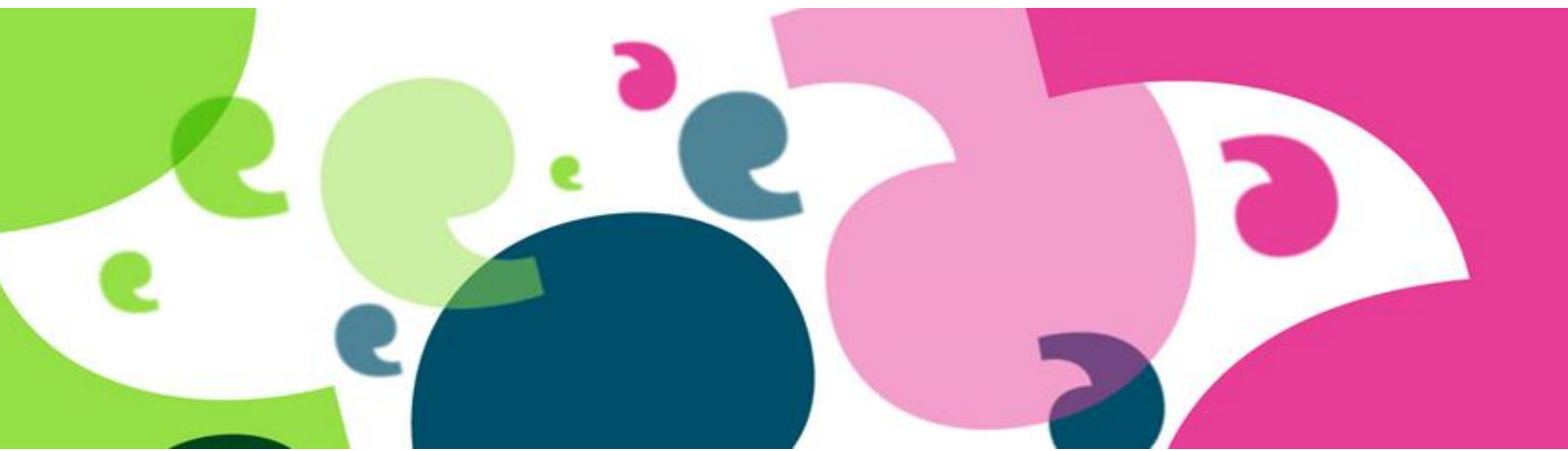




**Woodside Grange Care Home
Follow-up Visit Report
June 2017**



In 2016, Healthwatch Stockton-on-Tees carried out an Enter and View on the Maple Suite Unit at Woodside Grange Care Home and made a number of recommendations. Maple Suite cares for residents living with dementia. The care home took on board the concerns raised by Healthwatch Stockton-on-Tees regarding leadership, staff training, procedures, communication, meals and activities.

Healthwatch Stockton-on-Tees conducted a follow up visit at Woodside Grange Care Home, which is run by the St Martins Care group. The purpose of the visit was to review the changes that had been made, and to talk to the Manager and staff about how the changes had impacted and improved the service.

Healthwatch Stockton-on-Tees met with the Manager of Woodside Grange Care Home, at the time the follow-up visit was conducted the Manager had been in post for nine months. The Manager informed Healthwatch Stockton-on-Tees that since Healthwatch's Enter & View three new Directors had been appointed to lead St Martins Care and a staff restructure had taken place.

In addition to the restructure a Business Manager for Clinical Services has been appointed and works across all sites run by St Martins Care. The Business Manager visits each site weekly to observe, monitor and report on a number of elements of residents care, and also speaks to relatives during these visits. Interventions put in place as a result of this are also monitored by the Business Manager.

One member of the nursing team commented;

"I feel extremely supported in my role"

"Makes my role safer, easier and not just for me but others on the unit as well"

Sue Judge, Business Manager for Clinical Services, St Martin's Care told Healthwatch Stockton-on-Tees;

"It's important to sustain the changes that we make"

Woodside Grange Care Home manager informed Healthwatch Stockton-on-Tees that a positive relationships had now been built with the Care Quality Commission (CQC), Local Authority and the community.

The Manager also informed Healthwatch Stockton-on-Tees that Woodside Grange Care Home now have a full team of nursing staff and agency staff are only used if there is a nurse shortage when the clinical lead is unable to cover.

Following on from Healthwatch Stockton-on-Tees' recommendations staff at Woodside Grange Care Home now undertake a one week induction which includes a number of mandatory training courses.

Training for staff has improved and is undertaken by an external training provider who delivers regular face-to-face training with staff. Staff are also now paid to attend training and the external provider monitors and logs individuals training. The matrix that logs the mandatory, specialist and vocational training staff undertake was shown to Healthwatch Stockton-on-Tees, this



included the leadership and care plan training which is a CQC compliance. Staff also undertake Local Authority training and this was also evidenced on the external training providers matrix.

One member of the staff team who had been in post at Woodside Grange Care Home for seven years commented;

“Brilliant, more hands on now it’s not a DVD, it’s face to face”

Another staff member who had left the care home and returned after hearing of the improvements told Healthwatch Stockton-on-Tees that there was now an increase in the training that was offered, the staff member also praised the training approach.

