



Enter and View visit report

McLaren House Care Home

February 2019

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McLaren House Care Home, 93 Bratt Street, West Bromwich. B70 8SH

Acknowledgments

Healthwatch Sandwell would like to thank the management of McLaren House, 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 Melissa Elders, Anita Andrews 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.

Overview

The visit was agreed with the manager prior to it taking place.

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.

McLaren House is a three-storey property situated on Bratt Street, West Bromwich. It accommodates and supports residents with a mental health condition. It has a capacity of 9 residents.

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Summary of findings

At the time of our visit, the evidence is that McLaren House provides a very good level of care for its residents who may, at times, demonstrate challenging behaviour.

- Residents are well looked after
- Staff are supported and well managed which is evidenced by length of service.
- The environment is homely and welcoming.
- A very comprehensive care planning process

Additional findings

One resident had demonstrated over a period of time extreme challenging behaviour. The manager has risk assessed this situation and has consequently given the resident notice to leave on 2 occasions. To avoid this situation escalating we recommend that the allocated local authority adult practitioner quickly addresses this situation so that suitable accommodation is found to meet this resident's needs. The manager is to be commended on her commitment to keeping this resident accommodated.

Recommendations

We have no recommendations to make other than to point raised in additional findings.

Service Provider response

Thank you for visiting us at McLaren House. We appreciate this report, and the time you took talking to our residents. Thank You.

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Results of Visit

Residents

At the time of our visit the home had 6 residents and 1 was currently in hospital. 3 of the residents are male and 4 are female. We spoke with 4 residents in the lounge; some of whom had been living for some time i.e. over 20 years.

All the residents appeared happy and well dressed. The residents clearly enjoy a good relationship with each other and staff.

The residents told us:

- Are looked after well
- Can go out but choose not to
- Find staff easy to talk to and are treated well
- Regular meetings with residents and staff

Staff

At the time of the visit we were informed by the manager that there were 5 senior staff on duty.

The manager informed is that she shares her time between McLaren House and other establishments in the local area but is always on call.

During the day there a 5 staff on duty and at night there are 2 waking night staff.

There has been very little staff turnover. Three staff members had been working here since 1989 with one even longer. All the staff are committed to providing residents with a good quality of life.

The staff have access to a rolling programme of training opportunities to equip them for their role. This programme was displayed in the manager's office.

Visitor and Relatives

Visitors and relatives are encouraged to visit the home and contribute to the care planning process including reviews.

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Environment

The home is pleasant and homely furniture and pictures lining the hallways to give a sense of home.

In the entrance hallway a notice boards displays information such as: CQC rating (good), certificate of registration, food hygiene - rated 5, fire safety notice and a completion of fire safety awareness training.

The kitchen is clean, tidy and bright. There is an infection control notice displayed together with a notice about cleaning.

The dining room was also tidy and bright. The dining room leads to a conservatory. There is also another notice board which displays, our visit notice, a client's charter, complaints procedure, a kitchen rota/timetable and a leaflet containing activities available with Kaleidoscope Plus.

We were able to check the ground floor toilet/washroom which was clean and tidy with a fresh smell.

The lounge easily accommodated all the residents. It contains sofas and armchairs and a television set and is homely.

Interaction between Residents and Staff

We observed staff talking with residents. It was evident that there was good rapport between them.

Promotion of Privacy, Dignity and Respect

Each resident has their own bedroom which they can access throughout the day as they wish.

Staff supported the residents with dignity and respect.

Assessments of Needs, Key Decisions and Care Planning

The manager described the care planning process including assessment of individual needs, how these will be met and the review process.

Care plans were observed and were extremely comprehensive.

Residents are involved in deciding how they spend their time; including pursuit of hobbies e.g. swimming.

We were informed that 2 of the resident's shop and cook twice a week.

Concerns/Complaint Procedure

The complaints procedure was observed. We were informed there had been no formal complaints. Any issues that arise from residents are addressed immediately.

None of the residents we spoke to have any complaints, and all knew where to get any issues addressed.

Activities

Residents told us they have a variety of activities available, mainly outside of the home. These are: swimming, knitting, playing cards, cinema and shopping.

One resident mentioned their interest in woodwork. He had made a bird box and shelves for the home of which he is proud of. He also has a certificate of good attendance with the woodwork class.

The residents have access to a 17-seater minibus and a large family car. This enables them to go out on trips including Bridgnorth, Bewdley, Black Country Museum and, in 2018, went on holiday to Weston Super Mare

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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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