Enter and View Report
Kingscourt Nursing Home

Care Home Contact Details:
Kingscourt Nursing Home
12 Newton Lane
Hoole
Chester
CH2 3RB

Date of Visit: 6 March 2019

Time of Visit: 10.30 a.m.

Healthwatch Cheshire Authorised Representatives:
Elizabeth Bott, Andrew Pleass

What is Enter and View?

Healthwatch Cheshire (HWC) is part of a network of over 150 local Healthwatch across England established under the Health and Social Care Act 2012. HWC represents the consumer voice of those using local health and social services and trades as both Healthwatch Cheshire East and Healthwatch Cheshire West.

The statutory requirements of all local Healthwatch include an 'Enter and View' responsibility to visit any publicly funded adult health and social care services. Enter and View visits may be conducted if providers invite this, if HWC receive information of concern about a service and/or equally when consistently positive feedback about services is presented. In this way we can learn about and share examples of the limitations and strengths of services visited from the perspective of people who experience the services first hand.

Visits conducted are followed by the publication of formal reports where findings of good practice and recommendations to improve the service are made.

Contact Details: Healthwatch Cheshire, Sension House, Denton Drive, Northwich, Cheshire, CW9 7LU. Tel: 0300 323 0006.

1. Description & Nature of Service

Details of home:

Group: Springcare Ltd

Person in charge: Lindsey Crone (Manager)

Local Authority / Social Services: Cheshire West and Chester Council (click for contact details)

Type of Service: Care Home with nursing – Privately Owned , Registered for a maximum of 37 Service Users

Registered Care Categories*: Old Age

Admission Information: Ages from 60 to 103.

Single Rooms: 37

Rooms with ensuite WC: 23

Fees information:

Price on Application

Facilities & Services: Palliative Care • Day Care • Respite Care • Convalescent Care • Own GP if required • Own Furniture if required • Smoking not permitted • Close to Local shops • Near Public Transport • Minibus or other transport • Lift • Wheelchair access • Gardens for residents • Phone Point in own room/Mobile • Television point in own room • Residents Internet Access

Latest CQC Report – The latest CQC inspection visit was in August 2017 (report dated October 2017), at which Kingscourt was rated GOOD overall. However, with regard to one question 'Is the service well led?' CQC commented that the facility 'requires improvement'. This was primarily due to the fact that although a manager was in place, she was not registered with CQC at that time. It was also noted that some staff lacked one-to-one supervision. The current Manager, Lindsey Crone, is a recent appointment (December 2018) and is in the process of CQC registration – assessment interview set for end March 2019

Website information: Kingscourt has its own website, hosted within the Springcare Group website. Service and facility descriptions and brochure downloads are available. https://www.springcare.org.uk/homes/kingscourt/
Carehome.co.uk reviews
Google reviews
Any jobs advertised at the home. 1 vacancy for a full time HCA – Nights is currently listed on the website, posted November 2018.

2. Current Acknowledgements

Healthwatch Cheshire would like to thank the service provider, care home manager, residents, visitors and staff for their contributions to this Enter and View visit.

3. Disclaimer

This report relates to findings gathered on a specific date of visiting the service as set out above. Consequently, the report is not suggested to be a fully representative portrayal of the experiences of all the residents and/or staff and/or family members/friends but does provide an account of what was observed and presented to Healthwatch Cheshire Representatives at the time of the visit.

4. Purpose of the Visit

- To enable Healthwatch Cheshire Representatives to see for themselves how the service is being provided in terms of quality of life and quality of care principles
- To capture the views and experiences of residents, family members/friends and staff
- To consider the practical experience of family/friends when visiting the service in terms of access, parking and other visitor facilities
- To identify areas of resident satisfaction, good practice within the service and any areas felt to be in need of improvement
- To enable Healthwatch Cheshire Representatives to observe how the service delivers on the statements it advertises on its website.

5. Introduction/Orientation to Service

Kingscourt is a purpose-built, self-contained nursing home catering for up to 37 elderly residents in Hoole, Chester. It is part of the Springcare Care Homes group which operates a range of residential and nursing homes across Shropshire, Cheshire and the Wirral. Current occupancy is 24, of which 19 female and 5 male. Ages of current residents ranges from 72 to 99 years old. Healthwatch has visited on 2 previous occasions in 2015 and 2016.

6. Methodology

Representatives were equipped with various tools to aid the gathering of information. The following techniques were used by the Representatives:

- Direct observation of interactions between staff and residents
- Participant observation within therapeutic/social activities where appropriate

- Assessing the suitability of the environment in which the service operates in supporting the needs of the residents
- Observing the delivery and quality of care provided
- Talking to residents, visitors and staff (where appropriate and available) about their thoughts and feelings regarding the service provided
- Observing the quality and adequacy of access, parking and other facilities for visitors.

