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Name of Service Provider: Pinnacle Care Ltd

Premises visited: Wolston Grange, Coalpit Lane, Lawford Heath, Warwickshire CV23 9HJ

Date of Visit: Tuesday 31st May 2016

Time of visit: 10:00am

Registered Manager: Amber Bond **Interim Manager:** Vikky Randall

Authorised Representatives: David Alexander, Gill Fletcher, Sue Roodhouse, Michelle Williamson

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

- Wolston Grange is a 39 bedded converted home in Lawford Heath, near Rugby providing residential care.
- There are 28 members of staff who work at Wolston Grange in a range of Care and Domestic roles.
- The current Interim Manager is in post whilst the Registered Manager is on Maternity Leave. The Interim Manager has worked for Pinnacle Care for six years.
- Overall the staff at Wolston Grange were very positive about the home and the support they received. There were no improvements that the staff could suggest to improve the quality of the service provided to residents.
- We observed the physical environment of the home and highlighted some concerns around:
 - The current condition of the communal bathrooms and toilets
 - The emergency pull cords in the communal bathrooms and toilets either being tied up or not accessible from the floor
 - The carpet runners in three areas being lifted and presenting a trip hazard
- We observed the interaction between staff, residents and relatives. Interactions were respectful and friendly and consent was gained from residents when needed.
- We observed Service User Experience, Dignity and Respect during our visit. We found no concerns around the process of assisting residents to eat, however we would recommend that all staff are reminded to interact with residents during the meal.

Recommendations

- *The carpet runners throughout the home are either replaced or repaired to remove the potential trip hazard.*
- *The communal bathrooms and toilets throughout the home are given a timescale for refurbishment as a priority.*
- *That staff are reminded to interact with residents during mealtimes, especially when assisting a resident to eat.*

1. Report Overview

The visit to Wolston Grange was unannounced, which means that no one at the home knew we were coming.

On arrival at the home we were met by the Interim Manager, Vikky Randall, who was our point of contact throughout the visit. Vikky facilitated our visit and provided access to all relevant areas of the home. Later in the visit we were joined by Carol Flanagan, Area Manager.

Wolston Grange is a converted home with an additional converted barn, separate from the main house. There are 35 rooms across the site, split over two levels. Five of these beds are located within 'The Barns' which specifically caters for residents with Wernicke-Korsakoff syndrome. The Lodge is a 12 bedded unit located within the main house, although functions as a separate unit. The Lodge also caters for residents with Wernicke-Korsakoff syndrome. The main house has 18 rooms and caters for residents with dementia. There are currently 25 residents at Wolston Grange, with one vacancy available in The Barns, three vacancies available in The Lodge and six vacancies in the main house.

There are currently no shared rooms at Wolston Grange. All rooms have an ensuite toilet and sink, and one room has a shower. There are communal bathrooms available on each floor of the main home and one communal bathroom is available on the ground floor of The Barns.

Wolston Grange provides residential care only. The residents of The Barns and The Lodge are encouraged, where possible, to take an active role in their own care including the planning, shopping for and preparation of meals, self-care, laundry and also caring for the homes' gardens, dogs and chickens.

We conducted an in depth interview with Vikky, the Interim Manager who has worked for Pinnacle Care for six years and we were also joined by Carol, the Area Manager.

Vikky confirmed that usual daytime staffing for the home was four care staff in the main house, two in The Lodge and one in The Barns. At night there are two care staff in the main house, one in The Lodge and one in The Barns. Other members of staff include a maintenance man and domestic staff. There are no separate activity coordinators at the home, however all staff are encouraged to participate in activities with the residents. There were 28 members of staff in total at the home employed at the time of our visit. The staff at the home are permanent, however on occasion the need arises to use bank or agency staff. If this is the case the home always uses the same agency and have recently started using a temp to perm agency to secure more permanent staff at the home.

Vikky advised that Pinnacle Care provided training and development opportunities for their staff. A training manager and training officer delivered training to all staff including key topics such as induction training and dementia awareness.

Vikky informed us of the plans that were in place for the home. Wolston Grange is due for a 'walk around' by the Managing Director to identify areas of the home that are in need of maintenance or refurbishment. A maintenance man is

employed to address the ongoing maintenance of the home as is supported by a Maintenance Manager for Pinnacle Care. Jaguar Land Rover have selected Wolston Grange for a community project, whereby a new memory garden will be created for residents. The work on this is due to be commenced shortly.

