



# Stockport Local Involvement Network

Newlands Nursing & Residential Home

Nursing Home Visit

Tuesday 20th July 2010

A report compiled by the Stockport Local  
Involvement Network

LINK Support is provided by the LINK Support Team at Pebble Enterprises, Labyrinth House, 45  
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## What is the Stockport LINK?

**The Stockport LINK is a network of groups and individuals from across Stockport coming together to ensure that health and social care services are planned and delivered to meet the needs of the people that use them.**

### The LINK will:

- **Find out what people like and dislike about health and social care in Stockport.**

We are always here to listen at the LINK Support Office, if you know of a wider health and social care issue in Stockport, let us know. The LINK is proactive in producing questionnaires and feedback forms that are circulated around the Stockport area for a wider balanced view.

- **Suggest ideas to help improve these services and consider specific issues of concern to the community.**

Because the LINK is made up of Stockport residents, these issues and the ideas to help tackle them are being formulated by you and people representing you. The LINK wants to hear about your experience of health and/or social care services in Stockport.

- **Visit premises in Stockport where care is provided or those providing care to Stockport residents.**

This is called Enter & View, and is undertaken by trained LINK members. Authorised LINK members can visit care premises to view the quality of care, write a report and feed back to both the organisation providing the care and the wider public.

- **Work with and influence those who make decisions about new services or existing services to help make them better.**

The LINK has the power to make statutory bodies listen; they are under an obligation to respond to LINK requests and reports within a given amount of time, meaning that the LINK can really make a difference.

- **Be flexible, providing many opportunities and different ways in which you can get involved.**

One of the great things about the LINK is that you can be as involved as much or as little as you like. From being a Core Group member, attending meetings, participating in Enter & View, participating in subgroups or you can simply choose to receive the Newsletter or provide us with your feedback. The choice is up to you.

## **Newlands Nursing & Residential Home**

**20<sup>th</sup> July 2010**

**Report from:** Stockport LINK Enter & View Team

**Visiting Members:** Pat Hannah, Janet Brown and Joyce Drummond

**Report to:** LINK Core Group

**Report Date:** 19<sup>th</sup> August 2010

**Subject:** Informal Visit

**Appendix i:** Star Ratings used by the Care Quality Commission

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### **Introduction**

The home is owned by Southern Cross PCL and provides care and accommodation for 72 people over the age of 45 years with physical disabilities and old age.

The Care Quality Commission carried out a visit to the home on 23<sup>rd</sup> March 2010. The Commission gave the home 2 stars. For Star rating please see appendix 1. For a copy of the Inspection Report please visit <http://www.cqc.org.uk/registerservicesdirectory/RSSearchDetail.asp?ID=0000041583&Type=CRH> or the LINK Support Team can forward you a copy by post.

The LINK Team were met by the Deputy Manager Benzy Thomas who was unaware of the purpose of the visit. The Manager, Julie O'Sullivan had gone on holiday for two weeks and staff were unaware of the visit.

No. of Resident Places: 72

No. of Places with nursing care: 0

Total no. of places: The home is registered to take 72 people.

### **Purpose of the visit**

The LINK would like to acquaint themselves with the manager and staff of the establishment to build an effective relationship between the home and the LINK and view the quality of care received within the home.

### **Building and accommodation**

The home is purpose built over four floors. Each floor has its own lounge, dining area and communal bathroom and toilets. The building was a combination of old and new

and has been amended to be fit for purpose, all the work looks to be well done. The car parking is adequate. On entering the building, representatives were asked to sign the visitor's book. There is a keypad on the door. Antibacterial gel is mainly available but some containers around the home were empty. In two different places, representatives found brackets for gel with a poster telling people to use it, but no gel available. The reception area is impressive and there is an open balcony open on the top floor. The newly built rooms are well done. There is ease of access generally and the corridors are all clear. All rooms are en-suite apart from 4 rooms in the basement, but bathrooms are readily available for these.

Residents are encouraged to stay in their own rooms if they wish and family and friends have free access. There was a meeting room on the top floor.

There is an ambulance bay at the rear of the building.

The home is generally in good repair. The representatives found that the carpet join across the door needed attention. There are handrails everywhere and the corners of these are rather sharp where they meet. There were some scuffmarks on the corridors.

### **About the Service and General Support**

There are 72 places available including 2 double rooms. There are currently 63 residents at the home, all of British and European descent and mainly female. In the basement there are 13 residential rooms, the ground and first floor houses 36 nursing care beds and the top floor has a contract from the Strategic Health Authority where there are 15 beds for a Continuing Health Assessment Unit. This has its own manager. Patients staying here are from Cherry Tree and stay generally around 6-8 weeks for assessments. There is a mix of male and female residents and mostly British and European. The home offers all levels of care including an end of life pathway. A nurse comes to give insulin to diabetic residents as well as for eye and ear tests. The home operates care plans and involves relatives in their creation. The plans are reviewed monthly 3/6 months or more often if needed.

Care plans are carried out in depth with resident's relative involvement. They are reviewed once every 3-6 months but can be reviewed earlier if needed. A wide range of members of Community Health services visit the home including podiatrists and district nurses. The home uses Dr. Dawson at Heaton Moor Medical Centre as their GP who visits the home twice weekly. Residents can choose to keep their own GP if they like. The home has a good relationship with the medical centre. Any incidents in this area are immediately actioned on. Members of staff are Dignity in Care Champions and information about the campaign is available around the building.

To date the experiences of using Stepping Hill for the residents has been good. There are no real problems using the ambulance service, a care worker will always attend the hospital with residents when they are taken in.