7. Summary of Key Findings

- A welcoming, friendly, well-ordered and outward-looking care home
- A passionate, committed and caring manager. Although she has been in place for a relatively short period of time, there is ample evidence of initiatives she has introduced to benefit service to residents and for staff motivation
- Friendly, well-presented and efficient staff
- Although somewhat cramped for space, the home is bright, welcoming, decorated to a good standard and comfortable for residents
- Residents appeared comfortable in their surroundings and in each other's company.

8. Detailed Findings

8.1 Location, external appearance, ease of access, signage, parking

Kingscourt Nursing home is located in a popular suburb of Chester, close to the city centre and also close to local shops and services. It is a 3 story brick-building, adjacent to a GP practice, Park Medical Centre, and is clearly signed in its own right. A block-paved parking area directly in front of the entrance is accessed by an alarmingly narrow walled gateway, thus requiring careful manoeuvre to allow space for 5 or 6 cars. It was noted, and commented on by the manager, that an area of the block paving is loose and needs replacement.

8.2 Initial impressions (from a visitor's perspective on entering the home)

Entry is to a small reception area with an administration office immediately on the right. The deputy manager met us and asked if we would like to help ourselves to tea or coffee in the lounge while she notified the manager of our arrival. A visitors book and hand sanitiser are both available and 'official' notices such as CQC registrations, report summaries, Care Home UK review summaries are prominently displayed as well as the Kingscourt complaint policy. The reception area leads directly into the main body of the care home, a brightly-lit, cheerful corridor, with fresh flowers and colourful displays. The home appeared clean and fresh. There were no unpleasant smells.

We heard singing in the lounge on arrival which was occasioned by the visit of a group of local nursery children (Best Friends Day Nursery) with their staff. Not surprisingly this proved extremely popular with residents.

Display of registrations, reviews and policy documents in reception area

The welcoming entrance passageway with activities board and other displays

Dignity tree in entrance passageway

8.3 Facilities for and involvement with family/friends

In addition to the main lounge, there are two quiet lounges on upper floors of the nursing home and a conservatory where family and friends can meet with residents. Visiting hours are open, although Kingscourt aims to 'protect' mealtimes in the main dining room so as not to disrupt other residents. Provision is made however in the conservatory or in bedrooms for relatives who do wish to share meals with residents.

The manager stated that two meetings for family have taken place since she has been at the home, but that she prefers to maintain an 'open door' policy rather than set formal meetings. She has recently introduced a weekend breakfast club, which was very successful: an informal gathering over bacon and sausage rolls and coffee, welcoming children and grandchildren of staff and residents alike.

8.4 Internal physical environment

8.4.1 Décor, Lighting, heating, furnishing & floor coverings

Communal areas are bright and well decorated. Laminate type flooring is used in corridors, dining room and conservatory. Lounges and bedrooms are carpeted. Fresh flowers are in evidence. Photographs of local scenes and other nostalgic pictures decorate walls. Furniture in lounges appeared comfortable. The dining room was bright and clean with place settings and small floral displays on each table. The internal temperature was comfortable. The manager stated that as rooms become vacant they are redecorated and in fact they were in the process of redecorating the bedroom of one resident who has lived there for some time just to freshen it up. The manager herself had been shopping for furnishings for this resident's room that morning, before our arrival.

8.4.2 Freshness, cleanliness/hygiene & cross infection measures

Hand sanitisers were in evidence throughout the home and on each floor. Toilets and bathrooms were clean and in good condition. Any infection control issues are discussed at each shift handover and the manager stated that she is rolling out 'Mouth Care Matters' training to all staff. She also sits on a steering group within Cheshire West CCG, as a result of which Kingscourt is taking part in a pilot

scheme for measures to ensure care home residents stay out of hospital as a result of avoidable infections.

8.4.3 Suitability of design to meet needs of residents

The building is 30 years old but appears to be in good repair. Corridors do feel somewhat cramped but there is sufficient space and provision for wheelchair and walking frame users. Lifting hoists are in evidence on each floor. Bedrooms are spread over 3 floors. There is a lift and 2 flights of stairs to ensure residents, visitors and staff can move around the home. It was stated that members of staff always accompany residents in the lift. Bedrooms are fairly uniform and quite compact in size, and roughly two thirds are en-suite with wash hand basin and WC or washbasin only. Rooms with wash basin only, or no wash basin, are more suited for residents who need the use of hoists or wheelchairs, due to the additional space they offer. Toilets and wet rooms are available on each floor and are clearly signed. Assisted baths were seen and are in good condition. The inner courtyard is level and is accessed through the conservatory: additionally, there is a fire door exit to it from the dining room.

