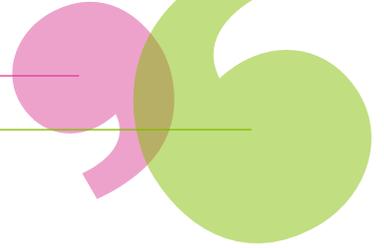


# Enter & view Report:

**healthwatch**  
Trafford

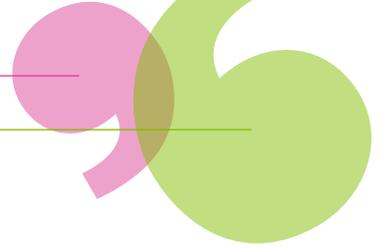
Timperley Care  
Home  
**January 2017**





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## **What is Enter & View?**

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and 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, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

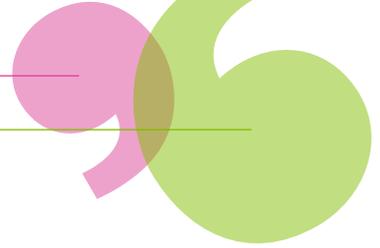
Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform 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.

## **Acknowledgements**

Healthwatch Trafford would like to thank the management, staff and residents of Timperley Care Home for their contribution to the Enter & View programme.

## **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, only an account of what was observed and contributed at the time.



## **Details of the visit**

Purpose of the visit

Review of Care Home provision in Trafford

Service Address

Timperley Care Home

53d Mainwood Road, Timperley, Altrincham, WA15 7JW

Service provider

Kingsley Healthcare

Date and time of visit

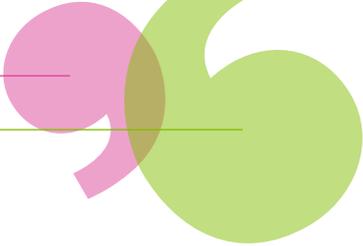
Friday 13 January 2017 - 10.00am - 1.00pm

Authorised representatives

Sandra Griesbach, Susan George and Anna Kotsonouris

Contact details

Healthwatch Trafford, Sale Point, Sale, Trafford M33 6AG



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## Executive Summary

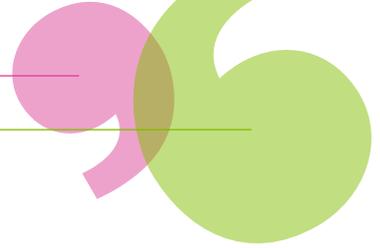
The outcome of this Enter and View visit was extremely positive. The authorised representatives leading this visit felt that the standard of care at Timperley Care Home is very good. Timperley Care Home's manager and assistant manager have been in post since July 2016, both these members of staff are registered nurses. Timperley Care home is a purpose built two-story building. It is maintained to a very high standard, thoughtfully decorated with stimulating accessories suitable for residents affected by dementia. The staff we met were all friendly, pleasant and affable. Residents we saw appeared happy, relaxed and well cared for. The home provides a calm, pleasant and secure environment for its residents.

The Enter and View representative's observed:

- That residents appeared comfortable with their surroundings.
- Staff responding to residents needs in a quiet and friendly manner.
- Residents and visitors are willing to share their views.
- That to promote social inclusion, each floor of the home provides communal lounges and dining areas.
- That there is a secure environment with staff on-site 24 hours a day, seven days per week.

In addition a new entertainment co-ordinator has been recruited and is due to start work at the home.

On the day of the visit the management of the home were extremely helpful in supplying information to the Enter and View team, staff members were happy to talk to us. We were given the freedom and permission to speak to residents and to go anywhere within the communal areas of the home.



