

## Enter and View Final Report

Manor Court Home, Manor Court Road, Nuneaton, CV11 5HU

Service Provider: Swinnerton Trust Limited

Date of Visit: 8<sup>th</sup> March 2017

Time of Visit: 09:30 - 14:30

Registered Manager: Jenny Bray (Acting Manager, awaiting registration)

Authorised Representatives: Chris Bain, Len Mackin, David Alexander, Gill Fletcher

### 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.

### Purpose of Visit

A complaint about service standards was received by Healthwatch Warwickshire in November 2016 and the visit was to investigate the complaint and publish findings.

### Approach Used

Unannounced visit by a team of four Healthwatch Warwickshire Enter and View representatives:

- Initial meeting with Acting Manager of Manor Court.
- Further meeting with Chair of Board of Trustees.
- Escorted tour of the building, including all shared bathrooms and a selection of resident bedrooms.
- Discussions with residents, staff and relatives.
- Observation of lunch time meal services.
- Observation of external fabric of the building and garden facilities.

## Summary of Findings

- No issues were found to substantiate the telephone complaint received by Healthwatch Warwickshire.
- Residents were generally satisfied with the facilities and said that they were well cared for.
- Manor Court appears to be a well-managed care home and the close links with the local community ensure the cultural needs of local people using the home are maintained to a high standard.
- The Board of Trustees take an active interest in the running of the home.
- Apart from a few minor maintenance issues, of which the Acting Manager and the Chair of the Board are aware, the ongoing maintenance programme helps to ensure a warm, clean and homely environment.

## Recommendations

- Rectify the minor maintenance issues observed.
- Consider increasing the provision of nail care for residents to more frequently than once a week.
- Maintain the current standards of care provision and the current effective maintenance programme.
- All staff are given dementia training - supported by the Board.

## Interview with Registered Manager

The interview with the Acting Manager covered the following areas:

- Manor Court Home is a residential care home and a registered charity. The premises were originally purchased with a legacy from a local wealthy philanthropist. A Board of Trustees oversees the management of the home and are active in terms of their involvement and support of the operational team on site.
- A strong partnership with the Rotary Club of Nuneaton exists. The Chair of the Board of Trustees is a Rotarian and is actively involved in the day to day management of the care home, providing support to the Acting Manager.
- Most of the residents are funded by the local authority, Warwickshire County Council, with whom good relations exist.
- The operational team comprises: 1 manager, 1 assistant manager, 3 cleaners, 2 cooks, 2 kitchen assistants, 4 team leaders (care provision and registered to provide medication) with 3 care staff on each team and 2 night staff
- Nursing care is provided via District Nurses who visit the premises three times a week on average.
- Meals are freshly cooked on site; a dining room is used adjacent to the kitchen and some residents choose to take meals in their rooms. This can vary by season with more residents taking tea in the dining room or outside in the summer months.
- The residents of Manor Court are older people, most have some mobility issues and some have memory difficulties / mild dementia. The oldest resident is 102.

### Interview with Registered Manager - continued

- A lift is provided as well as stair lifts on all stair cases as backup.
- Since being in post from last September, the acting manager has focused on staff training, improvements for choice at meal times, adherence to policy and procedures and has had the close support of both the Chair of the Board of Trustees and representatives from CQC in order to develop into the role.
- An effort is made to keep in contact with families of residents and two compliments have been received by the Acting Manager since taking over.
- No serious issues have been reported at the monthly residents' meetings, which the acting manager attends, with the only exception being an occasional incidence of clothes being put back in the wrong room after laundering.
- Two complaints have been received in the last 12 months and one is in progress with the Chair of the Board of Trustees involved. It concerns personal care issues and despite investigation by the manager and a meeting of staff, no evidence has been found to substantiate either complaint.

## How do we rate our observations?

<b>Green</b>	At least 80% of our observations were positive.
<b>Amber</b>	At least 60% of our observations were positive.
<b>Red</b>	Less than 60% of our observations were positive. This rating is also used if safeguarding issues are identified or hazards which have the likelihood of causing harm.

### Physical Description of the Care/Nursing Home

- The home was constructed in Victorian times, has 23 rooms and 22 residents at present. Many original features e.g. fireplaces, cornices and ceiling roses are still in situ. One room is currently available for occupation and an assessment of a potential future resident is planned for later in the week of our visit.
- Rooms are spread across three floors: 3 on the ground floor, 13 on the first floor and 8 on the top floor. All rooms have ensuite toilets with hand basins. Shared bathrooms are available on each floor.
- Externally, the home has extensive grounds and gardens. All appear well maintained, with a gazebo covered seating area, trees, grassed areas, herbaceous and flower borders, areas of lawn and patio. Parking spaces are provided as part of the tarmac drive at the front of the building.
- A separate annexed building provides for meeting room and training facilities and is also used for day services by the local Age UK, again helping to maintain partnership relations with the community of Nuneaton.
- Laundry facilities are provided on site.
- A handyman, registered electrician and decorator are all engaged as part of the maintenance programme and processes are in place for call out should the need arise in an emergency. The home appeared well maintained and both the acting manager and chair of trustees were able to articulate those areas that have recently been upgraded and future plans for upgrade.