8.5 Staff support skills & interaction

8.5.1 Staff appearance/presentation

Staff encountered were all friendly and welcoming. Nursing staff wear navy blue uniforms, care assistants white and housekeeping staff light green. All had name badges. 5 nursing and care staff, of which 1 senior Registered General Nurse, work morning and afternoon shifts, 3 staff including 1 RGN work night shifts. Lindsey, the manager, is also a qualified RGN. Staffing will increase to 6 care staff on daytime shifts when occupancy reaches 30 residents. Lindsey commented that the high turnover of managers in recent years had made staff retention more difficult, but that longer-serving staff members now appear to be more comfortable in position '*It seems as if they needed someone to look after them. I love it here. It's as if the girls want to be here rather than just seeing it as a job.'* The manager herself has worked in health and social care positions for over 10 years, including positions with BUPA and as a District Nurse.

8.5.2 Affording dignity and respect/Approach to care giving

Staff were seen to be calm and considerate when interacting with residents addressing them by name. 8 or 9 residents have DOLs in place. The manager was observed comforting a slightly confused resident in the doorway of her bedroom who had eczema on her hands, saying that she would get some lotion for her. She also anticipated another lady feeling slightly cold in the lounge and promptly fetched a blanket for her.

The manager is keen to motivate and empower her staff. She has attended 'House of Memories'' training in Liverpool and has subsequently booked staff on courses there. This is a museum-led dementia awareness programme for carers to provide personalised care for people living with dementia. Memory boxes have been installed outside all bedrooms to allow residents and family to build-up displays of personal items from home.

A church pastor has also been appointed successfully into a carer position, benefitting from the natural empathy he brings to caring for residents. The manager has also introduced the concept of staff 'home champions' to empower

leads in areas such as dementia training, infection control, Mouth Care Matters etc. She commented that dependency levels of new residents have increased over the years. Nursing homes now typically have to offer care packages which previously would have been the preserve of hospitals.

Sign displaying Kingscourt ethos to staff and family members of residents

A 'welcome' book, pack of toiletries and towel is given to each new resident on arrival.

8.5.3 Effective communications – alternative systems and accessible information

As noted previously, communal rooms, toilets, wet rooms, fire exits are all clearly signed. Memory-stimulation pictures are displayed on walls and memory boxes outside each bedroom. Bedroom doors are numbered but have provision for display of resident names. Weekly activity boards, 4-week menu cycle, daily staff on-duty boards are all displayed. Home Champions are listed and an Employee of the Month is voted for by residents, family and staff members alike, and the award displayed accordingly

Home Champion display

Employee of the month display

Awareness dates in March display

8.6 Physical Welfare

8.6.1 Appearance, dress & hygiene

Most residents were in the main lounge. All were clean and well-dressed, they looked healthy and well-groomed. One gentleman was noticed in his bedroom watching television, he was also neatly dressed. One female resident, who obviously required more intensive nursing, was noted in bed with a carer in attendance. The manager explained that, although residents are not obliged to do so, they are encouraged to get up in the mornings to maximise mobility and minimise social isolation. There is an on-site laundry.

8.6.2 Nutrition/mealtimes and hydration

A relaxed breakfast timetable is observed. Lunch is served between 12.30 and 2.00pm, an evening meal between 4.30 and 6.00pm. All meals are taken in the dining-room, other than for reasons of sickness or, as stated previously, if relatives wish to attend, in which case places are set in the conservatory. All food is freshly cooked on site by two resident chefs and a kitchen assistant. Menu rotation is on a four-weekly cycle and is displayed in the dining room. Food hygiene and allergy information is well displayed. The kitchen appeared clean. Tea and coffee is on hand for residents and visitors in the main lounge, and during the Healthwatch visit a drinks trolley was additionally serving residents.