## Purpose of the Visit

The visit is part of an ongoing planned series of visits to care homes to discover what residents and their families think about the health and social services that are provided and identify examples of good working practice by:

- Observing & identifying best practice in the provision of Care homes ‘for vulnerable older people requiring social care or nursing care’
- Observing residents and relatives engaging with the staff and their surroundings
- Capturing the experience of residents and relatives

## Strategic Drivers

- Ageing population in Trafford requiring care homes
- Good practice policy Healthwatch Trafford
- Care Quality Commission & partners ‘dignity and wellbeing’ strategy, which states that:

‘People using services are treated with respect and dignity at all times while they are receiving care and treatment. To meet this regulation, providers must make sure that they provide care and treatment in a way that ensures people’s dignity and treats them with respect at all times. This includes making sure that people have privacy when they need and want it, treating them as equals and providing any support they might need to be autonomous, independent and involved in their local community’. [<http://www.cqc.org.uk/content/regulation-10-dignity-and-respect>]

## Methodology

This was an announced Enter and View visit.

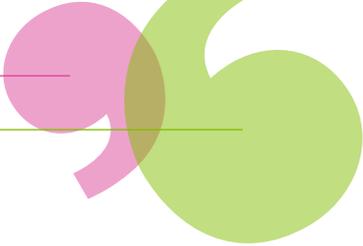
Contact was made with the manager of Timperley Care Home explaining our reasons for the visit. Posters were supplied to alert our visit to staff, residents and family members.

Some predetermined questions were available to the Enter and Visit team carrying out the visit and these can be found on Appendix 1. Answers to questions that we posed to the manager prior to the visit can be found at Appendix 2. We have included the manager’s responses corresponding to the feedback in the body of the report. It was agreed with the manager that the visit would last approximately two to three hours.

We were guided by staff on the residents we could approach to answer our questions. We had discussion with the following:

- One resident\*
- Three family visitors
- Management and staff

*\*Permission to speak to residents was also received from residents prior to any conversation taking place.*



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# The visit

## Introduction

Timperley Care Home has recently changed provider and is part of Kingsley Healthcare. It is a purpose built Nursing and Residential Care Home situated in a residential area of Timperley, near Altrincham. The home can accommodate up to 56 residents. At the time of our visit there were 54 residents living at the home, 52 of whom had varying reduced mental capacity. There are bedrooms on two floors. Each floor has its own lounge areas and dining areas. All bedrooms are single rooms with en-suite shower facilities. There are two enclosed accessible secure gardens.

All residents at Timperley Care Home require support to manage their nursing and care needs, many are elderly mentally infirm [EMI] requiring the specialist care that Timperley Care Home offers. We were informed by the manager that 52 employees work at Timperley Care Home across all sectors. Clinical staff and care staff work an eight to eight shift with one Registered nurse and four care assistants on each floor. There is a formal handover at the end of each 12-hour shift. The manager informed us that the home only uses one agency for bank staff and they all receive induction and further support training when working at the home.

All care staff are encouraged to complete Level 2 NVQ in health and social care. One care assistant has now been enrolled onto the Nursing Associates Degree course and is being supported by Timperley Care Home through the programme. Staff are on-site 24 hours to provide care and support.

## Observations

Timperley Care Home is set in its own grounds easily accessed from the road with a large car park at the entrance of the building to accommodate 20 cars with disabled parking spaces outside the main entrance of the building. The home has 56 single rooms over two floors all rooms are en-suite comprising of toilet, wash basin and wet shower facilities. We were informed by the management that personal hygiene activities are overseen by a care assistant for all residents.

The ground floor provides accommodation for elderly mentally infirm residents and first floor residents with physical and/or nursing needs. The Enter and View team were informed that the home has a continuing care bed sponsored by Trafford Clinical Commission Group (CCG).

Entrance to the home is clean, bright, uncluttered, warm but not hot and airy. There are sanitizing dispensers at the entrance of the home and throughout the building. An office is situated inside the entrance of the home which has full length glass windows for full visibility. There is a comfortable seating area for visitors. Notices, policies and leaflets including the home's complaints procedure are displayed In the entrance of the home there is a visitors book for signing in.