### Physical Description of the Care/Nursing Home - continued

- Linen Tablecloths, place mats and fresh flowers are used in the dining room.
- There are three reception rooms on the ground floor to enable residents to participate in different activities and to have a variety of settings to enjoy. One reception room is a conservatory with views over the gardens.
- Most bathrooms and cloakrooms have been upgraded to include: cold surface radiators, hand dryers with antibacterial functionality, special hard flooring covering both floors and skirting levels and new white porcelain fittings and tiles.
- There is a slight change in floor level outside of one cloakroom on the ground floor nearest the door. The Chair of Trustees is aware and plans are in place to rectify this situation.
- Staff photos are on display in the reception area.
- Hand sanitisers are available on entrance to the premises.
- Residents rooms are clean, spacious and tidy with modern beds, carpets and some personal effects - photographs, furniture etc.

Area of Observation	Rating (RAG)	Evidence
Atmosphere	GREEN	Calm, clean, busy, friendly and relaxed. Well managed.
Cleanliness	GREEN	Observation: No unpleasant smells, no dust, clean carpets, clean bathrooms.
Decoration	GREEN	Well maintained internal décor, in keeping with the age of the property and some areas beginning to be ready for redecoration. Homely feel.
Facilities	GREEN	Ensuite facilities to all bedrooms, all staircases fitted with stair lifts, lift to all floors. Wet room and bathrooms well equipped with shower chairs / hairwashing chairs. Good external marking of steps and provision of ramps where needed.
Fixtures and Fittings	GREEN	Observation and resident comment: Water damage to cabinet under sink in Jacuzzi bathroom on first floor. Manager aware and plans in place to rectify when the bathroom is refurbished.
Flooring	GREEN	Well fitted carpets, bathroom flooring in most wet areas recently upgraded. A floor level issue on ground floor - manager aware.
Furnishings	GREEN	Residents able to bring their own furniture e.g. speciality chairs. All furnishings at an adequate - good standard.
Lighting	GREEN	Adequate and in the process of being upgraded.
Privacy and Dignity	GREEN	All ensuite facilities. Residents referred to by first name by staff. Quiet, efficient and responsive personal care services observed from staff.
Signage	GREEN	Black boards in reception showing daily meals and activities a little difficult to read. All other signage very good.

Storage	GREEN	Age of the building doesn't allow for purpose built storage, however use is made of the cellar and chests of drawers and small cupboard facilities are provided throughout the home for easy access of towels, bathroom replenishments etc. Some physio equipment was stored in a box on the first floor corridor and the manager is aware and will be moving this storage elsewhere.
Other - Please specify	GREEN	The UV light / humidifier wiring on the 1 <sup>st</sup> floor requires securing. Manager is aware.

## Activities

- Light exercise available daily
- Music and movement sessions
- Bingo
- Nail care
- Colouring and painting
- External company of singers arranged once a week
- Bi-annual barge trips - now considering visits to Twycross Zoo
- Dobbies Garden Centre outings

All of the above are arranged by staff.

## Observation of lunch provision in the main dining room:

- Choice of drink offered to everyone.
- Residents addressed using first names. Personalised layout of room provided for wheelchair access. People's clothes protected where necessary. Personal care evident - people are well dressed, smart hair and tidy. Those requiring minimal assistance sat in a slightly separate area.
- A resident with extra needs during lunch was supported well by staff who dealt with the situation discreetly and with quietness and dignity.
- One resident did not want to be fed and the staff changed the way the soup was delivered from a bowl to a cup, enabling the resident to eat it independently.
- Meals were taken away from the dining room to be kept warm whilst a resident was taken out to the toilet.
- Meals were covered and delivered with vegetables served separately to provide choice in terms of variety and portion size.

## Feedback from service users, relatives, staff and visiting professionals

### Service Users

“Get a bit depressed sometimes but content most of the time”

“My son and daughter can come anytime”

“There is always a choice of meals and portion sizes and you usually get what you’ve asked for”

“No problem calling for assistance, someone always comes”

Five people said they were always warm enough.

“Able to have own chair and can put feet up - essential for circulation issues. Would like more physio but try to do my exercises - a bit more prompting / help would be useful”

### Relatives

“Mum is totally dependent on the hoist for moving and the staff are pretty good at getting to her when needed.”

“Mum has had two moves in the last 12 months - different care homes where she has not been happy. She is nice and settled here - it’s smaller and calmer - more relaxed!”

“Comfortable, clean and always smells good.”

Mum’s room has brand new carpet.”

“Able to talk to staff about concerns.”

“Visible attention to maintenance issues.”

### Staff

All staff observed working hard. Activities lady was very welcoming. Kitchen team observed working efficiently and spoke of having made changes to the timing of when residents were asked about menu choices that has made meal preparation practice run more smoothly.

A team leader was very complimentary about the training opportunities she has had and the work environment.

Many staff have long service and are very happy working at the home.

### Visiting Professionals

N/A

### Follow Up Visit Required Y/N : NO *(delete as appropriate)*

*Authorised representatives to state whether they feel a follow up visit should take place, the purpose of visit, and an approximate timescale for this.*

**02/08/2017**