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Clifton Court Nursing Home, Lilbourne Lane, Clifton-upon-Dunsmore,
Rugby, CV23 0BB

Service Provider: Crosscrown Ltd.

Date of Visit: 23rd March 2017

Time of Visit: 09:00 - 14:00

Registered Manager: Karen Tate

Authorised Representatives: Chris Bain, Len Mackin, Letitia Noone, Maggie Roberson

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

To observe the level of maintenance, cleanliness and services being offered to the clients at the present time.

This was an unannounced visit following receipt of intelligence earlier regarding certain areas of concern.

Approach Used

The lead's approach was friendly, and clear giving explanation as to our purpose, initial reception was of a guarded manner.

Four members of Healthwatch, two very experienced plus two inexperienced, observed reported and discussed within the team prior to a feed back to the Manager.

A senior nurse was made available to the HW team, Karen Metabile who was very helpful in explaining to us the occupancy, staffing and running of the home in general.

Summary of Findings

This facility was observed on March 23 2017, between 9am - 2pm. This was an unannounced visit, made up of four members from Healthwatch who worked as one team.

On arrival at the Care Home we were met by the Registered Manager, Karen Tait. Karen introduced us to Karen Metabile, the Clinical Lead Nurse, who was our main point of contact for the majority of the visit. Karen Metabile facilitated our visit and provided us with access to all relevant areas of the home. We met again with both Karen Metabile and Karen Tait at the end of our visit to discuss feedback.

Clifton Court Nursing Home has 39 residents at present, but can accommodate a maximum of 40. There is one double room available and all rooms are equipped with an ensuite toilet and washbasin facilities. Several rooms do have additional ensuite bathroom. There is also a communal walk in wet room /shower room available on the second floor. The population of the home is made up of clients aged between 70-98, with one gentleman aged 63. Some of the residents have a diagnosis of dementia, and some are receiving end of life care.

There are three lounges, one on the second floor and two on the ground floor. There is a kitchen where two cooks are employed, preparing and cooking fresh meals on site everyday. Special diets are catered for where necessary. There is a functional treatment room on site for procedures and wound management if required. The home provides dentistry, chiropody and domiciliary Optician services. Hair dressing salon is on site. At the time of our visit 3 residents were bedridden; there is a tissue viability nurse available to be called upon.

There is a new build in progress on the same site to accommodate 25 patients with a diagnosis of dementia, it is hoped this build will be complete by the end of 2017.

The staffing includes; 6 Care staff, 2 nurses on day shift. 3 care staff and 1 nurse on Night shift. There are specific day and night staff. The manager was also present on the day of visit. Staff are permanent with very occasional bank staff used. Staff turnover is low. The maintenance team is made up of 4-5 people who are based at the site but available at Crosscrown homes when needed. There are also daily cleaners who shift patterns generally run on a 7am-3pm basis. These cleaners are specific to the care home. There is a laundry on site operating Monday to Friday. The cleaning team are based permanently at the home.

Clifton Court provides comprehensive staff training which is undertaken by outside agencies, areas include, Health and Safety, Moving and Handling, Equalities and Diversity. They are trained in Phlebotomy. The nurses are all RGN. The care staff undertake NVQ training, most have attained level 2 with one at level 5. All residents are registered with a local GP surgery, if not already registered will be so by MQMP(Market Quarter Medical Practice- Rugby). The GP will assess all new residents at point of entry. Residents with a diagnosis of Dementia are assessed twice per year.

There are two small dogs and a cat at the home, these are enjoyed by the residents, the dogs belong to the manager and the cat belonged to a previous resident. There is "Pets not Pills" policy, this being a conscious strategy.

Recommendations

The cleanliness and decoration of the home was of a very high standard, our findings are really very minor but would benefit from attention.

That the fire refuge by the staircase on the second floor is cleared of stationary wheelchairs so that it is no longer blocked and can be used in the event of an emergency.

The radiator cover in room 26 was loose and requires firming up. (We visited room 26 as it had no occupancy at the time of the visit) It may be worth checking the other radiator covers in the other rooms where we did not visit.

The many armed Chandeliers were all very clean with the exception of those in the dining room, where cobwebs were evident.

There was a non- fitting plug in the ground floor communal bathroom opposite the lift.

Extractor fans in the second floor washroom and ground floor communal bathrooms are in need of a wipe down.

Interview with Registered Manager

In discussion with the manager she explained the running of the home which confirmed all that Karen Metabile had told us.

There is a maintenance team on site whom we saw in action, some alterations are taking place on the 2nd floor. All breakages are reported to maintenance as a potential hazard, hence are dealt with as appropriate.

Karen, the homes manager, explained that there were 5 Crosscrown homes, with only one being in Rugby.

Excess furniture would be distributed around the homes, there was a spare chest of drawers on a landing which was destined for elsewhere.

The building being erected on the site is for a dementia unit to accommodate 25 residents. The staffing for this is yet to be decided, whether internal rotation will occur, it is hoped this building will be completed by the end of 2017. There had been a delay during 2015 /2016.

The nursing staff have had training in syringe drivers to enable end of life care at the home. Macmillan nurses do also support in this situation.

How do we rate our observations?

Green	At least 80% of our observations were positive.
Amber	At least 60% of our observations were positive.
Red	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 building is situated off the main road which leads into a village. The approach to the home is via a tree lined drive with car parks off, including a designated staff car park. The home was originally a hotel, so has some grandiose features within it. The entrance foyer is pleasant with various arrangements of flowers, table and chairs for visitors to use. A signing in book was evident, for name, purpose of visit, time of arrival, car registration and time of departure, as a health and safety requirement. A fish tank is placed in the smaller, quieter lounge area where residents can sit peacefully and enjoy the views from the window. There were no unpleasant odours anywhere in the home, the decoration was bright and in very good condition, the walls were free of marks and scuffs, the carpets were clean and in good condition (the home had been re-carpeted 2 years ago). The wipe able floor surfaces in the bathrooms were of good condition and clean. All walls were painted yellow brightened the rooms and gave off a warm, calming aura.