The Enter and View team found the signage to rooms and facilities within the home easy to follow; for example toilets and bathroom doors are always in yellow. Signs to different rooms are well positioned above eye line.

The manager informed us that Timperley Care Home is a nursing home that also provides palliative care for 'end of life' residents. A butterfly is posted on the resident door when 'end of life' care is being provided to alert staff and visitors to be considerate.

On entering the home and accessing the different environments on the two floors, we found the environment was quiet and calm though residents, staff and visitors were moving around the building.

## **Residents and Families' Views**

### **Wellbeing**

During the visit we spoke to a family member whose loved one had been a resident at the home for two years who praised the home for the care that has been provided over the last two years, adding that there had been a noticeable improvement since the new management took charge. Another visitor informed us that their loved one was very happy with the care that she is receiving at the home and the family have peace of mind knowing she is being well cared for as they all live quite a distance away and don't see her very often.

We received a concern from the resident we spoke to who informed us that he was a Parkinson sufferer and requires his medication at regular intervals, five or six times during the day to avoid his limbs tightening up and his tremors increasing. He specified that his medication was not being given regularly to him by the nurse. When asked if he raised his concern with staff, he said that he had told the assistant manager. The resident was happy for the Enter and View team to reiterate his concern to the manager, which we did and the manager agreed to investigate and review the residents concern with staff and the Community Parkinson Nurse.

With the exception of his medication routine, he was satisfied with the care he received at the home commenting that the majority of care staff were caring and pleasant, stating:

*'it is a good home; I like it'.*

### **Care**

When we asked management what the home's procedure is to reduce falls and pressure ulcers we were informed that incident forms are completed by staff for all falls and investigated; there are meetings with relatives who are informed immediately of any problems with falls and illness. To combat pressure ulcers the home has special beds and mattresses where needed. The manager informed us that a local GP comes to Timperley Care Home twice a week and will review care plans where necessary.

The manager told us that a monthly deep clean is carried out across the whole site to uphold the infection control regime and is inspected by a Housekeeper.

The Enter and View representatives found the management were organised and in control, knowledgeable about residents and the care they were providing. The manager stated that staffing was stabilising and she was keen to recognise and motivate good work through



training and development strategies. The owners have been supportive and have added three additional staff, a housekeeper and assistant manager along with a new cook. The manager informed us that staff at the home are paid above the minimum wage. We learnt that the manager has introduced quality assurance measures in safeguarding, medication and accidents and a monthly audit of care plans.

The manager notified the Enter and View team that all care plans are being audited monthly. Managers at the home go through annual reviews with social workers and NHS Continuing Health Care authorised representatives and that residents and family members are invited to attend the annual reviews [annual reviews includes all professionals]. The manager added if relatives do not attend the annual review, opportunity during the normal monthly care plan review between resident and care home staff can be used to update family members on annual review outcomes.

The manager informed the Enter and View team that the challenges to turn the home around following the Requiring Improvement report by the Care Quality Commission [CQC] published in November 2016 meant concentrating on reviewing all Care Plans for residents. We were told that this work is still in progress but family members as well as external professionals and staff are being included in this process. The manager emphasised this was her top priority. The Enter and View team were told that the values of Timperley Care Home is to provide the best person-centred nursing and social care possible to residents and to be the best care home in the borough.

The manager and clinical assistant managers' daily routine includes being present at shift handover and a walk round each floor to chat to residents and staff as this enables any concerns or complaints to be discussed and actioned.

The home's complaints policies and procedures are initially outlined to residents and relatives within Timperley Care Home's Welcome Pack. The manager stated that small concerns are dealt with immediately by care staff and any major complaints are escalated to the manager as soon as possible. The home operates an 'open door' policy for families to raise concerns with management. We were told that residents and relatives meetings are held every three months and that all compliments and complaints are filed and held in the manager's office.

