



Enter and View visit report

Parkside Health Care Limited

6th April 2017

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Healthwatch Sandwell
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Acknowledgments

Healthwatch Sandwell would like to thank the management of Parkside, staff, residents and visitors for their contribution to our Enter and View visit.

Disclaimer

Please note that this report relates to findings observed on the specific date of our visit. 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.

Visiting Team

The team of authorised representatives carrying out this visit were Brenda Jones and Khush Chahal. They were accompanied by our staff support officer Ian McGarry.

Purpose of the visit

- A program to examine the delivery and quality of care provided at Residential and Nursing homes in Sandwell
- To engage with service users of care homes and understand how dignity is being respected in a care home environment
- Identify examples of good working practice.
- Observe residents and relatives engaging with the staff and their surroundings. Capture the experience of residents and relatives and any ideas they may have for change.

Methodology

The visit was announced to the home prior to our arrival (the visit was re-scheduled owing to a change in the home manager who had not been advised of our original arrangements with her predecessor).

Whilst our team were in possession of the latest Care Quality Commission (CQC) Inspection report, we were not basing our visit on the content of this report.

You can read the latest CQC report [HERE](#)

Parkside Health Care Limited is registered to provide accommodation, nursing or personal care for up to 20 people, who have a mental health or physical health condition.

Providing the highest quality care and support for younger adults with complex physical, mental health or behavioural needs and provide tailored packages for the care of people with Huntington's disease.

Overview

Parkside is a modern building with extensive and well maintained garden areas for residents and staff to enjoy. The building is sited in a mainly residential quiet area of Tipton which provides a good atmosphere for residents. The reception area is very clean and tidy and contains extensive information for residents and visitors including the latest CQC inspection report, a service user guide, information folder, a register for visitors and for fire safety and a hand gel dispenser.

We were welcomed to Parkside by the manager, Catherine Sandy (who has been recently appointed), who provided an overview to the services provided at the home.

Parkside provides accommodation, nursing or personal care for up to 20 people, who have a mental health or physical health condition and at the time of our visit there were 20 current residents.

During the day, there are 11 staff members and 2 members of nursing staff with 5 or 6 staff and 2 nursing staff during the night.

In the hallway, there was a noticeboard that displayed a compliment board, Activities list, Comment cards, 'You said we did', notice and a named dementia champion

Also in the hallway, there was an alarm indicator board. We observed an alarm call being responded to promptly

Our visit was restricted to the ground floor due to the vulnerability of some of the residents.

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Summary of findings

At the time of our visit, the evidence is that Parkside provides a good level of care for its residents.

Additional findings

Some observations were made that, on later reflection, required further conversations with residents to properly comment on

Recommendations

A further visit focussing on talking to residents would provide more information

Service Provider response

Results of Visit

Residents

We were directed outside to meet a group of the residents. All were in the garden, some were planting flowers in pots. We spoke to three of these who told us that:

- I receive all the help I need when I need it
- Didn't have anything negative to say
- Receives the right kind of care

Just outside residents rooms we saw that there were memory boards with pictures and the names of the resident.

Staff

We interviewed 2 care assistants. They told us that residents were weighed regularly, that fluid intake was recorded. They told us that they felt they had received sufficient training which was regularly updated.

They felt that there are sufficient staff numbers except when residents were taken out of the home.

One of the staff members felt that there could be more activities provided for the residents.

Visitor and Relatives

Prior to our visit, questionnaires and return stamped envelopes were sent to the home to enable residents to feed back their thought on the service provided. None of these were returned to us

Environment

Parkside has a nice garden with planters etc and places to sit and enjoy.

We observed a resident's room, through an open door, the room was large, very well maintained, clean and with en suite facilities

We observed a communal area that is very homely and welcoming

The general decor of the building is of a very good standard.

Interaction between Residents and Staff

We observed staff looking very dedicated and caring and that there are good relationships with the residents

Involvement in Key Decisions

One of the residents told us that there are regular meetings with staff and relatives and that they are kept up to date on things.

We were told that there were meetings with residents and staff - staff always try to involve families

Assessments of Needs, Care Planning

A resident told us that he visits Neptune Health centre and the West Midlands Rehab Centre and that a doctor visits the home regularly.

Concerns/Complaint Procedure

Staff talk to residents who are not happy with something.

The manager told us that there had been 1 complaint in the last 12 months. This was resolved in house.

Food

Parkside has a protected mealtime policy

The kitchen and dining area are both new and very clean

The residents can choose from the menu a day in advance and there is a menu folder in each area of the home. Menus rotate 4 weekly, and have changes to reflect the season

On the notice board, there is information on food nutrition.

Activities

The activities co-ordinator told us that she is allowed to explore new ideas 'everything is possible (to a point)'

Residents who are unwilling to be involved in activities are encouraged without being forced.

The Activities co-ordinator has been in her current role for at home for 2 ½ years - she previously started work as a carer (development).

Each resident has an activities folder which is regularly updated.

Activities provided include: Bleakhouse Sew & Grow, Sandwell Libraries, Computer Classes, Gardening, Arts & Crafts, Wednesbury Town Hall, Come Dining tribute at Bridgnorth.

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.

To find out more about Healthwatch Sandwell, or to tell us your views on residential and nursing homes in Sandwell, please visit our website.



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