The top floor of the home is for short stay residents and is also an assessment unit for continuing care. They currently have a waiting list for all beds and rooms. A copy of a comprehensive statement of purpose document was provided.

The deputy manager could not think of any problems that they are having that the LINK could look into, they are well aware of the LINK, a number of residents were spoken to who had also heard of the LINK.

### **Staff**

There are 10 qualified nursing staff and 27 care assistants, 6-7 of which are senior carers. The staff make up is of different ethnicities although mostly young women with a low turnover of staff. The home has a receptionist who works until 3pm. There are also office staff, cleaners and handymen. The representatives were impressed with the night staff ratio and felt there was a good skill mix between the staff. Ashbourne Senior Living/Southern Cross Healthcare provide their own staff training including NVQ's etc. Some training is also available from Stepping Hill Hospital. All certificates were on view on a notice board. All the staff appeared friendly, professional and got along well.

At one point during the visit a resident had fallen and the staff responded to this emergency call very quickly. Another resident was taken to hospital while the representatives were visiting which was dealt with swiftly and with care.

### **Patients/Residents/Carer/Family**

The representatives spoke to several residents who appeared to be satisfied with the level of care they were receiving. There were no obvious complaints.

The representatives also spoke to relatives and in particular a husband of one resident spoken to visits daily to help with nursing care through his own choice. Several relatives were sat with residents who were in nursing beds and all appeared satisfied.

No residents stated any dislikes about living here. There were a large number of letters complimenting the home on its caring attitude. The home has an entertainments officer who appears to deliver an excellent activities programme. The home has an activities officer available 7 days a week with an easily accessible

office in the reception. LINK representatives were impressed with the twice weekly library visits and one resident was getting help reading their newspaper.

**“There were photographs of activities on display; parties, days out, even a donkey visiting!” - LINK Representative**

Visits are organised for the residents and relatives can also take out residents. Residents' religious needs are met and there is a comprehensive multi-faith notice board in the home. There is a service users meeting monthly with relatives and friends. Advance notice of these meetings is given and displayed. There was a copy of the complaints policy on view. Doctor and nurses names are on the doors of their offices, which the representatives felt was a nice and helpful touch.

### **Food**

The representatives felt that the menu - which changes weekly - was good. They spoke to the chef who was very adaptable and was willing to offer further choice if the residents requested it. The residents are offered a choice between two different meals and snacks are available 24 hours a day for residents. There is a dining room on each floor and menus are available from these rooms and from the reception. Family are free to eat with residents if they wish. The tables are well laid out with tablecloths and serviettes.

A dietician will visit if referred, fortified drinks are available and residents' weights are monitored. The representatives did not try the food, but it looked and smelt good. Food is delivered to each dining room on a heated trolley and there are water coolers on each floor.

### **Conclusion**

There is a good atmosphere at the home but a few of the representatives felt that it seems a bit dull. Some refurbishment would be good, also checking of gel dispensers as they needed filling. It was also noticed that staff tend to talk very loudly maybe due to some residents being hard of hearing. The residents were treated with dignity at all times during the representatives' visit. The staff appeared very caring and helpful. The home is very clean but perhaps in need to redecoration. All rooms are nicely kept with no unpleasant odours. Positive features worth mentioning are the amount of information on view with photos of events, makes it very homely. The deputy manager was well informed and the representatives were given the impression that it is a very caring home.

Reports on here in the past have not been complimentary and the home's rectification of this situation is now evident. The deputy manager is quite anxious to see this report. The representatives felt that it was a good visit and they felt very welcome. However, they felt a little disappointed that the manager did not inform the LINK she was on annual leave.

The general atmosphere was very good. The home was very clean although scuff marks in corridors could be attended to. The rooms were mainly light and airy and all equipment needed is available. There were comments that some parts of the home were dismal and the reception had dull lighting.

## **Recommendations**

### **To The Home**

1. Home to ensure gel dispensers are filled at all times.
2. The LINK and the home to keep in contact with any health & social care issues that may arise.
3. Home to consider a little refurbishment to brighten home up.

### **To The LINK**

1. The LINK and the home to keep in contact with any health & social care issues that may arise.

The views in this report are of the collective team of Enter & View Representatives who visited Newlands and only apply to the day on which the visit was made.

*Stockport LINK 10<sup>th</sup> November 2010*

## **Appendix 1 – Star Ratings Used by the Care Quality Commission**

The Care Quality Commission is the independent regulator of health and social care in England. their aim is to make sure better care is provided for everyone, whether that's in hospital, in care homes, in people's own homes, or elsewhere.

They regulate health and adult social care services, whether provided by the NHS, local authorities, private companies or voluntary organisations. And, they protect the rights of people detained under the Mental Health Act.

Following a key inspection of a service the Care Quality Commission publish a rating that describes the quality of care it provides.

The ratings scale is:

- 0 stars - poor
- 1 star - adequate
- 2 stars - good
- 3 stars – excellent

Inspection reports include a description of the outcomes that people using services should expect. They use the outcomes in the national minimum standards (NMS).

- When assessing the quality of care services the outcomes allow them to focus on the experiences of people who use services and what's important to them.
- They make judgments about the quality of services against each of the outcome areas. They then use these judgments to work out the overall quality rating for that service.

For more information about ratings or the national minimum standards please visit the Care Quality Commission website: [www.cqc.org.uk](http://www.cqc.org.uk)

Or contact the Stockport LINK Support Team on 0161 477 8479