We asked how feedback is obtained from residents who find it difficult to communicate and the manager gave a number of examples of how this is done such as:

- We use picture cards
- Facial expression
- Carers getting to know the residents well
- Speaking with residents' families
- We have a mixture of staff that can speak different languages
- We take information and guidance from other professionals on ways to communicate

Residents likes, dislikes and choices are then entered in their individual files.

During the visit we asked a member of staff about another resident who has Parkinson's and unable to talk. We were told by the manager that the resident is receiving high quality care, that he is fed through a tube and all his needs are catered for and staff had developed ways of communicating with him.

We received the following comment from a family member visiting their mother:



*“family are very pleased how well their mother is maintaining her weight in spite of her condition and the family feel the food is of a very good standard and mum is better now than when diagnosed three years ago”.*

During the visit we observed staff talking to residents quietly and attentively. Meals for the day were being discussed and chosen by residents. Drinks were being provided individually in the communal areas and staff were observed catering for residents in the bedrooms. Call bells, side tables and personal aides all appeared accessible for the residents.

We observed that Timperley Care Home staff do not currently have uniforms or name badges. We were informed by the manager that some residents can pull at badges which can cause injury. The manager acknowledged that this issue has been raised by a family member at a recent resident’s meeting and she is looking at how this matter might be addressed.

When we asked questions around discharge of residents from hospital back to the home the manager said that Timperley Care Home is a nursing home and that she had not known residents not being able to return to the home. Any concern with hospital discharges would firstly be raised on the individual hospital ward and then to safeguarding if concerns are not addressed.

## **Daily Routine**

The resident we spoke to on the day told us that he was an early riser and has a regular carer and is able to have a shower when he wanted. His meals are always taken in his room by choice. He said that he is able to mobilise slowly and is prone to falls on occasion. The resident did say he had problems with his eyes and prefers his room to be darker, which it is; he is trusted with the security code to go outside if desired. His family visit regularly and his sister takes him out in the car to see his mum and dad every few weeks.

One family member informed us that their loved one is largely bed bound but when able will sit in a chair. Another resident’s family member stated that their loved one was very limited in mobility and does not leave her room often.

We were informed by resident and visitors we spoke to that there was no problem regarding the laundry of clothing.

We learnt that the home employs three cooks and three kitchen assistants to produce three main meals per day:

- A large breakfast
- A light luncheon
- Main evening meal

Residents can eat wherever they choose. We were informed that there is a choice from two menu items for dinner each day. The manager informed us that family members and where necessary dieticians have been consulted on food preference for residents who are unable to choose. We were assured that any meal preference could be catered for even at short notice.

## **Safety & Environment**



Access to the ground floor accommodation is via key-coded security lock and initial entry is through a second set of doors which houses the lift to the first floor. The lift is operated through key-coded lock and codes are given to staff, family and visiting medical and allied professionals when required.

We were informed that Portable Appliance Testing (PAT) takes place annually. We observed accessible fire extinguishers on walls in corridors and the sprinkler system that are situated in bedrooms and communal rooms in case of fire.

The EMI residents' accommodation is on the ground floor and they have opportunity to walk throughout the ground floor communal accommodation, many were observed moving about without restraint. All residents observed were appropriately dressed and although many of the residents were alone they appeared relaxed and peaceful in their activity. Staff were observed assisting in a friendly, pleasant manner.

## **Fundamentals**

All facilities are accessible for residents under supervision of care staff. During our visit we observed four bathrooms and we were informed that full body baths are available in communal bathrooms, with appropriate aides to lower residents securely into and out of the large baths when required. On the first floor we observed large items such as a hoist stored away safely from the main walkway.

Family members we spoke to on the day told us that they were very pleased with the personal hygiene and provision for their loved ones at the home. We were told by family members that residents are able to take showers and these are planned with the residents carer.

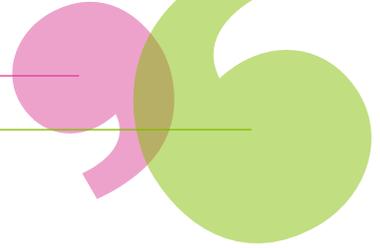
The resident who spoke to us on the day of the visit stated that there was not enough staff on duty at night as responses to the call bells could take 10 minutes or longer to be answered. He commented that the staff on duty at night were not as responsive as in the day time.