Resident's bedroom doors all display their names and a photo of themselves.

The furniture was of a high quality and appropriate for the clients, high backed with arms, in very good condition and clean. Velour in appearance but a plastic wipe able fibre. In the downstairs sitting room looking out onto the patio there was a wall of memorabilia advertising, wartime and post war posters. A desk and furniture of the elegant era of the day.

The lighting throughout the home including some bathrooms and the dining room was of modern chandeliers, also in the corridors, in keeping with the ambience of the atmosphere. The windows were clean and easily seen through. Curtains were modern and clean fitted well and properly hung.

There was a separate storage room for linen and equipment, which was well stocked and tidy. A call system display unit was present on each floor and each nurse /carer carried a personal display unit, this was in working order.

On the ground floor were two the administration offices.

There were numerous hand sanitisers throughout the home

Area of Observation	Rating (RAG)	Evidence
Atmosphere	GREEN	Pleasant, staff greeted us in a relaxed manner, clients seemed engaged in activity. There was laughter in the lounge where the activity was occurring
Cleanliness	GREEN	There was no evidence of any smell often associated with a home of this nature. All furnishings were clean to a high standard.
Decoration	GREEN	Of a high standard and easy on the eye, of a calming nature. Corridors were well lit and in excellent decorative order.
Facilities	GREEN	All areas were appropriate for purpose and very clean
Fixtures and Fittings	GREEN	We discovered one loose radiator cover in the room 26 2 nd floor. Dorguards are present on the doors.
Flooring	GREEN	Carpets were clean, they are cleaned regularly, as per schedule and in excellent condition. Bathroom floors were of good condition and clean.
Furnishings	GREEN	Were of high standard throughout the home, in both excellent condition and cleanliness
Lighting	GREEN	Chandeliers, one bulb not working in room 26. In the dining room there was evidence of cobwebs on some of the light fittings.
Privacy and Dignity	GREEN	There was evidence of respect shown to the clients- during an activity in the lounge, and during the luncheon. All door handles were fitting well.
Signage	GREEN	Signs in the foyer were clear and legible

		Room numbers and a photograph on each of the client's doors.
Storage	GREEN	Storage room was well kept. On a landing a hoist and chest of drawers had been stored which is a hazard and needs removing to alternative area.
Other - Please specify	GREEN	Downstairs loo smelt a little damp. An excellent visual guide for staff in chart form, of urine colour and causes.

Activities

There is an Activities co-ordinator on site, plus 1 that goes into the home on Tuesdays and Thursdays.

During our observation there was an activity taking place in the downstairs sitting room, all clients were seated and there was plenty of space for specific personal mobility chairs. The activity was being led by a staff member, it sounded like a residents quiz of “memory jogging” nature which revealed much laughter from the clients. 16 residents were partaking in this.

Other activities provided include flower arranging, movie nights, ball games, singing sessions, board game and quizzes. There was a schedule of activities presented in the foyer, displaying what activities were due to take place on each day across the month. Majority of religious services organised are of a Christian nature. A visiting clergy is requested to come and administer communion to clients once a month. A beauty salon is organised on the ground floor. A hairdresser visits once a week.

In the foyer there were photographs displayed from St Patrick’s day (6 days prior to visit). Residents were partaking in the orange and green colours with humorous spectacles, enjoying cakes and tea. The home takes pride in displaying special events and birthdays in the foyer for visitors and relatives to have a look at. The staff have also produced photo albums to store all the photographs in.

All tables were laid for 4 people with tablecloth, cutlery, serviettes, condiments and drinking glass or vessel as appropriate for the person in their designated place. A reminder notice board was on the wall for staff as an aide memoire for laying up the tables. Soft low key music, inoffensive and of the era for the residents. Some residents sat in their mobility chair. There was ample space for the spare chairs to be moved out of the way.

A choice of 2 available meals was offered, Gammon with veg and Scampi and chips with veg. There are always 2 choices offered at lunch time. Each resident was asked individually which they would prefer by going to and asking in a normal speaking voice. The meals were served from a heated trolley and staff worked very much as a team. Where residents required help with eating, a staff member sat next to them to assist. A refill of liquids was offered during the meal, a choice of two squashes.

Feedback from service users, relatives, staff and visiting professionals

Service Users

Relatives

We did not see any relatives on this visit.

Staff

The HW team were fortunate enough to have the company of Karen Metabile for the duration of the visit. Guiding us around and answering our questions.

During our conversations it was obvious that the staff were happy in their work. Enjoyed the company of the residents and were dedicated and loyal to the home; an example of this was from the house keeper Mikki who has worked there for many years, who is diligent and robustly in her work, covering the laundry rota as well as the cleaning of the home. The small cleaning team, have a schedule, but also undertake cleaning duties that are outside the schedule if necessary or requested by the housekeeper. Each cleaner has their own area of responsibility. The housekeeper is responsible for COSHH. Risk assessments are done and new staff are guided.

Staff had a good rapport with the residents and friendly yet respectful interactions were observed between them throughout the course of the visit. When appropriate staff would crouch down to residents in order to speak to them more efficiently.

“Communication is good but could be sharper” within the home amongst all staff. Team meetings are held and found to be very useful.

Visiting Professionals

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