

Enter and View Visit



Name and Address	Grace Manor Care Centre, Grange Road, Gillingham, ME72UD
Date & Time of Visit	28 January 11am – 1.30pm
Authorised Visitors	Graham M Trice Joy Bryson

Background to 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. Providers can also invite us to visit a service. 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.

Disclaimer: Please note that this report relates to findings observed on the specific date stated above. Our report is not a representative portrayal of the experience of all service users and staff, it is only an account of what was observed and discussed during the limited time of the visit.

Introduction & Methodology

This was an announced Enter and View (E&V) visit undertaken by Healthwatch Medway's E&V trained volunteers. Letters of introduction and announcement were sent to this provider in advance of the visit, together with laminated posters and leaflets advertising Healthwatch Medway and the date and time of the visit, these were displayed in the porch and the letter was pinned to a noticeboard in the lounge.

Healthwatch Medway has designed a question prompt sheet inspired by useful resources supplied by organisations such as (the King's fund / the Alzheimer's Society) which promote person centred care people with dementia deserve.

The question prompt sheet was used during this visit and surrounded provision of activities & occupation / care and treating residents with dignity & respect / the relationship between care homes and relatives and friends / the setting.

The Alzheimer's Society states that 'good care homes have a good atmosphere and warm relationships among residents, staff and relatives'.

During the course of our visit there were 50 people in residence at Grace Manor. We spoke with 25 residents, 5 family members/carers. We also spoke with 8 staff members

The Setting

Grace Manor Care Centre is a listed building set in its own grounds located in Grange Road Gillingham. Grace Manor is set back from the main road and has plenty of parking. There are transport links from Gillingham town centre and the train station.

Grace Manor endeavours to create a home from home feeling for the residents. There are several sitting rooms, a large dining room and 53 individual bedrooms some of which are en-suite. Within Grace Manor there is a specialist unit for Dementia patients, this houses 12 residents. Grace Manor offers quality 24 hour care for persons 55 to 100 years old. This can be for long term, respite and postoperative care. There is specialised care available for residents suffering from dementia. There is also a crisis intervention team where non-planned or/and emergency admission is available.

The main objective is to improve the quality of life for all the clients.

The home is run by Grace Manor Care limited and the registered manager is Mr Russell Sayago Menoza. Grace Manor is regulated by CQC and received a rating of Overall Inadequate CQC 11th November 2015.

We found Grace Manor to be clean, busy and vibrant.

The décor was satisfactory and we understand from talking to members of staff that there had been a positive response to the CQC inspection and the dementia unit had been redecorated.

Responses from staff members regarding the CQC inspection which had taken place last year were varied, one staff member told us that she had been personally upset and the inspection and report had been demoralising for staff.

Another staff member told us 'It's a lot better now, we are working as a team!'

Another staff member told us that she had returned to Grace Manor after working here previously and she had noticed that improvements had been made.

Staffing levels were described to us as;

Am & Pm shift - 2 Registered nurses on duty, 12 carers, 4 domestic, 2 kitchen staff members.

Night duty – 2 Registered nurses, 4 carers

Grace Manor use agency staff if needed, at the time of our visit we observed 3 agency staff, agency staff are identified as they were wearing a different uniform, we noticed they did not wear a name badge. We were informed that agency staff are regular and they seemed familiar to the residents likes and dislikes'

We were informed that Grace Manor use the services of 4/5 surgeries, GP visits are fortnightly, there is also weekly support from Community Care Home team.

End of Life Care is supported by Wisdom hospice.

External services are available from hairdressers, opticians, physiotherapist, chiropodist, mobile library, practical advice is available from Medway Continence team support.

There is a resident cat called Billy.

Our visit covered the lunch time period, we were able to observe that residents can choose where they eat, in the small dining room, in the lounge area alone, assisted eating in the lounge areas with visitors as well as in their rooms.

We observed 2 options available on the menu, the advertised menu was limited and the kitchen assistant had a list of all residents 'likes / dislikes'.

Snack boxes and bowls of fresh fruit were available.

We observed that residents room doors were personalised with colour and their photograph, this also indicated the residents 'likes' for example knitting, this is in order that other residents can identify like minded residents.

We observed there were pictures on the toilet doors and appropriate signage in the showers, large clear bold print.

We felt the lift was a cause for concern, the flooring was badly 'bubbled' with dust and dirt in the lift guide runners, we raised this at the time of our visit.

We observed that there was no separate TV room, the TV was on loud in the main lounge.

We observed that there was no notice indicating where the stairs are, there was no chair lift and no notice (no sign or wording) regarding the stair door.

Provision of activities & occupation

We did not witness activities taking place at the time of our visit, but we observed that books, jigsaw puzzles and music CD's were available.

Grace Manor has a music room with a piano and large print music sheets available. We were informed that 2 residents like to play the piano.

We did not observe activities being advertised, but we were informed that Grace Manor employs 2 activities co-ordinators, one of the activities co-ordinators spoke with us at length.

We were informed that activities are available 7 days per week, activities also include outings, we were told about a recent trip to Dobbies (Garden Centre), seasonal appropriate activities such as Summer BBQ activity, summer fete.

Residents are able to wander freely in the garden area, this is safe and fenced. We were told that there are plans to create a sensory garden.

We were told about resident visits to the Salvation Army and that residents are supported to attend Church of England services, the able bodied are encouraged to attend Church.

A member of staff is a Dementia specialist, their role is finding out what activities residents used to like, we observed them offering individual support to a resident through personalising music. XX

There was a display of residents taking part in activities, an outing, we raised at the time that this could have been dated, named with a caption as we had no idea of what year this activity had taken place.

Care at the home

We were informed that Care plans are reviewed monthly or changed as required. All staff have access to these.

We observed the staff treating the residents with dignity and respect

We became aware that there had been an issue over the internal laundry, cross contamination of clean/soiled linen, steps had been taken to resolve this and staff wear gloves now when removing soiled linen.

We noticed that one resident is using oxygen permanently; the appropriate signage was clearly visible. We found that the complaints procedure was displayed on a noticeboard in the lounge area, this was 6 pages long.

The relationship between care homes and relatives and friends

A visitor café is available within Grace Manor, this is a self service small kitchen area just off of the music room.

Grace Manor holds residents meetings monthly, these are attended by residents, relatives and friends. One of the family members expressed that the 'atmosphere is much better now' , which a resident agreed with.

Another family member informed us that 'The carers show such love to the residents'

We asked if we could stay and attend the residents meeting and this was agreed. We observed that the meeting was well attended, 17 family members in total, with 4 members of staff attending. The meeting was facilitated by the manager, who gave a staffing update at the start of the meeting.

The residents and family members, carers all thanked the manager and staff for the Christmas celebrations just gone.

We noticed that the residents meeting is a forum to raise any concerns, for example, we heard one carer raise a concern regarding missing items and laundry from residents rooms, we noticed that staff members inform the families that a lost and found container was going to be introduced.

Conclusions and Recommendations

We feel it is important that name badges to be worn by all staff

Consider the benefits of large clocks displayed in public areas

The manager to be available when official visits take place

The reminiscence boxes have limited content, the Kent library scheme run a service specialising in dementia, books, puzzles and reminiscence boxes.

Create a raised vegetable patch for residents to maintain, this could include contacting Medway Master gardeners, the garden has huge potential, it is not maintained and the grass needs cutting.

The menu could be expanded upon, quite limited with just 2 options available

Grace Manor Response

Grace Manor chose not to respond