## **Inclusion**

We received a comment from a family member who wished that there was more entertainment coming into the home as her mum is wheelchair bound. She informed us that her mother spends a lot of time in her room and should be encouraged to get out into a suitable environment, for example, maybe to sit in the coffee area in the lobby as she finds the dining room too distressing due to other residents challenging behaviour.

The gentleman resident we spoke to during the visit told us that he is not interested in joining in the home's activities, does not like singing, enjoys watching the TV [particularly sport] in his room and he can go out if he wishes.

We were informed by the manager that a new entertainment co-ordinator is due to start at the home, currently local children from Broomwood Primary School Choir visit the home once a week. Members of a local church visit the home and interact with residents through various activities such as board games and providing hand massage therapy.



## **Is there anything you would change?**

We received the following suggestions from the resident and family visitors at the time of the visit:

*“more entertainment coming into the home”*

*“encouraging residents out of bedrooms and providing alternative area away from those residents with challenging behaviour”*

## **Further comments**

One visitor told us that she felt her husband was in a very safe caring environment with very caring staff.

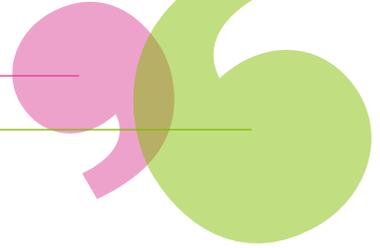
On the day of the visit the management were friendly, co-operative and appeared pleased to have Healthwatch Trafford come and visit. We were given full access where appropriate and staff were happy to speak to us. Management encouraged Healthwatch Trafford to undertake a return visit.

## **Best practice**

Timperley Care Home is a nursing home that also provides palliative care for ‘end of life’ residents. A butterfly is posted on the resident door when ‘end of life’ care is being provided to alert staff and visitors to be considerate.

## **Recommendations**

1. Consideration to be given to making contact with the Parkinson Nurse to update care staff on the medical necessity for providing timely medication to Parkinson sufferers.
2. As part of the ongoing review of staff wearing name badges, we recommend looking at breakaway safety lanyards (or similar).
3. As it was not possible to observe the Individual Care Packages being updated nor evidence all the updated procedures due to shortage of time, it is recommended that the Enter and View representatives return to the home at an agreeable date to complete their findings.



## **Appendix - 1: Predefined Questions Whilst on Visit**

- **Wellbeing** - Are you happy here, what do you like best? Is there something you don't like?
  
- **Care** - Could you tell me about how the staff care for you? (Friendly? Helpful? Treat you with dignity?) If you have a problem, do you know how to ask for help?
  
- **Daily routine** - Does a regular carer help you to start the day? Can you tell me about your meals? (where do you have them & what are they like?) If you need medication, who gives it to you and when?
  
- **Safety & Environment** - How safe do you feel? Are you able to move about the home yourself?
  
- **Fundamentals** - Are you able to bathe when you want? What happens when clothes need washing? Can you have visitors when you want?
  
- **Inclusion** - What activities are available at the home? Can you go out by yourself?
  
- **Is there anything you would change?**
  
- **Further comments** - is there anything else you'd like us to know about?

