



Enter and View visit report
Wood Green Nursing Home

30/08/2018

Contents

Acknowledgments	3
Disclaimer	3
Visiting Team	3
Purpose of the visit	3
Methodology	4
Overview	4
Summary of findings	5
Additional findings.....	5
Recommendations.....	5
Service Provider response	6
Results of Visit	7
Residents	7
Staff.....	7
Visitor and Relatives	7
Environment	8
Interaction between Residents and Staff	8
Promotion of Privacy, Dignity and Respect.....	8
Local NHS Services	8
Involvement in Key Decisions	9
Concerns/Complaint Procedure	9
Food.....	9
Activities.....	10
What is Enter and View.....	11



[Wood Green Nursing Home, 27 Wood Green Road, Wednesbury, WS10 9AX]

Acknowledgments

Healthwatch Sandwell would like to thank the management of Wood Green Nursing Home, 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 Glenn Jones. They were accompanied by our staff support officers Melissa Elders and 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 one day prior to our arrival.

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.

Wood Green Nursing Home caters for elderly residents with dementia, end of life care and rehabilitation. It has a capacity for 40 residents. It is part of the Friendly Care Group.

Overview

Wood Green Nursing Home in Wednesbury was under transition at the time of the visit, as it is being modernised.

On arrival and we signed the visitors' book in reception. Our Healthwatch Sandwell visit poster was on display, along with first aider notice, safeguarding poster, home booklet, complaints forms, compliments forms, poster for a fundraising event, CQC report, relative meeting, Say Something Lovely Book, a folder of thank you cards and birthday notice with a board of photos showing activities that have taken place.

A nurse showed us around starting with the upper level that has the rehabilitation suite, then onto the ground floor where the residents have access to two day rooms, one of them leading to bar area with an open view of kitchen through large windows and a garden area. On that level there was also the dining area that has a coffee bar area. It was well decorated with a railway theme. Even though there was renovation work going on everywhere appeared clean and tidy. The Deputy Manager was then introduced to us.

The residents' rooms viewed were clean and tidy. They were also labelled with a photograph of the resident, along with Key Worker and Care Champion names.

They have 7 morning staff including 2 Nurses, afternoon they have an additional Nurse and a Medical Technician, evening shift has 6 staff.

The residents that come for rehabilitation usually stay for 4-6 weeks.

Please note, on the day of the visit there was only 34 residents present, due to the renovation and 2 had been admitted to hospital.

Healthwatch Sandwell

[Enter and View visit report](#)

[Wood Green Nursing Home – 30th August 2018](#)

Summary of findings

At the time of our visit, the evidence shows:

- A good level of care
- A wide range of activities
- Dedicated members of staff
- A clean and tidy nursing home

Additional findings

They have made steps to update the home with minimal disruptions to the residents.

Recommendations

No recommendations at present.

Service Provider response

Thank you for your email and report. We confirm it is accurate.

Results of Visit

Residents

We spoke to 7 residents they all spoke positively about the home. They mentioned that the staff were friendly, helpful and they felt well looked after.

They are generally satisfied with the food they are offered. They also make sure that residents get food that was culturally appropriate and meets dietary needs.

Staff

The staff turnover is low, and some have been working there for up to 28 years. Staff normally tend to leave for retirement or ill health.

New staff are given an induction training and they are offered a wide range of training such as; falls prevention, dementia, medication, continence and phlebotomy etc. Some of this training can be completed online or through distance learning. Staff are responsible for keeping up to date with training using their training matrix. They also have regular appraisals and supervision. Some staff have progressed onto nursing.

Visitor and Relatives

We sent out Healthwatch Sandwell six questionnaires, but none were returned even though they were visible in reception area.

During the visit we were able to talk to a relative. He informed us that he visits daily and stays for the for most of the day. He is happy with his wife's care and the home.

Healthwatch Sandwell

Enter and View visit report

Wood Green Nursing Home – 30th August 2018

Environment



- Clean and tidy
- A large garden area
- A range of areas for the residents to use and be social with visitors

Deputy Manager mentioned plans for a gazebo in the garden.

Coffee Bar

[Courtesy of Friendly Care Group]

Interaction between Residents and Staff

We observed the staff showing the residents attention and trying to cater to their needs. Alarms were answered promptly by member of staff.

Promotion of Privacy, Dignity and Respect

They have made sure there is minimal disruption to the residents by reducing the number of residents and blocking off areas accordingly.

Local NHS Services

The residents have GP access through 8 surgeries, while the rehabilitation residents have their own GPs and access to Multi-Disciplinary Team. If residents are able bodied they will attend the practice, otherwise a home-visit will be arranged.

The Deputy Manager stated they are supported well by all NHS services, but the chiropody has a wait for that service.

Healthwatch Sandwell

Enter and View visit report

Wood Green Nursing Home – 30th August 2018

Involvement in Key Decisions

The manager assesses the residents prior to admission and issues the care plan. Care plans are reviewed monthly with involvement of relatives.

Relatives can attend monthly meetings, but they are poorly attended. A 1:1 meeting seems to be preferred by the relatives as they are accommodating to their schedule.

We noticed that in the 'Say Something Lovely Book' in reception that there was compliments by a social worker, and a CCG visitor saying that the care plans were good.

Concerns/Complaint Procedure

In the past year they have had one formal complaint that has been resolved.

They have an 'open door policy' regarding any issues raised by relatives and try to action them efficiently.

Food

They had the breakfast menu clearly displayed with photographs in the dining room. Visitors can eat with residents and use the coffee bar. The menu residents are offered gives a variety of meals. The meals are changed daily. They are given two options for each meal and they are divided up into soft diet, puree, and vegetarian options. There are further choices for supper and dessert.

They have a choice of hot or cold drinks. During the hot weather they offered ice lollies to keep them cool and hydrated.

Residents are weighed weekly or monthly depending on needs. They have access to a dietician if resident is found to be underweight or overweight.

Healthwatch Sandwell

[Enter and View visit report](#)

Wood Green Nursing Home – 30th August 2018

Activities

They residents have the choice to be involved with a good range of activities that are arranged by their Activities Coordinator. She tailors the activities to the residents. We observed the activity planner located on the wall.

Residents have been able to try gardening, crafts, flower arranging, party games, cinema, exercises, shopping, afternoon tea, day trips; such as the Sea Life Centre and Black Country Museum.

They usually use taxis for day trips, as last time they used community transport it was unreliable and kept residents waiting too long. They had to change plans completely to salvage the day.

Healthwatch Sandwell

[Enter and View visit report](#)

[Wood Green Nursing Home – 30th August 2018](#)

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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Enter and View visit report
Wood Green Nursing Home – 30th August 2018