Vikky described the activities that are run at the home for the residents. There is no activity schedule and the staff carry out one to one activities with the residents such as hand massage, care of the animals and gardening. The home also sources outside entertainment including gospel singers, piano entertainers and mobility exercise classes and the services of a hairdresser and chiropodist is also available at the home. The residents are encouraged to leave the home and are supported by staff to visit the local town, sporting events and leisure facilities. The home runs a small café in the summer selling tea and cake to visitors.

Vikky explained that the views of residents and their relatives were important to Wolston Grange however they do have a poor response rate from the relatives' questionnaires. A residents and relatives meeting takes place every six months and Vikky also operates an open door policy for any residents or relatives who have comments or concerns with the home and will address individual issues when they arise. The relatives and residents are also encouraged to write reviews of the home on websites such as www.carehome.co.uk.

2. Purpose of Visit

The visit to Wolston Grange was to ensure that standards achieved at the last CQC inspection have been maintained.

3. Approach Used

The Authorised Representatives observed the activity taking place in the communal areas of the home, including the period over lunch.

The Authorised Representatives also spoke with residents, relatives and members of staff throughout the visit.

4. Observations/Findings

Physical Environment

Wolston Grange is in a rural location in Lawford Heath, accessible from a country lane. There is a car park available for staff and visitors, which was clean and tidy.

Entry to the home is through the main house via an unmanned front door, and the doorbell was answered by the Interim Manager. The entrance hall had a variety of notice boards which displayed recent and relevant notices. There were also thank you cards displayed from residents and relatives.

It was observed that a smell of urine was present in the entrance hall and also in the library.

Throughout the main house the communal corridors were clean and well maintained. The carpet which was present throughout the communal corridors of the main house was in good condition and fitted well. It was observed that the carpet runners by room 19 and adjacent to the downstairs laundry room were raised and lifted from the floor and could be a trip hazard for residents, visitors and staff. We would recommend that for any future update of the flooring of the home, that non slip flooring is installed for hygiene and longevity.

The communal lounge is located on the ground floor and was clean and functional. The room is wood panelled and there were a number of reminiscence posters on the walls. A television is provided and whilst we were visiting the residents were engaged with a word search activity. A small dining table was located in this room for any residents who wished to remain in the lounge for their meal.

The main dining room, adjacent to the lounge, was large, bright and airy and was mainly decorated to a good standard. It was observed that there was some wear to the walls from the hot food service trolleys and the wall behind the wooden bar area had missing wallpaper. The carpet runner which was located next to the dining table was raised and lifted and could present a trip hazard for residents, visitors and staff. The residents could choose to eat at the dining table or remain in their chairs. The residents also used this room as a lounge area and we observed a number of residents using this room throughout our visit. There is also a library located on the ground floor. It was observed that this room was mainly clean, however there was a build-up of dust located on the windowsills. The carpet in this room was in need of replacement and a smell of urine was present.

There were two communal bathrooms in the main house, one on the ground floor and another on the first floor. Overall it was observed that all communal bathrooms in the main house were clean and functional however, they were in need of refurbishment. The residents only have access to a bath in the communal bathrooms and we would recommend that any future refurbishment of the bathrooms look at the addition of a wet room to provide residents with a choice of bathing options.

There were a number of communal toilets throughout the main house and these were clean and functional. We observed that these were also in need of refurbishment. We noted that in all communal bathrooms and toilets throughout the main house, the lodge and the barns that emergency pull cords were available, however these were either tied up out of reach or did not reach the

floor. The toilet opposite room 12 did not have accessible soap and had no facilities for residents, visitors or staff to dry their hands.

Throughout the main house we observed some areas of concern. The laundry stores opposite room 11, was open with a number of linen items discarded on the floor. There was a cupboard located next to the bathroom which appeared to be an unused storage space, however this was unlocked and accessible to residents. We were also able to access a loft area as the door was unlocked. We mentioned this to the Interim Manager during our meeting and we were informed that these doors would be locked immediately.

In addition to the raised carpet runners already mentioned, we observed a sharp slope located by room 19 which a member of our team stumbled on. There was no warning sign and we would recommend that this is added.

The Lodge is located within the main house, although a separate unit only accessible within the house via key coded doors which the staff operated. There was also an external entrance for the residents through a conservatory which provided a seating area for the residents with a view of the gardens.

Throughout The Lodge the communal corridors were clean and clear of obstructions. The carpet which was present throughout the communal corridors was well fitted and in reasonable condition. It was observed that the communal corridors were in need of refurbishment.