## Appendix - 2: Questions answered by the Manager of Timperley Care Home prior to the Enter and View visit

Service Provider: Timperley Care Home

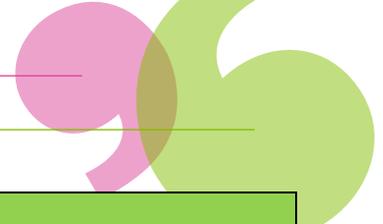
Address: 53d Mainwood Road, Timperley, Altrincham, WA15 7JW

Manager: Veronica Mackley

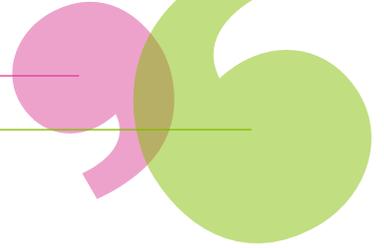
Date and Time: 10.00am to 1.00pm Friday 13<sup>th</sup> January 2017

Authorised Representatives: Sandra Griesbach, Susan George and Anna Kotsonouris

Questions for Management	Response
<p><b>1. Night time staff cover:</b>  <i>How do they deal with residents who need the toilet during this period?</i></p> <p><i>What happens if someone is taken ill and a member of staff has to attend for any length of time</i></p>	<p>We have 6 staff in total at night. This includes 2 nurses and 4 care staff. The staff are split between 2 floors so there are 3 staff on each floor. If someone is taken ill then the procedure is to call the on-call manager. Inform the families that staff live very close by would come and cover the shift.</p>
<p><b>2. Infection control</b>  <i>How is this maintained i.e. with visitors and amongst staff</i></p>	<p>Infection Control visit carried out on 04.01.17. Report available for you to see. Will introduce you to our housekeeper on your visit and she can talk through the cleaning schedules with you</p>
<p><b>3. Are security and fire procedures evident?</b>  <i>Are escape routes clearly indicated?</i></p>	<p>All residents have a PEEP (Personal Emergency Evaluation Plan) in place. We operate a red, amber, green system in the home and the maintenance man can talk you through is procedures on your visit with us.</p>
<p><b>4. What actions does the home take to reduce falls/pressure ulcers?</b></p>	<p>Incident forms are completed for all falls and investigated. All families are kept fully informed should a resident fall. We carry out a monthly falls audit to see if patterns are forming and to try and prevent further falls. Frequent falls will result in the GP being called and a referral being made to the falls team. Falls data discussed at resident/relative meeting</p>
<p><b>5. If visitors and family have concerns how do they feedback to Management</b>  <i>What is the home's procedure for gathering residents /family and carers concerns or comments and what is the homes following procedure?</i></p>	<p>We operate an open door policy for families to raise concerns with management. Management can be visibly seen on the floors and constantly speak with visiting families. Resident/Relative meetings held every 3 months. Compliment/Complaints file held in managers office. Thank you cards around the home. Carehome.co.uk reviews</p>



Questions for Management	Response
<p><b>6. How often do you carry out a family and carers review?</b></p>	<p>Care files are audited monthly. Managers sit through the annual reviews with social workers and Continuing Health Care which families are invited to attend. Any resident/families not seen in the annual reviews will be invited to review care plans.</p>
<p><b>7. Discharge from hospitals</b></p> <p><i>What happens if management consider residents not able to return to home.</i></p> <p><i>Does the home have any concerns around discharge of their residents from hospital settings?</i></p>	<p>We are a nursing home therefore I have not known residents not being able to return home. Any concerns with hospital discharges then firstly the concerns are raised with the individual wards and then safeguarding if concerns are not addressed.</p>
<p><b>8. How many residents would have the capacity to answer our questions?</b></p>	<p>We have only 2 residents with capacity at Timperley. However many of our residents with dementia would be able to answer your questions given time and patience to understand what is being asked</p>
<p><b>9. How do you get feedback from your residents that find it difficult to communicate?</b></p>	<p>We find other ways to communicate. We have picture cards that are used. We can read facial expressions by carers knowing the residents well and we speak with families and have likes/dislike/choices completed on files. We have a mixture of staff that can speak different languages. We take information and guidance from other professionals on ways to communicate</p>



## Distribution

This report will be sent to the following organisations:

The Care Quality Commission (CQC)  
Trafford Council  
Healthwatch England  
Trafford Health Scrutiny Committee

It will also be published online on the Healthwatch Trafford website  
([www.healthwatchtrafford.co.uk](http://www.healthwatchtrafford.co.uk))

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