



Enter & View Report - Draft

Name of service: Ainsdale Court Care Home

Holt Lane

Rainhill

L35 8NB

Date & time: Tuesday 7th November 2023

Authorised Representatives: Ann Bridge, Kath Inkpen, Rita Chapman

Support team members: Gail Aspinall

Contact details: Healthwatch St Helens Tel: 0300 111 0007

Acknowledgements

Healthwatch St Helens would like to thank the staff and residents at Ainsdale Court Care Home for their valuable time and hospitality during this visit.

What is Enter & View?

Part of the local Healthwatch duty is to carry out Enter & View visits. Local Healthwatch representatives carry out these visits to health & social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices and dental surgeries. Enter & View can happen if people tell us there is a problem with services or, equally, if services have a good reputation so we can learn about them and share good practice from the perspective of the people who experience the service first hand.

Healthwatch Enter & Views are not intended to specifically identify safeguarding issues; however any safeguarding concerns which arise during a visit will be reported in accordance with Healthwatch safeguarding policies. If, at any time, an authorised representative observes anything that they feel uncomfortable with they should tell their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

About the service

Purpose of the visit.

To engage with residents and staff

- To observe care at the point of delivery
- To identify good working practice
- To identify areas for improvement

This was an announced visit, arranged with the Manager a week beforehand.

Methods used

Observations made by the visiting team might be based on instinct and not on something that is visible or measurable.

Summary of findings

Ainsdale Court Care Home was purpose built in the mid 1980's. The Home is independently owned along with another situated in Haydock, St Helens. The external condition of the building was well maintained. The Home has 46 single rooms, none of which are en-suite. There are currently 44 residents, with a ratio of 70% female to 30% male. There is no waiting list at present, but the visiting team were told that there are lots of referrals coming through. Some residents stay for respite, and there are 4 respite beds free at the moment. Both the Owner and the Manager escorted us on our visit.

Results of visit

First impressions

The Home is a two storey building in a residential area of Rainhill. The ground floor is the residents' accommodation. The visiting team found it difficult to find a parking space as there was no signage for the Home's car park. The visiting team parked on a pub car park over the other side of the road. Once at the Home, we were welcomed by the Activities Co-Ordinator. The door was locked when we knocked on the door. We were asked to sign in the visitors' book and were kindly offered refreshments. The foyer had a nice décor with a soothing colour scheme. The décor in the hallways did appear a little 'tired', but the visiting team were told that the rooms are being painted and given a freshen up, this is an on-

going project, with a room being decorated when it becomes free, thus disturbing residents as little as possible. There was a notice board in reception which was bright and colourful. There were no unpleasant smells there or throughout the building. The temperature was ambient. The Home is split into two units named Poppy and Bluebell with space for 23 residents in each. The Home has a resident dog named Molly who is a toy poodle. She is a therapy dog and it was evident that both staff and residents are extremely fond of her. There are two TV lounges. Many of the residents were sat in comfy chairs in the lounge. The TV was on with the volume at a normal setting. The visiting team spoke to a few residents, who enjoyed having a chat. One lady had recently reached over a 100 years old and she proudly showed off her birthday greetings letter from King Charles. All of the residents we spoke to told the visiting team they felt safe, secure and enjoyed all that the Home provided. The residents looked happy and well cared for.

Staff

There are currently 56 staff working part time/full time. They wear colour coded uniforms to make their roles identifiable. All the staff the visiting team met were friendly and caring with the residents. The Home currently has a number of agency staff and there are 3 staff who are currently on a sponsored programme. The Owner informed us that they have low staff turnover and some staff have worked up to senior positions. Each member of staff receives a supervision session every 8 weeks and each has a yearly appraisal.

Staff training

Staff receive mandatory E learning sessions. Other training eg moving and handling training is done on site.

There is an 'employee of the month', which is achieved through a voting system.

Recreation & leisure

The Activities Co-ordinator plays a huge role in the Home. There is an activity folder which contains photos and references to what activities have taken place. It is obvious that the Activities Co-ordinator enjoys her role and told the visiting team that there is always something going on, from singing to pet therapy, baking to engaging with the local primary school children. Students from the local college have been into the Home

painting murals. The Home boasts a hair salon/nail bar/foot spa. The area is beautifully decorated and usually a booking system is adopted, but if not busy, the hairdresser is happy to do an impromptu appointment. In the TV lounge there was a chess board, jigsaws and other forms of leisure activities. When the visiting team were at Ainsdale Court, the weather was poor, so only a small section of the grounds could be observed. There were tables and chairs and lots of plant pots. The gardens looked well maintained and were told that a sensory garden is in the plan for next year. One of the highlights of the Home was the 'cinema room'. This consisted of comfy chairs, large movie screen, sweets and drinks were available and there was even a popcorn making machine. Every afternoon a film is shown and requests are readily taken. Residents are free to join whenever they like and families are encouraged to attend. There is also a 'ladies room', where residents can partake in afternoon tea, and gentlemen can spend time in the 'bar'. This room has been modelled on an old fashioned bar and sells non-alcoholic drinks. This room is also used for celebrations such as parties. In the bar area there is a small 'tuck shop'. This is stocked with sweets, chocolate, crisps, fizzy drinks and a few toiletry items that residents and families can purchase. There is a resident birthday list, and residents' birthdays are celebrated.

