

Details of visit	Scarsdale Grange Nursing Home
Service Provider:	Scarsdale Grange LLP
Service address:	139 Derbyshire Lane, Sheffield S8 9EQ
Date and Time:	Tuesday 20 November 2018, 10.00 am – 12 noon
Authorised Representatives:	Helen Rowe, Les Baker
Contact details:	Healthwatch Sheffield, The Circle, 33 Rockingham Lane, Sheffield, S1 4FW

Acknowledgements

Healthwatch Sheffield would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and 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 and staff, only an account of what was observed and contributed at the time.



What is Enter and 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 CQC where they are protected by legislation if they raise a concern.

Purpose of the visit



The visit is part of a planned series of visits to residential and nursing homes, looking at the quality of care provided. The experiences of care home residents and their relatives are often seldom heard, and exploring this is one of our 2018-19 priorities.

As part of our work we would like to find out whether the care provided meets people's needs through listening to what residents and their families say about the services that are provided, as well as our own observations. In particular, we aim to find out how the home provides opportunities for people to improve their quality of life and wider well-being.

Strategic drivers

- Healthwatch Sheffield's statutory duties include the need to highlight good practice and encourage those providers requiring improvement to do so.



Methodology

The visit was organised in advance with the Nursing Home Manager. It was highlighted that the reason for the visit was to follow up on feedback we had received regarding staff attitude and the way people were cared for. A poster was sent to the Nursing Home Manager to let residents and their visitors know when Healthwatch volunteers would be at the home, making relatives and visitors aware of the visit and providing the opportunity to share their experiences if they chose.

A flexible set of questions for residents, their relatives and visitors, staff and management about the quality of care were prepared before the visit.

We spoke to:

- Three residents and two relatives of residents.
- Eight staff members, including the Home Manager, and both nursing and care staff.

On arrival, we were reminded that residents have various levels and types of Dementia. We took this into account when speaking to residents.

At the end of our visit we had a discussed our findings with the Nursing Home Manager about our findings.

Summary of findings

- The residents and visitors we spoke to expressed satisfaction with the care given at the home.
- The environment was generally suitable for residents' needs, with ensuite rooms, although refurbishment is needed in residents' rooms, and outdoor areas.
- Staff told us they have the opportunity for extensive training, and said they take this up.
- Residents were seen to be well cared-for by staff, which we observed during the mid-morning tea/coffee break.

Results of visit

General environment

Scarsdale Grange is a 53-bedded home across two floors, providing nursing and residential care, for people with various levels and types of dementia. At the time of our visit, the home had 52 residents. It also received a [CQC rating](#) of 'Good', as of August 2017.

Upon arrival, we noted the poster advertising the visit was displayed prominently on notice boards in the foyer and the reception area, which were tidy and informative. We were greeted by a member of staff as the Nursing Home Manager was meeting with the carer of a new resident.

The ground floor is a wide area, whilst the upper floor is in the form of a long uninterrupted corridor. It has open plan spaces for sitting, eating, activities, and mobility, with areas with open shelving displaying homely ornaments.

Residents have a range of mobility, some with aids, some with assistance and others independently. For the most part, residents on the upper floor need far more support, especially with mobilization. It has its own living & sitting room areas and 22 individual residents' rooms, and corridor has murals at each end with trees covered with blossom.

The outside areas can be easily seen and accessed when the weather is suitable; however, refurbishment was needed, as the gazebo was slightly damaged. Additional work was also needed indoors, and the Nursing Home Manager agreed that décor still needed refurbishment for residents to feel more at home.

We were told that further work on both the indoor and outdoor areas is will be carried out in 2019, and the Nursing Home Manager said they planned for all residents' room doors to be made to look like front doors, including letter boxes. They may also offer residents to have a photo of themselves when they were younger, as this may help them find their room.

With regards to bathrooms, each room is an ensuite. There were a variety of different assistive baths available and a range of toilets suitable for different needs, which included different types of raised seats and room for assistance.

Staff/training

The staff we spoke with had been at the home for at least two years or more, and the residents we spoke to said they were satisfied with the care they were given. One resident told us it was “a great place to live”. We also, spoke to a relative of a resident at the home who visited every week, and they praised the “excellent care given” by staff. Another relative made very complementary comments about the home, the staff, facilities, and the range of activities.

During the visit, staff told us they undertook regular refresher training from a full-time trainer, with ‘moving and handling’ being one of these. They also had undertaken National Vocational Qualification (NVQ) training, and those who wanted to undertake NVQ level 4, with some staff expressing particular pride in their level of training.

When we spoke to the Nursing Home Manager at the end of our visit, they confirmed this training, also telling us about how staff members receive training on awareness of issues surrounding mental health, such as mental capacity, Deprivation of Liberty safeguards (DOL’s) and Advance Decisions to Refuse Treatment (ADRT’s). The Nursing Home Manager also told us of their intention to put in place training for an apprenticeship scheme for junior assistants, supporting all training of staff, and aiming to generate long-term commitment from staff.

Activities

The home has a full-time activity coordinator, who was with a small group of residents making some decorations ready for the Christmas tree. We also noted a mini-pantomime was to take place in the run up to the festive season.

Food

Residents told us they were pleased with the meals, and one said “the food is marvellous”. With regard to the menu and choices offered to residents, one resident was very positive, saying there were “always 2 or 3 different things” to choose from. However, if they didn’t want any of the set choices, they said “the chef asks me what I fancy and gets it me”.

During a morning tea/coffee break, we observed staff providing support and encouragement to a majority of residents to eat and drink, which was accompanied by a choice of biscuits. It was also noted during the visit that any liquid spillages were promptly cleaned up.

Dignity and respect

In an effort to ensure that residents are cared for appropriately, members of staff confirmed ‘This is me’ information was gathered from residents’ relatives, and residents are sometimes included in this. This includes essential elements of care, such as how residents communicate, their mobility, and any issues with sleeping. Along with this, this also concerns residents’ personal lives, including their life histories, what they feel is important to them, and what may worry or upset them. The aim of this is to make care as focused on the resident as possible.

Furthermore, we were also told by staff that End of Life care choices were recorded and taken into account.

At our visit, we observed staff to be caring towards residents, and we saw appropriate and individual care.

Recommendations

- Resident involvement in 'This is me' information is emphasised wherever possible.
- The refurbishment on the garden and gazebo is carried out, and that current plans to update the décor is put into action when possible to make residents feel more at home.
- To continue to uphold high training standards for staff and to encourage their development.

Service Provider Response

We have read the report. We have no concerns, and acknowledge the comments. The Enter and View visit was brief, and the report is fair.

