



LINK Visit to Thelwall Grange Nursing Home

Pre Arranged Visit to Thelwall Grange Nursing Home, Smallwood Home LTD

Date: Tuesday 9th November 2010 at 2pm

Person met with: Lynn Spencer Owner and Rita Pauli Manager

LINK Visiting Members: Eileen Fitzgerald and Katie Lightfoot

At the time of visit there were 25 residents. We spoke to 2 staff members and 1 resident.

General Environment – Bedrooms and Bathrooms

The building is in very isolated grounds, but this gives lovely views from the majority of the lounges and the bedrooms. Some lounges have patio doors leading into the gardens which the residents like. The grounds have horses which again are nice for the residents. The grounds hold fates throughout the summer and will from next year start to use a shed so the residents can enjoy gardening.

The house is very large with an old feeling to it. It looks quite shabby in places, with some areas needing painting e.g. lift doors. However the home was very clean. There seemed to be a lack of storage with items i.e. wheelchairs, television and a drink cabinet in the corridors and entrance hall. There are long corridors with steep staircases, all with stair lifts, with many heavy doors. We felt the corridors and doors might be difficult to negotiate. Due to the nature of the building some of the bedrooms are quite isolated. The Manager has put in place a monitoring system where if residents wish to stay in the room staff must check on them every 30 mins, which is a good idea. However when we spoke to one resident she stated she hadn't seen anyone for 1hr 30mins.

All bedrooms have a call button, with a 2 way intercom. When in one bedroom, we heard the intercom being used for a staff member to be called, this was very loud in the bedroom and we felt this could possible disturb residents especially if they were asleep. In some bedrooms that were seen there were no hoists over the bed.

In one ensuite shower room that was seen there was a seat in the shower with rails but no hoist. All other bathrooms and toilets that were seen were clean and had hoists and specialist equipment. On one floor one toilet was a ladies only toilet due to residents not wanting to share facilities. It was felt that this could be done to both floors for all toilets and bathrooms.

There was a few photographs of the residents in the corridors and entrance hall, we felt there could be more. Some residents had personal pictures in the bedrooms and staff encouraged them to bring in furniture and personal items. There were a few hand written signs i.e. ladies only on the toilet door, which could look better.

There seemed to be a lack of Fire Exits signs and notifications on the doors, considering the layout of the home.



Staff

The Manager and the Owner were very welcoming and helpful. 3 other members of nursing staff were seen.

The Manager showed us round the house. She seemed to know all the residents by name and knew their individual needs. When speaking to one resident she was at ease in the Manager's company and was able to speak about how she was feeling. The resident we spoke to said she was happy with the care she was receiving.

Care and Care Plans

All residents have care plans and seemed to have choice. For example residents can go to bed when they want, they can decide where and when they want their meals. One resident we spoke to changed her mind about what she wanted for tea and just wanted toast, this was catered for. Some residents go on holiday and some can go to the local village in a taxi, this being risk assessed.

Activities

We saw residents playing dominoes with staff, and they had just played bingo. We saw different craft items the residents had made, which are sold to fund outdoor activities. Some of the residents had recently been to Blackpool and Liverpool shopping with staff.

Food/ Menu

There seemed to be a good choice of meals. With residents deciding when and where they wanted to eat. The kitchen seemed organised and clean. There were drinks available throughout the day, with water in every lounge. There was a strange arrangement of dining tables in each of the 3 lounges which residents could use as and when they needed. One incontinent resident was in a chair near to a dining table.

Recommendations

- Hand written signs to be changed
- Improve décor of home
- Increase the Fire Exit signs and notifications
- Suggest that toilets and bathrooms are changed to single sex use if appropriate
- Look at the intercom system so patients aren't disturbed when it is used to call staff members
- Clear items from the entrance hall and corridors
- Ensure the monitoring forms are used every 30 minutes so residents aren't isolated
- Ensure there are hoists in all bedrooms and bathrooms