Smoking Policy

The Home adopts a no smoking policy but there is a designated smoking area outside for both residents and staff. Alcohol is allowed in the Home, with residents that have capacity being able to keep alcohol in their rooms if desired. Those that lack capacity can still enjoy a tipples, but this is kept in the Nurses' station and monitored by staff.

Food & refreshments

The Home employs a Chef and two full time kitchen staff. The dining areas were bright and fresh looking with one boasting an American 1950's feel complete with juke box and vinyl records. There was music playing when the visiting team attended. It was noted that a large calendar on the wall displayed the wrong date. It was pleasing to see the menu consisted of both words and pictures. The menu changes with every season and although a set menu is displayed, alternatives can be given if required. The menu orders are taken in the morning and all dietary requirements are catered for. Foods are cooked from different cultures with the residents recently enjoying 'Taste of the Month', with Indian

tapas on the menu. Meals consist of breakfast (8.30 to 10am), lunch (12.30-1.30pm), dinner (4.30-5.30pm) and supper (7.30-8.30), with drinks served regularly. There were also hydration stations in the dining rooms, where residents can help themselves to water/juice and biscuits. Although encouraged to eat meals in the dining room, residents can take their meals in their own room if they wish.

Privacy & dignity

Residents are encouraged to furnish their rooms with personal belongings, to make their personal space feel like home. There is an on-going practice of 'Resident of the Day'. This consists of that residents' room having a deep clean and they enjoy a general pamper and are cooked their favourite meal. Families are encouraged to participate in this. In regards to personal belongings, all dentures, hearing aids and spectacles are engraved with the residents' name. This is a good initiative as it makes identification much easier for staff. Different cultures and faiths are celebrated in the Home. Each resident has a key worker making it easier for family to form a relationship with the carer looking after their loved ones. The Home has a 'day bed' for family to stay with residents who are receiving end of life care. If a resident passes away, the staff will inform other residents in a respectful and dignified manner. At least one member of staff represents the Home at a funeral.

Hygiene & cleanliness

Every residents' room is cleaned daily. Some of the rooms have low beds for those residents with falls risk. Each room has an alarm to alert staff if a resident needs attention. The toilet/bathrooms are clean with one bathroom having a hydro bath. This is a vertical bath and is ideal for residents with mobility issues. Residents can have a bath or a shower whenever they like. There are five toilets/shower rooms. It was noted by the visiting team that some of the bathrooms are not identified by a picture or words. There are two full time laundry staff. All clothes are labelled by use of a 'tagging system', this eliminates clothing being lost or misplaced. There were a few hand sanitisers on the walls around the Home.

Safety & security

The front door was locked and we were asked to sign in upon entry and sign out when we were leaving. All doors are locked and/or alarmed.

There are CCTV cameras throughout the Home, with the exception of the bathrooms and residents' rooms. This has proven very useful if a resident has a fall, as it can help identify what happened. There is a fire alarm test regularly and fire marshalls are staff members.

Access to care and medical care including the Red Bag Scheme

Each resident is weighed monthly, but this changes to weekly if it is noted that the resident has lost weight. There is a weekly GP visit from the Longton Lane GP Surgery. A podiatrist visits the Home, if required, but this is a privately paid for service. The Home does not use the red bag scheme, this is not unusual as the visiting team found this is the same in almost every Home they have visited, as the bags and information are rarely returned or are declared missing.

Are there any providers who are particularly helpful? If so, who?

What is it that you find particularly helpful?

The local nursery, primary schools visit the Home and spend time with the residents, chatting, singing and doing arts & crafts. The Home also has strong bonds with the GP and pharmacy.

Additional Comments

The Home produces a newsletter which contains information about upcoming events, fun facts, quiz and news about the Home and surrounding area. There is also a suggestion box which can be used by residents, families and staff. Family and visitors are welcome at any time, but staff request they try not to come around mealtimes, as this could cause disruption for some residents.

Recommendations:

- To continue with improvements in décor which will offer a more modern and colourful feel to the Home
- To have a sign for the car park, the visiting team found parking quite difficult
- A noticeboard with photographs and names of staff would give families a friendly welcome

- Keep up the good work and continue to seek new opportunities to develop the Home further.

Response from Provider

The Owners and Manager of Ainsdale Court are happy with this report and thank Healthwatch St Helens for their visit.

(Healthwatch England guidance states that we can ask providers for their comments within 20 working days of the draft report being sent.)

HwSH will share Enter and View reports, as appropriate, with:

- The provider
- Healthwatch England
- The Care Quality Commission
- Commissioners
- St Helens Council Quality Monitoring Team
- St Helens Clinical Commissioning Group
- The public
- St Helens Council Safeguarding team



Disclaimer

Please note that this report relates to findings observed on the specific date stated. Our report is not a representative portrayal of the experience of all service users and staff, only an account of what was observed and contributed at the time.

It is important to note that Healthwatch St Helens approaches Enter & View from the community perspective and its remit is very different from organisations such as the Care Quality Commission and local authority Quality Monitoring Team.

