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Name of Service Provider: Genesis Homes (Essex) Limited

Premises visited: Newstead Lodge Nursing Home, Warwick Road, Southam, Warwickshire, CV47 0HW

Date of Visit: 8th March 2023

Time of visit: 10.15am to 12.30pm

Registered Manager: Mrs Mary Chidimma Arinze

Authorised Representatives: Robyn Dorling, Sue Roodhouse, David Alexander

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, their relatives and staff, only an account of what was observed and contributed at the time of our visit.

Summary of findings

Newstead Lodge is a small nursing home with a high staff to resident ratio.

Most of the people living in the home have Dementia.

The training given to staff by Genesis homes appears to be very thorough and comprehensive.

Staff approached their work in a positive and cheerful manner, creating a happy atmosphere in the home.

The interaction between residents and staff seemed personalised and positive, demonstrating they could provide care to some highly dependent people.

The home was extremely clean with no unpleasant smells anywhere.

On the day of our visit lots of residents were in the communal areas of the home.

The home has a cook, who has worked there for a long time, running a well organised and very clean kitchen. People have a choice in what they eat, and personalised dietary needs are catered for.

There are two laundry rooms, where residents' clothes are washed separately.

Bedrooms vary in size, with some residents choosing to personalise their rooms and others less so. All the bedrooms we saw were very tidy and clean. There was no information about residents on the bedroom doors.

The noise levels in the home were calm with purposeful activity going on.

People living in the home were treated with dignity and respect.

All residents are registered with St Wullstans GP practice on admission and a GP from the practice visits weekly.

A Dentist, Optician, Chiropodist and Hairdresser all visit the home.

Security is high.

Fifteen members of staff have been Sponsored by the owners, Genesis Homes Ltd, to work in the UK.

Recommendations

- Explore the possibility of purchase or rental of transport to enable staff to take residents out on trips.

1. Report Overview

The Registered Manager Mary Arinze, is on long term sick leave. In their absence Newstead Lodge is been managed by Adetayo Adenuga, the Director for Genesis Homes (Essex) Ltd.

We arrived at the home unannounced and introduced ourselves as Authorised Representatives from Healthwatch Warwickshire. Nursing Assistant, Tolu Giwa (known to the residents as Tee) greeted us at the door and facilitated the rest of our visit. in the absence of the Manager. The team felt that Ms Giwa was competent, well informed and able to answer all of our questions.

We confirmed to Ms Giwa that we had completed our Covid vaccinations and tested negative on the morning of the visit. We bought our own facemasks and hand gel and visors were provided, with the addition of protective aprons, when we entered the kitchen. Hand gel was available throughout the home. We can confirm that infection control procedures were in place.

Ms Giwa spent time with us, answering our questions about the home, and then gave us a guided tour with introductions to residents and staff.

We spoke to five residents at length, and observed care being given to fourteen residents, in the communal areas.

We spoke to the cook, and two other members of staff, in detail and observed all of the on-duty staff, as they went about their work.

We gave feedback to Ms Giwa before we left.

2. Purpose of Visit

The purpose of our visit was to establish the quality of care currently provided. The last CQC visit focused on infection control and Healthwatch Warwickshire had not visited this home before.

3. Approach Used

We observed residents in the communal areas interacting with the staff.

We spoke to residents in their rooms.

We spoke to residents in communal areas.

We spoke to staff and observed them working.

We interviewed the most senior person in charge in detail.

We were shown the staff training schedule and annual quality assurance documentation, which captures feedback from residents, staff and relatives.

4. Observations/Findings

Physical Environment

This home is extremely clean with no unpleasant smells anywhere.

The bathrooms were clean and clear of any obstructions.

The dining area is clean and bright.

Communal areas of the home are spacious and well lit.
There are two laundry rooms, where residents' clothes are washed separately.
Bedrooms vary in size with some residents choosing to personalise their rooms and others less so.
All of the bedrooms we saw were very tidy and clean.
Airflow pressure mattresses are used by some residents.
Externally, parking is good, and the outside areas are well kept.
The kitchen appeared very well organised and clean.
Personalised dietary needs were listed on the kitchen wall with resident's names.
Security is high with keypads on internal doors.
CCTV is in the communal lounge, corridors and outside areas. We were told by Ms Giwa that residents and/ or relatives had provided written consent to this.
The entrance hallway has an electronic signing in keypad and a variety of information available including photographs of staff, safeguarding, advance care planning and CQC inspection certificates.

Staff

Ms Giwa told us that the home is fully staffed with eight Nursing Assistants on each shift from 7am to 7pm and then from 7pm to 7am, allowing for handover time. There are eight staff on in the day and five staff at night. This current staffing level is due to a number of one-to-one dependent residents. A Nurse and a Housekeeper are on duty twenty four hours a day and a handyperson twice a week. Agency staff are used as and when needed.

The Nursing Assistants wear yellow tops, making them easily recognisable, smart and appropriately dressed for the work they are doing.

Service User Experience, Dignity and Respect

We observed residents being treated with dignity and respect.
Residents appeared well cared for, dressed appropriately and clean.
Residents were called by their preferred name.
Staff appeared confident and skilled in their work.
Ms Giwa knocked on residents' doors before entering.
Residents were asked if they wished to speak to us.
Residents appeared happy and calm.
The noise levels in the home were calm with purposeful activity going on.

We observed residents, who may have difficulty communicating verbally, expressing pleasure in tapping along to the music being played. Lots of residents chose to be in the communal areas at the time we visited. Some residents had chosen to stay in their rooms because, as they told us, they liked their own company, or they were resting. We were introduced to all of the residents in their rooms, unless they had a sign on their door asking people not to enter at that time. Staff interact well with residents and create a calm and positive atmosphere in the home.

Staff Feedback

When asked what the best thing about working at the home is and one of the staff said 'she loves the residents and the regular training'.

Two staff members, unprompted told us, they 'were happy at work'.

5. Feedback from Patients/Residents/Relatives/Carers/Visiting Professionals

a) Patients/Residents

'The staff are lovely, the food is lovely, the staff can't be any more helpful, if I ask for anything they do it'.

'I am helped to go across to the shop and buy things'.

'I have had no worries, I like my own company'.

b) Relatives/Carers

There were no relatives at the home on the morning of our visit.

c) Staff/Other professionals

We did not speak to any visiting professionals during this visit.

6. Follow Up Visit: No