. At Christmas the home has pantomimes and Christmas Carols; residents are also asked if they would like attend the Christingle at a local church.

Mobility

Management at Beverley Park informed us that residents at the home who can weight bear are encouraged to walk as much as possible to maintain their independence or if they are unable to weight bear they are encouraged to participate as much as possible. The Activities Coordinator will be attending a course so she can provide arm chair exercises for those unable to weight bear.

Management stated that they do not have a separate dining area but have a table that can be set up and residents are asked if they want to sit at the table. The Management did add that due to the nature of their residents most require special chairs to sit in the lounge and generally they do not have residents that can sit safely in standard chairs.



Response from Manager of Beverley Park following the completion of the report:

“I was very disappointed to see the comments about the food as it had been explained that the lady who made the comment has dementia and why she makes comments like that”.

Recommendations:

None

Appendix - 1

Predefined Questions Whilst on Visit

- **Wellbeing:** How would you describe your care home and the way you are looked after?
- **Safety** - How happy and safe do you feel?
- **Time structure** - How do you feel about your meals?
- **Care** - do you feel the staff are caring toward you and treat you with dignity
- **Fundamentals** - for example, are you able to bathe when you want, can you have visitors when you want them?
- **Inclusion** - how do you spend your day