On the ground floor there is a communal lounge and kitchen area with a television available for the residents use. There is also an additional lounge on the first floor. It was observed that these rooms were clean and functional but were in need of refurbishment.

There are 12 bedrooms within The Lodge over two floors. Each bedroom has an ensuite toilet and sink.

There were two communal bathrooms in The Lodge, a wet room on the ground floor and a bathroom on the first floor. Overall it was observed that the communal bathrooms in The Lodge were clean and functional however, they were in need of refurbishment.

The Barns is located separately from the main house and is a converted barn house. Entrance to The Barns is through doors which lead into the communal lounge/dining/kitchen area. The communal lounge/dining/kitchen area is bright, airy and well maintained. It has recently been decorated and the residents took an active role painting the communal area. A pool table and dart board is available for the residents use and Sky television is provided.

There are five bedrooms in The Barns over two floors, with a lift available. Each bedroom has an ensuite toilet and sink and resident's medicines are kept in their room in a locked cabinet. Each resident has a key for their own room.

There is a communal bathroom available on the ground floor of The Barns. This was clean and well maintained. Opposite the communal bathroom was a communal toilet and again this was clean and well maintained.

It was noted during our visit that only one hand sanitizer was available on entry to the main house, we did not observe any further throughout our visit. Also it was not observed if staff members carrying their own personal hand sanitizers and we would recommend that further hand sanitizing stations are made available around the home.

Staff

Our Authorised Representatives observed interactions between staff, residents and relatives during the visit.

We saw friendly but respectful interactions between the staff and the people who lived there. Staff called residents by their preferred name and where necessary, they crouched down so that they were on the same level as the person they were speaking to.

We observed the staff requesting the residents consent before carrying out a range of activities, informing the residents what they were doing and providing the residents with a choice. For example, over lunch residents were asked where they wished to eat their meal or whether they would like an apron or napkin whilst they were eating.

We also observed the staff speaking to relatives and visitors to the home in a friendly and welcoming manner.

We did not observe any member of staff wearing a name badge during our visit. We would recommend that Wolston Grange either provide name badges for their staff or allocate an area in the home to displaying pictures and names of all current staff. All members of staff were wearing their own clothes and were well presented.

Service User Experience, Dignity and Respect

We observed residents in the communal lounges and dining rooms. The residents appeared to be comfortable, clean and well dressed for the current weather conditions.

The lunch period was observed during our visit. In the main house dining room there were three residents who required assisted eating. There were three members of staff available to provide the assisted eating. The residents were assisted in a dignified manner. Two members of staff providing the assisted eating encouraged the residents to eat and provided praise and conversation during the meal. One member of staff did not interact with the resident and this was raised with the Interim Manager at the end of our visit. In the communal lounge one resident was being assisted with their meal. Again the member of staff assisted the resident in a dignified manner and provided interaction, praise and encouragement during the meal.

Staff Feedback

We spoke to two members of staff during our visit to Wolston Grange. All members of staff were willing to freely engage with our Authorised Representatives.

All members of staff we engaged with were very positive about the home and the support they received. They also told us that they liked working at the home.

A member of staff told us “residents come first” but that the staff “were given opportunities for training”.

Another member of staff told us “I have been allowed to study additional qualifications”.

No one we spoke to could think of any improvements that could be made at Wolston Grange.

5. Feedback from Patients/Residents/Relatives/Carers/Staff

a) Patients/Residents

We spoke to five residents during our visit to Wolston Grange. Overall the residents were happy with the care and support they received.

The comments received from the residents included:

“I am well looked after”.

“I like it here”.

“I really feel that I can make my own decisions”.

“I felt supported when I had a problem”.

“Medication services 4/5 and food 4/5”

A couple of residents felt that they were unable to go out as much as they wanted to. On further discussion with members of staff it transpires that a number of the residents were subject to a Deprivation of Liberty Safeguards (DoLS) and therefore Wolston Grange could not facilitate their wishes due to these restrictions.

b) Relatives/Carers

We spoke to one relative during our visit to Wolston Grange. They told us that they were “happy with the care my relative receives, the staff are really good, have made good judgements in relation to my relative’s care”. They also told us that “there are lots of activities that they have adapted for non-mobile residents”.

c) Other professionals

We were unable to speak to any visiting professionals during our visit to Wolston Grange.

6. Follow Up Visit:

A follow up visit is recommended in 12 months to follow up on the planned improvements discussed with the Registered Manager and Healthwatch Warwickshire’s recommendations. A report will be produced following this visit.