“Hands on and great for feedback and asking questions if you’re not sure”

“Lots of training to do with care, I really enjoy it”

Following the Enter and View conducted in September 2016 Healthwatch Stockton-on-Tees’ recommended that Woodside Grange Care Home improved communication with staff and residents.

Feedback from staff regarding meetings for the team highlighted that these had increased with a more open and relaxed approach.

Woodside Grange Care Home Manager felt the meetings were well attended by staff working both day-time and night-time shifts and highlighted the team are encouraged to contribute with feedback.

The Manager has an open door policy for the team and has also implemented a daily ‘10 at 10’ document (10 minute meeting at 10am) for staff to communicate changes or highlight issues.

The team feel that they can now raise concerns and that these will be taken on board. One member of the team commented;

“Useful, knowledgeable and feel I can put opinions forward”

The Clinical Lead informed Healthwatch Stockton-on-Tees that within her role she is able to acknowledge visitors and chat to residents and family members as a priority to ensure lines of communication remain open. One member of the team commented that the Clinical Lead is approachable and professional in her communication with the team, residents and family members. One commented;

“You should be able to go to your Manager, and you can now”

The Manager of Woodside Grange Care Home admitted it had been a struggle to encourage residents and family members to attend meetings. An afternoon tea event was held recently to bring family and residents together and to enable feedback to be gathered in a relaxed setting. The Manager’s aim is to ensure an open and transparent approach with all and told Healthwatch-Stockton-on-Tees;

“We want to know if your relative has had a cold cup of tea”



Healthwatch Stockton-on-Tees gathered feedback during the follow-up visit from staff on current medicine administration processes.

The Clinical Lead appointed at Woodside Grange Care Home is responsible for this. The Clinical Lead also informed Healthwatch Stockton-on-Tees that due to nurses now working 8am - 8pm, and not a split shift rota system, the need for a medicine hand over process during the medicine rounds had been eliminated. Medicine trollies are secured when not in use. The role of the Clinical Lead also provides additional support for the Care Home Manager and is responsible for the clinical supervision of the nurses, supervisions are carried out every 6-8 weeks.

Woodside Granges Care Home Manager informed Healthwatch Stockton-on-Tees that medicine audits and competency processes are collated and forwarded to Quality and Compliance at St Martin Care along with Clinical Governance procedures which are done on a monthly basis and forwarded to Directors.

Healthwatch Stockton-on-Tees recommended changes to ensure the dietary requirements of residents are met and improved, with an increase in variety and food options. The Woodside Grange Care Home Manager informed Healthwatch Stockton-on-Tees that changes to staffing in the kitchen had positively impacted on the quality and variety of foods offered.

The introduction of a four week rolling menu has been successful and Healthwatch Stockton-on-Tees observed the menus displayed in the lounge and dining room area.

Staff commented on the improvements;

“Menu improved, new cook”

“Massive improvement in meals, residents seem to be enjoying it a lot there’s more choice and more options”

“The meat is so much nicer, it falls apart”

The staff also told Healthwatch Stockton-on-Tees that they can now ask for a specific meal for an individual if required and they are able to do this at short notice. Feedback from staff, residents and family was communicated to the Manager suggesting that residents preferred the lunchtime meal to be the main meal of the day, this was implemented successfully.

During the Enter and View conducted in September 2016 Healthwatch Stockton-on-Tees identified a number of improvements which could be made in relation to the activities that the residents engage with on maple Suite at Woodside Grange Care Home. Recommendations were proposed to review the time activities were undertaken, refreshing the resources and the opportunity for residents to go outdoors on a regular basis.



The care Home Manager informed Healthwatch Stockton-on-Tees that the 2'o clock stop had been withdrawn with the emphasis now on the staff team supporting residents to engage with activities at appropriate times for individual residents.

One member of the staff team commented:

“Activities are out at all times of the day now, the staff have updated the contents”

“This morning one resident was taken through her album”

Healthwatch Stockton-on-Tees were informed residents have the opportunity to go outside with staff more frequently. There is also a system now in place which rotates residents enabling them to visit the local dementia café. At the time of the follow-up visit residents had recently visited Preston Park and attended a charity night at the local social club.

Healthwatch Stockton-on-Tees gathered feedback throughout the follow-up visit which evidenced that there is now a common theme that staff find the Manager to be approachable thus increasing moral throughout the teams.

Woodside Grange Care Home Manager commented;

“There’s a culture change and the whole home has become positive working towards the same aim which is to improve the service for residents”

Reference

The Enter and View 2016 report from Healthwatch Stockton-on-Tees and response from the Manager of Woodside Grange Care Home can be found via the below links.

<http://www.healthwatchstocktonontees.co.uk/sites/default/files/uploads/WGCHfinalReport.pdf>

http://www.healthwatchstocktonontees.co.uk/sites/default/files/uploads/Response_from_Woodside_Grange_Care_Home_Manager.pdf