Menu cycle displayed

in dining room

8.6.3 Support with general & specialist health needs/Maximising mobility & sensory capacities

Park Medical Centre is immediately adjacent to the nursing home and provides GP support for all but one resident who is registered with Northgate practice. On her appointment into position, the manager made a point of meeting with the practice manager and senior GP at Park Medical Centre to discuss resident needs and ensure a good working relationship. A GP visits the home each Tuesday for routine checks. Dentists, opticians and chiropodists visit the home on request. Personal care plans are reviewed by staff each month. The Springcare operations manager visits Kingscourt weekly and sets an action plan for the manager, who in turn audits medication dispensing, room care, any falls and general welfare issues. Annual staff appraisals are conducted in April/May

8.7 Social, emotional and cultural welfare

8.7. 1 Personalisation & personal possessions

Although furniture is provided in bedrooms, residents are welcome to bring their own items of furniture and personal possessions to furnish their rooms. Television points are available in all rooms and personal TVs were noted in a number of rooms. Telephone points are already available in some rooms, but can be installed on request by BT with billing directly to the resident.

8.7.2 Choice, control & identity

Whilst independence is encouraged and residents can manage their own money they are advised not to keep large sums on their person. The manager provides a secure facility upon request. Most residents are free to go outside but tend to do so only when accompanied by family or members of staff. Kingscourt is non-smoking throughout.

Hairdressing salon as part of quiet lounge. A hairdresser visits weekly

8.7.3 Feeling safe and able to raise concerns/complaints

Dependency levels of residents appeared quite high, so it was difficult to discuss any issues they may have directly, but there was a calm, contented atmosphere in the home; residents appeared comfortable with each other and staff alike. A complaints policy is well published and displayed for staff and visitors benefit: we were shown two noticeboards for staff at the clocking- in entrance detailing policies, initiatives and good practice procedures.

The manager strives to ensure that she is available for and has good relationships with relatives at all times, but in the event of a formal complaint, she responds formally to the complainant explaining her understanding/interpretation, sets an action plan with staff, monitors progress and provides formal feedback.

8.7.4 Structured and unstructured activities/stimulation

An Activities Coordinator is in position and organises a mix of social and individual activities. On the day of our visit, the nursery visit had taken place and a formal Ladies Lunch was planned, with a reciprocal Gentlemen's Lunch set for a later date. Arts and crafts and movie afternoons are regular activities. Kingscourt has a minibus which is used each Friday for trips out. A party is planned to celebrate the Queen's birthday in April and a visit to the Manchester football museum is planned for two male residents who are supporters of the rival Manchester teams.

Weekly activities schedule

8.7.5 Cultural, religious/spiritual needs

A local church minister brings Holy Communion each month. Ministers from other religious denominations are welcome at any time.

8.7.6 Gardens – maintenance & design/suitability for use/enjoyment

A paved inner courtyard with seating, an arbour and planting is available. The manager stated that she has emailed a local scout group to aid with a revamp and is contacting local business for assistance with supply of materials.

Paved inner courtyard

9. Observations

9.1 Elements of observed/reported good practice

- Support for manager from the Springcare group

- Home Champions
- Employee of the Month
- Training initiatives for staff

9.2 Other observations/findings of note applicable

The manager has introduced CareHome UK comment cards for feedback from relatives and visitors and is pleased to have seen and can demonstrate a month-by-month improvement in satisfaction rating since introduction.

10. Comparisons

10.1 Comparisons of observations against providers website

The previous manager's name is listed in contact details on the provider's website, although Lindsey Crone is welcomed as manager in the Home Page text. Review whether the job vacancy notice dated November 2018 is still current.

10.2 Comparisons with previous Healthwatch visit(s) where applicable

The previous Healthwatch visit in August 2016 and indeed the CQC inspection in August 2017 reported a need for redecoration. This appears to have been addressed in the meantime as decoration appeared in good order to current representatives. Recommended display boards are now in place and we were not aware of the 'intrusive buzzer' reported at that time. An area of block paving in the front courtyard still needs attention, however, which the manager is very aware of.

11. Recommendations

- Fix the block paving in entrance courtyard and consider widening the front gateway for vehicle access
- Consider including resident photos and/or names on room doors
- The new manager is very motivated and passionate, with many ideas for initiatives to improve service to residents and capabilities of staff. It is to be hoped that Springcare group will give her the necessary support to put these ideas in place.

Feedback from Provider of Service

1. *Description and nature of service*

Please note since the date of the report, the CQC interview has been held and passes and the CQC certificate is now displayed.

8.3 Facilities for and involvement with family and friends

Formal meetings are diarised however I want relatives to feel that they can come to myself or my deputy at any time.

11. Recommendations

Work to commence on the driveway in the coming weeks and plans to hopefully widen the drive in progress

All rooms have residents' names on, however pictures would be more beneficial in a dementia setting and our memory boxes outside the rooms aid orientation.

Fantastic support given to myself in my role from the operations and quality team.

Many thanks for the report, I am really pleased with the positive feedback and have shared it with our staff. Lindsey Crone l Home Manager.